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New York State Project Will Ask the Customer about Nursing Home Quality

Recognizing that resident satisfaction levels play a significant role in determining improvements in nursing home quality, the New York State Department of Health has contracted with the Foundation for Quality Care, Inc. (FQC) an affiliate of the New York State Health Facilities Association, to implement improvements for residents in response to survey results.

“It is vital when identifying and implementing improvements for residents in New York State nursing homes to listen to the residents themselves, gathering their observations and concerns through a standardized, valid and reliable survey system,” noted Richard Herrick, President & CEO of NYSHFA.

FQC will partner with National Research Corporation to implement the nationally recognized My InnerView customer satisfaction tool for 4,725 residents in 35 nursing homes. This project has the potential to drive significant improvements in New York nursing homes by empowering residents, families, and staff to become involved in the process of improving policies and procedures; environment and culture; clinical and personal services, and other factors of that affect quality of care and quality of life in long-term care facilities. The project will use a written survey, in-person interviews, resident survey assistance, and family surveys, so that those who have difficulty expressing themselves in the traditional pen-and-paper process can still have a voice.

“As we have done in fifteen states nationally, we look forward to working with the Foundation for Quality Care to guide nursing home customers and communities through the improvement process,” said Rich Kortum, Director of Strategic Partnerships at National Research.

“We applaud New York State’s efforts to initiate this project in alignment with our National Quality Initiative. We look forward to sharing the results of how this project is replicable to other long-term care facilities across the country,” stated David Gifford, M.D., Director of Quality, American Health Care Association.

The State is supporting this project with Civil and Monetary Penalties Law (CMP) funding, and the deliverables will be carried out over a two-year period beginning August 1, 2015.
About the Foundation for Quality Care, Inc.

FQC was established in 2001 as an affiliate of the New York State Health Facilities Association (NYSHFA) to pioneer and promote programs that advance and improve the quality of care in long term care (LTC) and assisted living facilities. FQC has received more than $6 million in grant funding during the past 14 years and has a track record of success implementing projects for training the long term care workforce, improving quality of care, and research. FQC is well recognized for delivering high-quality grant-funded and fee-for-service training, and has served more than 15,000 professionals from nursing homes and assisted living professionals during the past three year period.

For more information, visit www.thefqc.org

About New York State Health Facilities Association

The New York State Health Facilities Association/New York State Center for Assisted Living (NYSHFA/NYSCAL) is a member-driven association of providers of long term care services, caring for individuals of all ages in proprietary, not-for-profit, and government-sponsored skilled nursing, post-acute, rehab, adult care and assisted living communities across the state of New York.

For more information, visit www.nyshfa.org

About National Research Corporation

For more than 30 years, National Research Corporation (NASDAQ: NRCIA and NRCIB) has been at the forefront of patient-centered care. Today, the company’s focus on empowering customer-centric healthcare across the continuum extends patient-centered care to incorporate families, communities, employees, senior housing residents, and other stakeholders.

Recognized by Modern Healthcare as one of the largest patient satisfaction firms in the U.S., National Research is dedicated to representing the true voice of patients and other healthcare stakeholders. This integration of cross-continuum metrics and analytics uncovers insights for effective performance improvement, quality measurement, care transitions, and many other factors that impact population health management.

National Research is headquartered in Lincoln, Nebraska. For more information, call 800-388-4264, write to info@nationalresearch.com, or visit www.nationalresearch.com