



FAST FACTS: Staff Satisfaction

Advancing Excellence in America's Nursing Homes is a national campaign to improve the quality of care and life for the country's 1.5 million people receiving care in nursing homes and to create a better workplace, especially for direct care staff. Nursing homes, their staff and consumers can join in this effort by working on the campaign goals designed to improve quality. This consumer fact sheet explains the link between high quality care and staff satisfaction.

Why is measuring staff satisfaction important?

Caregivers have challenging jobs. Learning what caregivers think, what they need, and how they would like to improve your nursing home is an important part of getting the best care in nursing homes.

- Understanding staff satisfaction is a first step to improve staff work environment and work assignments. A national survey shows that nursing home staff want a safe workplace, fair evaluations of their work, an engaged supervisor, an opportunity to express their opinion or concerns, and an ability to see changes in workflow based on their feedback.
- Staff satisfaction surveys ask about ways to improve the nursing home, how to best respond to staff concerns, and opportunities for personal and professional growth.
- Using staff satisfaction surveys can lead to less staff turnover and to consistent staff assignment. This can mean better care for residents of nursing homes.

What makes for a good satisfaction survey?

- Survey questions should be tested to make sure that most staff understand each question. The survey should take into account the staff's first language and culture.
- A good survey is one that assures confidentiality.
- The survey questions should be easy to understand and answer.
- The more people who answer the survey, the more meaningful the results. Staff from all units or departments should receive the survey.
- Staff should be surveyed at least every year.

Advancing Excellence in America's Nursing Homes is a national campaign to improve the quality of care and life for the country's 1.5 million people receiving care in nursing homes. Find out if your nursing home is part of the Advancing Excellence Campaign. To sign up or get more information, go to www.nhqualitycampaign.org.

What do staff satisfaction results mean to residents?

If the satisfaction survey met the requirements of a good survey, then:

- High ratings of overall staff satisfaction may tell you that staff get enough support, training, pay, benefits, and recognition for their work. It may also mean the nursing home includes caregivers in decision-making and strives to make the nursing home a good place to work and live.
- Low ratings of overall staff satisfaction can point to problem areas. Residents and family members can check back with nursing home managers to see if management is making changes to address concerns identified in the survey.

What are some questions I can ask the administrator?

- Does the nursing home conduct a survey of staff? If so, how often? If your nursing home is not doing a survey, ask if they will consider conducting one.
- Ask for a copy of the survey and results.
- Ask how are surveys conducted (for example by mail or phone)?
- Ask who conducts the survey?
- Ask if it is anonymous?
- Ask what the administrator thinks about the results?
- Ask if the administrator shares the results?
- Ask what changes has the nursing home made in response to the staff survey results?
- Ask if the changes improved daily life for staff and for residents? How?
- Ask if state law requires nursing homes to do a standard satisfaction survey? If the answer is yes, how does your nursing home compare with others in the state or local area?