



NEWS RELEASE

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Bishop Spencer Place recognized for outstanding resident and employee satisfaction

*Excellence in Action award recognizes exemplary
commitment to quality*

Kansas City, MO — August 26, 2013 — Bishop Spencer Place today received the Excellence in Action award from My InnerView by National Research Corporation. This honor recognizes long-term care and senior living organizations that achieve the highest levels of satisfaction excellence, as demonstrated by overall resident or employee satisfaction scores that fall within the top 10 percent of the My InnerView product database.

“Every year, we are exceptionally honored to award these fine organizations for their excellent quality and care given toward their residents and employees,” said Susan L. Henricks, President and COO of National Research. “We are even more excited to extend this award across more facets of the long-term care and senior living spectrum to include skilled nursing, assisted living, and independent living organizations. Every day these providers are making a difference in the lives of residents, families and employees to ensure they are receiving the utmost quality of care. We congratulate our clients for taking the proactive initiative to measure quality.”

The Excellence in Action awards are presented exclusively to National Research clients who use My InnerView products. Qualifying nursing homes, in addition to assisted living and independent living communities (over 8,500), must have completed a customer or workforce satisfaction survey in 2012. Winners must have also achieved a minimum of 10 responses with a minimum 30 percent response rate and scored in the top 10 percent of qualifying facilities on the question “What is your recommendation of this community to others” or “What is your recommendation of this community as a place to work?” in terms of the percentage of respondents rating the community as “excellent.” The workforce satisfaction award does not apply to independent living communities.

Bishop Spencer Place has been a part of the Kansas City community for almost 18 years. Bishop Spencer Place is a Continuing Care Retirement Community providing vibrant independent living and a full continuum of quality onsite health care – including private-duty care, assisted living, long-term skilled nursing and short-term rehabilitation – in the heart of Kansas City near the Country Club Plaza.



2012-2013 Excellence in Action Award

My InnerView by National Research Corporation, the nation's leading provider of performance-improvement solutions for the senior care profession, presents the annual Excellence in Action award. The honor recognizes long term care and senior living organizations that achieve the highest level of excellence. This is demonstrated by overall resident or employee satisfaction scores that fall within the top 10 percent of the My InnerView product database.

The 2012-2013 award recognizes 628 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 395 organizations while 233 received the workforce award.

2012 - 2013 award criteria

For 2013, the Excellence in Action award is presented to My InnerView client facilities that:

- completed a customer (Resident & Family Experience) or workforce (Employee Engagement) satisfaction survey during calendar year 2012, using standard facility instruments (may or may not include custom questions).
- received a minimum of 10 responses, with a minimum 30% response rate.
- scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility to others?" in terms of percentage of respondents rating the facility as "excellent" (customer satisfaction award).
- scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility as a place to work?" in terms of percentage of respondents rating the facility as "excellent" (workforce satisfaction award).

All standard data for calendar year 2012 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.

My InnerView by National Research Corporation

For more than 30 years, National Research Corporation has been at the forefront of patient-centered care. Today's 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. My InnerView programs are the premier solutions to help improve quality, resident and family experiences, and employee engagement for skilled nursing homes, assisted living communities, independent living communities, and continuing care retirement communities. 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.

Award winners

A complete listing of organizations receiving the 2012-2013 Excellence in Action awards is available for download at www.nationalresearch.com/about/excellence-in-action/. For more information, call 800-601-3884 or EIAAward@NationalResearch.com.

About National Research Corporation:

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For more information, call 800-388-4264, write to info@nationalresearch.com, or visit www.nationalresearch.com.

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