# Louisiana Nursing Home Association

# Resident/Family Satisfaction Survey Timeline

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| Milestone | Date: Completed by |
| Kick-off Webinars hosted by NRC  \*Thursday November 21, 10:00 am CT  Register in advance for this webinar:  <https://nrchealth.zoom.us/webinar/register/WN_XlE9RD5VQM-hTLAupYlMHw>  \*Tuesday November 26, 1:30 pm CT  Register in advance for this webinar:  <https://nrchealth.zoom.us/webinar/register/WN_WokcHgW2Sw2WFk2buNYh0Q>  \*Webinars will be recorded and distributed to all facilities | November 26, 2019 |
| Survey Participation Deadline  Facilities must return signed survey participation agreement to NRC | December 5, 2019 |
| Facility Data Files Due  Facilities must return survey data files containing survey counts to NRC | December 6, 2019 |
| Facility notifies families and resident of the upcoming survey | Dec 8, 2019 |
| NRC Ships Resident/Family Surveys  Resident Surveys will be shipped in Bulk to each participating facility to the Administrators Attention.  Family Surveys will be mailed directly to the family member. | December 20, 2019 |
| Facilities Ship Resident Surveys to NRC  Facility Administrators mail resident surveys back to NRC | January 10, 2020 |
| Surveys Due to NRC  All resident/family surveys are due back to NRC  \*Any late surveys will not be included in the January 31st report | January 17, 2020 |
| Individual Facility Reports available online | January 24, 2020 |
| State Aggregate Report delivered to LNHA | January 31, 2020 |
| Post Survey Portal training for facilities  Please attend one of these times  \*Tuesday February 11,10:00 am CT  Register in advance for this webinar:  <https://nrchealth.zoom.us/webinar/register/WN_HlA8G2G2SKWD9HvGk3Wcew>  \*Wednesday February 12, 1:30 pm CT  Register in advance for this webinar:  <https://nrchealth.zoom.us/webinar/register/WN_aRshgzBASqCFQ7rbxKAy3Q>  \*Webinars will be recorded and distributed to all facilities | February 12, 2020 |
| Action Planning Webinar for facilities  Date: TBD  \*Webinar will be recorded and distributed to all facilities | TBD |
| LNHA Executive Survey Review  NRC Health to provide in-person executive review/results presentation of the survey process to LNHA Leadership | TBD |