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# Georgia Health Care Association Timeline Schedule for Resident Family and Employee Experience Survey 2023

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| Milestone | To be completed by |
| Kick-off webinars – Process ad timeline for the survey. Please attend one of these times:  Tuesday July 25, 2:00 pm ET - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_-he8EnlbT56TllABQrMVcw>  Thursday July 27, 10:00 am ET– Register below:  <https://nrchealth.zoom.us/webinar/register/WN_GoqoTvZ7T1GEdFA-GIiDbA>  \*If you are not able to join at either of these times, please register and you will be sent a recording of the webinar | **Week of**  **July 24** |
| Provide number of family members, employees, and cognitive residents to NRC Health. Complete the attached order form and email to:  [internalorders@nrchealth.com](mailto:internalorders@nrchealth.com)   * Resident/Family surveys: Each resident should have a voice. If the resident is their own responsible party and cognitively able to respond on their own behalf, the survey should be given to them. If the resident is not able to respond on their own behalf, the survey should be provided to the responsible party or another individual most appropriate to respond on the resident’s behalf i.e. family member, guardian, etc. * Employee surveys: Every employee should receive a survey. Include all full- and part-time employees. | No later than:  **Wed, Aug 23** |
| Facilities notify family members, employees, and residents of upcoming surveys and dates  \*Survey champion creates implementation plan and communicates it to all stakeholders | **Fri, Sept 8** |
| NRC Health mails bulk survey packages to the administrator’s attention at each participating facility  Family, Resident and Employee surveys will be shipped in one package.  \*Please distribute surveys as soon as possible” | **Wed, Sept 20** |
| Facility staff ensures all completed surveys are sealed and mailed to NRC Health for processing | **Mon, Oct 16** |
| Surveys due back to NRC Health | **Fri, Oct 20** |
| Individual Facility Reports available | **Fri, Nov 17** |
| Reports Review Webinar – Please attend.  How to read and understand your survey results  Tuesday Nov 28, 10:00 am ET - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_2SDnkUS3RAiy29MJ7tG21A>  \*If you are not able to join at this time, you will be sent a recording of the webinar |  |
| Action Planning Webinar  How to use your data for Action  Tues Jan 9, 10:00 am ET - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_UWzPaETFQDq1mz6kvaimQQ>  \*If you are not able to join at this time, you will be sent a recording of the webinar |  |

**Questions?** If you have any questions about the survey timeline, contact Teresa Costello [tmcostello@nrchealth.com](mailto:tmcostello@nrchealth.com) or call 800.388.4264