

My InnerView

Company Description

By maintaining the senior care profession's largest database of customer and workforce satisfaction metrics, My InnerView is able to assist senior care leaders by giving them clear insight into how to improve performance and business outcomes. My InnerView is the leading provider of satisfaction assessment surveys and actionable reports to the senior care profession. My InnerView's clients have access to the research, the insights and the solutions that matter most in providing the highest quality of care and service to their customers and employees.

Executives and managers of senior care organizations find tremendous value in comparing their performance achievements with their peers. Effective benchmarking can be accomplished with My InnerView's extensive database and research capabilities. My InnerView also publishes the National Survey of Consumer and Workforce Satisfaction in Nursing Homes — lauded by many as the most anticipated annual report of its kind in the country.

Geographic Area Served: U.S. Only

Segments Served: SNF, AL, IL, CCRC

2010/2011 Product & Service Innovations

- **Enhanced Risk Management Focus:** Let My InnerView help you proactively manage risk, before escalation.
- **Measure Employee Commitment:** Capturing customer and employee satisfaction is important but now, with My InnerView, you can drill down into employee commitment to determine how effective your workforce is.

Suggested Consultative Discussions

- **How committed is your workforce?** When you recruit staff, you try to attract those individuals who seem most devoted to caring for people and who want to be successful, but commitment must be cultivated.
- **Improving Your Organization's Satisfaction Levels:** We'll show you how to take your organization's satisfaction data, turn it into action, and ultimately drive leadership and organizational improvement.
- **What Should I Measure and Why?** We'll discuss how you can support an evidence-based quality agenda within your organization.



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