



**For Immediate Release:**

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**IHCA Praises New Consumer and Workforce Satisfaction Data Showing  
Continued Progress in Nursing Homes**

*Statistical Analysis Finds Consumer and Staff Satisfaction Levels Reach New Highs*

**Indianapolis** – The Indiana Health Care Association (IHCA) praised the results of the new *2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes* recently released by independent research firm My InnerView (MIV). The national study found that 85 percent of consumers report their satisfaction as either “excellent” or “good”, while 66 percent of care staff also say their facility is an “excellent” or “good” place to work.

“As consumer and workforce satisfaction have reached the highest levels in 2008, we applaud the efforts of care staff in Indiana’s nursing homes,” said Steve Smith, President of the Indiana Health Care Association (IHCA). “These findings reflect the profession’s commitment to quality-improvement initiatives and demonstrate that improvements in the workforce are linked to consumer satisfaction and ultimately quality of care.”

States the new MIV study: “Although satisfaction levels are high, job stress is a significant opportunity for nursing home leaders to address in order to improve nurse and nursing assistants’ satisfaction, while meeting resident choices and preferences is one of the top priority items for improving resident and family satisfaction.” Other highlights of the report include data that support the view of aligning financial incentives with organizational performance.

This month, the Indiana Health Care Foundation (IHCF) will conduct a staffing survey of Indiana nursing homes. The survey will address job satisfaction among directors of nursing and direct care workers such as staff registered nurses, administrative registered nurses, licensed nurse practitioners and certified nurse assistants. Smith stressed the goals of the Indiana survey as a continuing exercise in quality improvement.

“Our goal is to take a closer look at factors influencing job satisfaction among direct care workers in Indiana nursing homes specifically,” said Smith. “We recognize there is always room for improvement, especially as we look for ways to address our State’s staffing shortage in long term care.”

**About the Indiana Health Care Association (IHCA)**

The Indiana Health Care Association is Indiana's largest trade association and advocate representing proprietary, not-for-profit and hospital-based nursing home and assisted living communities, adult foster care and adult day services. IHCA's 264 member facilities care for more than 25,000 of Indiana's geriatric and developmentally disabled citizens, the majority of whom are low-income Medicaid recipients. To learn more about IHCA, visit [www.ihca.org](http://www.ihca.org).

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