

2017 Excellence in Action award fact sheet

NRC Health, the nation's leading provider of performance-improvement solutions for the senior care profession, presents the annual Excellence in Action awards. This honor, awarded exclusively to NRC Health post-acute clients, recognizes organizations that achieve the highest overall resident or employee satisfaction scores in the NRC Health database—the largest source of long-term care and senior-living satisfaction metrics in the nation.

2018 will bring about a transformation in how NRC Health recognizes the great accomplishments of our partners. As we prepare to turn the page to the next chapter in improvement, we will first celebrate the exceptional skilled nursing facilities across the country who have continually elevated the experiences they offer to residents, patients, nurses and staff. This year, we are recognizing the top 20 percent of skilled nursing facilities for their hard work and commitment to better understanding residents and staff.

We celebrate the 2017 Excellence in Action award winners and congratulate them on their success.

2017 Excellence in Action award criteria

The 2017 Excellence in Action awards recognize skilled nursing, assisted living, and independent living communities that have made a commitment to continuous quality improvement and have successfully made quality a priority to better serve the needs of their customers and employees. The customer award was earned by 678 organizations, while 246 received the workforce award.

This year's Excellence in Action awards are presented to NRC Health partner facilities that:

- Completed a customer satisfaction (Resident and Family Experience) or workforce satisfaction (Employee Engagement) survey during calendar year 2016, using standard facility instruments (which may or may not include custom questions).
- Received a minimum of 10 responses, with a minimum 30 percent response rate.

All standard data for calendar year 2016 were combined into one sample, regardless of method or date of administration. The term "customer" combines resident and family experience data. No workforce satisfaction award is available for independent-living communities.

The data used to determine the 2017 Excellence in Action award winners was aggregated from both a legacy survey and a new survey. Please see the details below for further information on how the winners were chosen for both the customer satisfaction and workforce satisfaction surveys.

→ **Customer Award Requirements**

- Award winners scored within the top 10 percent of qualifying assisted living and independent living facilities and top 20 percent of qualifying skilled nursing facilities based on the percentage of combined top box scores for the following questions:
- Legacy survey:
 - Question: "What is your recommendation of this facility to others?"
 - Top box score: "Excellent"
- New survey:
 - Question: "Would you recommend this as a place to live to your friends and family?"
 - Top box score: "Definitely yes"

→ **Workplace Award Requirements**

- Award winners scored within the top 10 percent of qualifying assisted living and independent living facilities and top 20 percent of qualifying skilled nursing facilities based on the percentage of combined top box scores for the following questions:
- Legacy survey:
 - Question: “What is your recommendation of this facility as a place to work?”
 - Top box score: “Excellent”
- New survey:
 - Question: “Would you recommend this organization to others as a place to work?”
 - Top box score: “Definitely yes”

About NRC Health

NRC Health post-acute customer experience solutions help improve quality in all long-term care and short term stay settings, including skilled nursing homes, assisted living communities, independent living communities, and continuing care retirement communities.

NRC Health is focused on enabling human understanding across the care journey. As long-term care providers continue to broaden their offerings and align with hospitals and health systems for plan-of-care transition partnerships, our post-acute customer experience solutions open the door by demonstrating proactive leadership in quality measurement and improvement.