State of Indiana
Nursing Home Resident, Family & Employee Surveys
Informational Webinars

May 10 & 17, 2013

Division of Aging
Discussion Points

1. Who is Press Ganey
2. Project Team
3. Project Overview
4. Questions & Feedback
Who is Press Ganey?

Listen • Learn • Lead
The Path to Exceptional Patient Experiences

Listen
- Compassionate, Competent Caregivers

Learn
- Aligned Stakeholders
- Reliable Care 
  & Business Processes
- Engaged, Passionate Leadership

Lead
- Safe, Patient 
  & Family Focused Care

Improving the Patient Experience
Who is Press Ganey?

Listen • Learn • Lead
The Path to Exceptional Patient Experiences

Listen
PATIENT, EMPLOYEE & PHYSICIAN VOICE

Learn
COMPASSIONATE, COMPETENT CAREGIVERS
ALIGNED STAKEHOLDERS
RELIABLE CARE & BUSINESS PROCESSES
ENGAGED, PASSIONATE LEADERSHIP

Lead
SAFE, PATIENT & FAMILY FOCUSED CARE

Improving the Patient Experience

Project Team

- Project direction
- Coordination with other FSSA offices & contractors
- Review & approval of project materials

Prime contractor
- Overall project management
- Data processing
- Survey management
- Interviewer training
- Analysis & reporting

Recruit, screen, hire interviewers.
- Nursing home outreach & collection of Family/Employee data
- Interview residents

Nursing home environment training for interviews
- Project advisors
- Analysis & reporting support

Recruit, screen, hire interviewers.
- Nursing home outreach & collection of Family/Employee data
- Interview residents
• Purpose
“The Nursing Facility Satisfaction Survey Project will contribute important measures to our existing report card and give the State of Indiana the ability to reward top performing nursing facilities,” said Faith Laird, Director of Indiana’s Division of Aging. “We look forward to partnering with Press Ganey on this important initiative and are confident this will lead to continued improvements to the resident experience. By capturing the voice of the resident, their caregivers and family members or friends, we are better able to recognize and reward institutions who have achieved positive resident experiences.”

• Eligibility
All residents, family/friend and employees of a State of Indiana Medicaid Certified Nursing Home.
Survey Process

- Start
- Planning
- Sampling
- Data Collection
- Analysis
- Reporting

• Certified Letter
  - Purpose: Highlight surveys and importance of participation, introduce Press Ganey team, outline project plan, timeline for data collection and reporting.
Outreach

- Purpose: Establish which Press Ganey subcontractor will work with each nursing home, gather contact information, begin family & employee contact data upload process – phone calls, email follow-up followed by scheduling.
**Efforts:**
- FSSA/DA – Press Ganey Press Release
- Posters
- Your Help!
Data Uploads

- Data Uploads
  - Purpose: Forms the basis of the population files for resident, family and nursing home surveys.

Resident MDS Files: Myers & Stauffer will provide MDS file upload the month prior to Nursing Homes that will be surveyed in following month (June for July, July for August, August for September).

Family Data Files:

<table>
<thead>
<tr>
<th>Designator</th>
<th>Client #</th>
<th>First Name</th>
<th>Last Name</th>
<th>Salutation</th>
<th>Address 1</th>
<th>Address 2</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Medical Record Number</th>
<th>Age</th>
<th>Sex</th>
</tr>
</thead>
<tbody>
<tr>
<td>NH0101</td>
<td>3396</td>
<td>John</td>
<td>Doe</td>
<td>Mr.</td>
<td>124 West Ave Apt 3</td>
<td>Reno</td>
<td>XX</td>
<td>00000</td>
<td>54321</td>
<td>'69</td>
<td>M</td>
<td></td>
</tr>
</tbody>
</table>

Employee Data Files: *Will also request employee email address to test if we can eliminate mail in future.*
Project Surveys
Family

INDIANA FAMILY AND SOCIAL SERVICES ADMINISTRATION FAMILY AND FRIEND SATISFACTION SURVEY

Rate the care:
Recommended:

We thank you in advance for completing this questionnaire. When you have finished, please mail it in the
envelope enclosed.

1. What is your relationship to the resident at
   the nursing facility?
   ○ Husband or Wife
   ○ Son or Daughter
   ○ Son-in-law or Daughter-in-law
   ○ Brother or Sister
   ○ Niece or Nephew
   ○ Grandchild
   ○ Other
   ○ Guardian/Conservator/Power
   of Attorney/Case Manager
   ○ Other

2. Are you male
   or female? 0 Male 0 Female

3. About how often do you visit the resident?
   ○ Every day
   ○ More than once a week
   ○ About weekly
   ○ Less than once a week, but
   ○ More than once a month
   ○ About once a month
   ○ Less than once a month

4. About how often do you talk with the resident
   on the phone?
   ○ Every day
   ○ More than once a week
   ○ About weekly
   ○ Less than once a week, but
   ○ More than once a month
   ○ About once a month
   ○ Less than once a month

INSTRUCTIONS: Please tell us about your experience with the nursing facility and
the care given there. Please grade each of the following items where A=excellent,
B=very good, C=average, D=below average, and F=failing.

<table>
<thead>
<tr>
<th>Item</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>F</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Comfort of the resident's room</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>6. Respect for the resident's dignity</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>7. Staff's attitude towards the resident</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>8. Quality of food served to the resident</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>9. Menu choice of food available to the resident</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>10. Atmosphere at meal time</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>11. Personal care and attention given to the resident</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>12. Offering activities that are interesting to the resident</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>13. Resident is able to see nurses when needed</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>14. Resident is able to see physicians when needed</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>15. Resident has the same staff assigned consistently</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>16. Having staff who know the resident</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>17. Having staff who like the resident</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>18. Staff doing what they say they will do</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>19. Staff respecting the resident's privacy</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>20. Cleanliness of the facility</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>21. Overall the facility</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

The health and well-being of your family member or friend is a priority of Indiana’s Division of
Aging (DA) and the Office of Medicaid Policy and Planning (OMPP). You have been identified
as the primary family member or friend of [Name].

We would like to know your opinion of the care your family member or friend receives from [DA/OMPP].

To help the DA and the OMPP evaluate the care and services provided to your family member
or friend, we are asking you to participate in a satisfaction survey. The DA and the OMPP
are working with Press Ganey Associates, Inc. of South Bend, Indiana to conduct a family member
or friend satisfaction survey.

To keep your answers strictly confidential, we have asked Press Ganey Associates, Inc. to collect
and process the satisfaction surveys and to prepare a summary report for our offices. Your
responses to the survey will not be shared with anyone.

By answering this survey you will help us obtain valuable information about the care your family
member or friend receives at their nursing facility. Please take a few moments to complete the
enclosed survey and send it back in the enclosed prepaid envelope.

Sincerely,

[Signature]
Director – Division of Aging

[Signature]
Director – Office of Medicaid Policy and Planning

Employee Partnership™ Survey

Employee Partnership™

Employee Satisfaction
“what do I get?”

1. Systems and Leadership: job security, input on decision making, information, pay
2. Resources: physical environment, equipment
3. Teamwork: respect, coordination
4. Direct Management: feedback, coaching, trust, communication, recognition

Employee Engagement
“what do I give?”

5. Engagement
- My Work
- Our Work
- Our Organization
EMPLOYEE PARTNERSHIP SURVEY

Directions: Do not identify yourself on the survey. For each statement, mark the response that best represents your feelings. If a statement does not apply to you, please leave it blank. Thank you.

Please use black or blue ink to fill in the circles completely. Example: C

SYSTEMS AND LEADERSHIP

2. "Leaders" and "Leadership" refer to the highest level of executives at your nursing facility such as the Administrator or the Director.
3. Work group refers to a unit or department with your nursing facility that has a common manager, e.g., nursing services, administration.
4. Leaders do a good job of communicating major developments.
5. Leaders really listen to employees.
6. Leaders do a good job of planning for the future.
7. As long as I perform well, this organization will try to find a place for me.
8. My work group is asked for opinions before decisions are made.
9. I have opportunities to influence policies and decisions that affect my work.
10. Excellent performance is recognized here.
11. Compared to other healthcare organizations my pay is fair.

RESOURCES

1. There is adequate staffing in my work group.
2. I have the equipment I need to do my job well.
3. Physical conditions (light, heat, space, appearance) in my area are good.

TEAMWORK

1. There is good coordination of effort in my work group.
2. Members of my work group treat one another with dignity and respect.

DIRECT MANAGEMENT

1. My last performance review helped me improve.
2. My direct manager provides coaching that helps me achieve my goals.
3. My direct manager recognizes my ideas or suggestions for improvement.
4. My direct manager communicates effectively.
5. My direct manager can be trusted.
6. It is easy to talk to my direct manager about things that go wrong on my job.
7. My direct manager recognizes my good work.

continued...
• **Resident**: Will use the MDS file to identify ~17,400 residents for interviews. This will make up List A. Each NH will have a List B for replacement interviews (due to discharges, deaths, cognitive screening, etc.). Approximately 90 NHs will have 100% of residents surveyed to lower populations size.

• **Family**: Census, will send ~40,000 first surveys, 3 wave mailing.

• **Employee**: Census, will send ~65,000 first surveys, five wave mailing.

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**Population Sampling**

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Identify ONE family member, friend, or other interested person who is most involved in the resident’s care. Use one or more of the following criteria for considering extent of involvement with care:

- Visits resident most often;
- Talks to staff about the resident’s condition;
- Participates in resident care planning process;
- Attends family council meetings;
- Runs errands and takes care of residents’ personal needs.

If there is more than one family member, friend, or other interested person that meets the above criteria:

1. Add the name of the most involved person who is also the legal guardian.
2. If there is no legal guardian AND it’s difficult to identify ONE most involved person, families may jointly complete a single survey.

If the resident does not have an involved family member, friend, or other interested person, do not provide any names for that resident.

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Identify all current full time and part employees. Provide data noted in instructions. Exclude any contract or temporary employees.
Interviewer Training

- June 24, 25, 26 – Training dates.
- Training will be held at Knowledge Services’ Carmel, IN location.
- Training will be recorded for use with staff who could not attend and to improve training for future project years.
- FSSA/DA Representatives & public are welcome to attend (with notice for planning purposes).

- Agenda:
  - Project Overview – Impacting the Quality of Nursing Home Care
  - Nursing Home Environment – What to expect, resident conditions
  - HIPAA Training
  - Project Logistics
  - Interviewing – How to conduct an interview, role playing & interviewer certification.
Interviewer Qualifications

• **Functional Responsibility**
  Responsible for conducting in-person interviews with designated respondents. Interviews will be conducted with nursing home residents in various states of health. Interviewer will be required to drive to nursing homes throughout the state and interact with nursing home staff to identify residents to be surveyed. When interviewing specific responsibilities include conducting personal interviews accurately and efficiently; demonstrating a professional manner; listening skills; and attention to detail.

• **Minimum/ General Experience**
  Four years relevant experience, strong oral and written communication skills, organized and personable. One year experience using personal computer. Ability to drive and pass a criminal background check.

• **Education**
  High school diploma or equivalent.
Interviewer Qualifications

• **Professionalism** – A confident, businesslike presentation and strong delivery are vital to encouraging respondents to participate in surveys as well as persuading respondents to complete surveys already begun.

• **Friendliness** – A friendly and positive approach puts the respondent at ease and relaxed enough to give thoughtful and honest answers.

• **Courtesy** – A courteous interviewer refuses to react negatively toward a respondent who is rude, argumentative, or insincere.

• **Neutrality** – Care must be taken not to inject bias into the survey; do not encourage or reward respondent answers.

• **Listening Skills** – Effective listening skills will help the interviewer address respondent objections, and properly answer questions.

• **Resilience** – A good interviewer does not allow the previous call to affect the next call; a rude respondent or a disappointing hang-up should not affect your approach to the next call.

• **Desire to Improve** – A good interviewer can honestly assess past performances, admit errors, accept and incorporate feedback and learn from mistakes.

• **Optimism** – An interviewer should confidently assume the respondent is interested and willing to participate in the survey.

• **Enthusiasm** – The interviewer’s interest in the survey or lack of it will be immediately conveyed to the respondent; if the interviewer doesn’t seem interested in the survey, the respondent won’t either.

• **Prepared** – An interviewer should know the survey questions, instructions, and responses to common questions.

• **Quick Thinking** – Anything can happen during a phone call and an interviewer must be prepared to handle any situation quickly and effectively.

• **Common Sense** – Beyond all the training, rehearsing, and skill-building, good old-fashioned common sense is as important as anything else. Use it.
Survey Data Collection

- Resident Survey Process:
  - Go/KS scheduling of NH and interviewers.
  - Interviewer(s) arrive, check-in with NH representative, receive NH layout & activity schedule. Distributes interview list as needed between interview staff.
  - Locates & identifies residents, introduces themselves/survey purpose and attempts interview after cognitive screening.
  - Completed surveys shipped to Press Ganey for processing.
### 2.3 Overall Analysis by

<table>
<thead>
<tr>
<th>Overall</th>
<th>Mean Period Score</th>
<th>Mean Change</th>
<th>Trend Mean Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>75.7</td>
<td>-7.6</td>
<td>-7.6</td>
</tr>
<tr>
<td>Facility Rating</td>
<td>80.7</td>
<td>7.7</td>
<td>-7.1</td>
</tr>
<tr>
<td>Admission</td>
<td>75.6</td>
<td>-1.1</td>
<td>-1.1</td>
</tr>
<tr>
<td>Room</td>
<td>71.1</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>Dining</td>
<td>71.4</td>
<td>-9.7</td>
<td>-9.7</td>
</tr>
<tr>
<td>Maintenance</td>
<td>80.7</td>
<td>7.7</td>
<td>-7.1</td>
</tr>
<tr>
<td>Nurses</td>
<td>80.4</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>Nurses Aides</td>
<td>78.1</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>Housekeeping Services</td>
<td>80.4</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>Final Ratings</td>
<td>77.8</td>
<td>-9.7</td>
<td>-9.7</td>
</tr>
</tbody>
</table>

### 3.0 Question Analysis

This section lists detailed information about your individual question, section, and overall scores reported. Significant changes in mean scores from the previous report period are marked with asterisks. Questions appearing in bold italics are among your facility’s top ten. Check symbols in the comment columns indicate the priority number. Comparative data are provided on the right. To ensure confidentiality, questions are asked by seven or more facilities. Greater than (+) and less than (-) symbols are peer group’s mean score by one or two standard deviations. Percentile ranks describe where you in electronic reports; percentile ranks lower than 50 are colored red and those higher than 50 are colored green.

<table>
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<tr>
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<th>Mean Period Score</th>
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</tr>
</thead>
<tbody>
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<td>Room</td>
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<td>7.7</td>
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<tr>
<td>Nurses</td>
<td>80.4</td>
<td>4.3</td>
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<tr>
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<td>4.3</td>
<td>4.3</td>
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<tr>
<td>Final Ratings</td>
<td>77.8</td>
<td>-9.7</td>
<td>-9.7</td>
</tr>
</tbody>
</table>

### 10.1 Priority Index (Facility DB)

This external priority index combines information about each question’s percentile rank in the all facility DB peer group and relative importance to your respondents’ overall satisfaction. Higher priority is given to those issues that are relatively important to respondents (high correlations) and have low percentile ranks. Percentiles are listed in decreasing priority.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Question</th>
<th>Common Previous Periods</th>
<th>Current Period</th>
<th>Percentile Rank</th>
<th>Correlation Coefficient</th>
<th>Priority Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Likelihood of recommending</td>
<td>13 (29)</td>
<td>3 (13)</td>
<td>82 (55)</td>
<td>.55</td>
<td>64</td>
</tr>
<tr>
<td>2</td>
<td>Nurse treated resident with dignity</td>
<td>8 (34)</td>
<td>10 (32)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>3</td>
<td>Nurse explanation of care</td>
<td>12 (30)</td>
<td>10 (32)</td>
<td>80 (52)</td>
<td>.55</td>
<td>50</td>
</tr>
<tr>
<td>4</td>
<td>Nurse responsiveness to ideas</td>
<td>10 (32)</td>
<td>10 (32)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>5</td>
<td>Explanation of services</td>
<td>7 (22)</td>
<td>7 (22)</td>
<td>.55</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Management responsive to ideas</td>
<td>22 (21)</td>
<td>12 (32)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>7</td>
<td>Nurse explanation of care</td>
<td>10 (25)</td>
<td>10 (32)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>8</td>
<td>Adequacy of information from aides</td>
<td>13 (29)</td>
<td>13 (29)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>9</td>
<td>Aides responsive to responses</td>
<td>8 (34)</td>
<td>8 (34)</td>
<td>.55</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Security of the facility</td>
<td>22 (21)</td>
<td>8 (34)</td>
<td>.55</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Aides treated resident with dignity</td>
<td>16 (16)</td>
<td>20 (14)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>12</td>
<td>Skill of maintenance staff</td>
<td>20 (14)</td>
<td>16 (16)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>13</td>
<td>Maintenance prompt response</td>
<td>15 (27)</td>
<td>15 (27)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>14</td>
<td>Technical skill of nurses</td>
<td>15 (27)</td>
<td>15 (27)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>15</td>
<td>Person who cleans room</td>
<td>24 (17)</td>
<td>18 (12)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>16</td>
<td>Courtesy of admitting staff</td>
<td>18 (12)</td>
<td>18 (12)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>17</td>
<td>Courtesy of maintenance staff</td>
<td>20 (14)</td>
<td>16 (16)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>18</td>
<td>Courtesy of housekeeping staff</td>
<td>16 (16)</td>
<td>16 (16)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>19</td>
<td>Food special diet</td>
<td>20 (14)</td>
<td>16 (16)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>20</td>
<td>Respect shown by dining staff</td>
<td>22 (21)</td>
<td>12 (32)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>21</td>
<td>Variety of food selection</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>22</td>
<td>Quality of food</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>23</td>
<td>Assistance at meals (if needed)</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>24</td>
<td>Cleanliness of dining area</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>25</td>
<td>Food and drink</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>26</td>
<td>Personal hygiene</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>27</td>
<td>Toilet comfort</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>28</td>
<td>Convenience of residence</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
<tr>
<td>29</td>
<td>Cleanliness of bathroom</td>
<td>22 (21)</td>
<td>22 (21)</td>
<td>76 (48)</td>
<td>.45</td>
<td>50</td>
</tr>
</tbody>
</table>

Continued...
Employe Survey Report

• Overall Facility Results, generally 11 pages.
• Overall Partnership, Satisfaction and Engagement Scores.
• Section and Individual Question Results.
• Top 10 Strengths and Opportunities.
• Demographic breakdowns.

This report displays the results of your Employee Partnership survey. It can be used to understand your employees’ perceptions of the workplace and improve partnership with them.

Included in this report are the survey results for your organization’s overall Partnership Score. Partnership Principles and priorities. It is important to remember that the information and scores presented in this report are best viewed as a starting point for creating stronger Employee Partnerships and improving your organization’s overall performance.

70% of the facility participated in the survey.

Your facility's overall Partnership Score is 79.0.

Compared to other facilities in the Press Ganey database, you are in the 92nd percentile. That means that your facility has a higher level of partnership than 92% of the facilities in our national database.

There are 314 facilities with a total of 214,448 employees in the All Facility DB peer comparison.

There are 64 facilities with a total of 26,928 employees in the AHA Region 6 peer comparison.

There are 68 facilities with a total of 12,340 employees in the FTE's < 251 peer comparison.
Analysis
Employee Partnership Survey

**Overall Partnership Score**
This is your Overall Partnership Score, a combination of employees' Overall Satisfaction and Overall Engagement. It is the highest-level "picture" of your work environment, including overall mean score as well as comparative data.

<table>
<thead>
<tr>
<th>Period</th>
<th>n</th>
<th>Mean Score</th>
<th>%FAvailable</th>
<th>National Rank</th>
<th>Peer Group Rank</th>
<th>Peer Group National Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2009</td>
<td>1,526</td>
<td>76.1 ▶</td>
<td>86.4%</td>
<td>87th ▼</td>
<td>93rd</td>
<td>71st</td>
</tr>
<tr>
<td>April 2006</td>
<td>936</td>
<td>73.4 ▾</td>
<td>82.1%</td>
<td>91st</td>
<td>94th</td>
<td>72nd</td>
</tr>
</tbody>
</table>

Overall Partnership Score is the highest-level "picture" of how employees relate to their nursing home and how the facility compares with others. The score provides an overall assessment of the care and respect that goes into creating an environment that ultimately leads to ideal behaviors and improved organizational outcomes.

**Overall Satisfaction Score**
This is your Overall Satisfaction Score. This score summarizes responses to questions that drive employee satisfaction—how they feel and what they do. It accounts for half of your Partnership Score.

<table>
<thead>
<tr>
<th>Period</th>
<th>n</th>
<th>Mean Score</th>
<th>%FAvailable</th>
<th>National Rank</th>
<th>Peer Group Rank</th>
<th>Peer Group National Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2009</td>
<td>1,526</td>
<td>73.0 ▶</td>
<td>82.7%</td>
<td>85th ▼</td>
<td>91st</td>
<td>64th</td>
</tr>
<tr>
<td>April 2006</td>
<td>936</td>
<td>71.3 ▾</td>
<td>78.0%</td>
<td>90th</td>
<td>94th</td>
<td>71st</td>
</tr>
</tbody>
</table>

Overall Satisfaction Score is the highest-level "picture" of how employees feel about their work environment. It includes factors such as job satisfaction, career development, and leadership support. The score provides an overall assessment of employees' attitudes and engagement in their work.

**Overall Engagement Score**
This is your Overall Engagement Score. This score summarizes responses to questions that drive employee engagement—what they do and what they give back. It accounts for half of your Partnership Score.

<table>
<thead>
<tr>
<th>Period</th>
<th>n</th>
<th>Mean Score</th>
<th>%FAvailable</th>
<th>National Rank</th>
<th>Peer Group Rank</th>
<th>Peer Group National Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2009</td>
<td>1,526</td>
<td>80.1 ▶</td>
<td>90.3%</td>
<td>86th ▼</td>
<td>91st</td>
<td>75th</td>
</tr>
<tr>
<td>April 2006</td>
<td>933</td>
<td>77.6 ▾</td>
<td>89.2%</td>
<td>86th</td>
<td>92nd</td>
<td>70th</td>
</tr>
</tbody>
</table>

Overall Engagement Score is a summary of how engaged the nursing home’s employees are. Simply, engagement is a strong feeling of ownership, involvement or passion on behalf of the employee. A focus on engagement alone will not necessarily lead to improved organizational outcomes. High levels of engagement without satisfaction can lead to emotional burnout because employees will feel they are giving and giving of themselves but not getting their baseline needs met in return.
• Overall State of Indiana Report (Overall Satisfaction by Survey, Domain Scores, Question Level Scoring, etc.).

• Individual Nursing Home Reports

• Webinars