

Executive Brief: Free Nursing Home Employee Satisfaction Survey

Now available: New tool developed by nursing home experts

The Centers for Medicare & Medicaid Services (CMS) recognizes that your organization has many options to gauge employee satisfaction, but many of these are costly. CMS has worked with subject matter experts to develop a **free Nursing Home Employee Satisfaction Survey**. This survey is part of several resources from CMS' [Civil Money Penalty Reinvestment Program](http://go.cms.gov/2Ilx295) (CMPRP) (<http://go.cms.gov/2Ilx295>), an initiative to help nursing homes reduce adverse events, improve staffing quality and improve dementia care. CMPRP aims to improve quality of life and quality of care for nursing home residents through these efforts.

Positive Outcomes of Assessing and Improving Employee Satisfaction

Avoidable employee turnover leads to unnecessary expenses and high levels of nonproductive effort. Turnover can be reduced by knowledge of employee perceptions and acting on opportunities for improvement. The benefit of staff participation in an anonymous survey and taking action on results can positively effect:

- Staff retention
- Cost savings
- Resident and family experience
- Five-Star Quality Rating System

Nursing home leaders can assess staff satisfaction and act on results using this toolkit, which includes the survey itself, as well as:

- An instruction manual to explain how to administer the survey and interpret results
- A data collection tool to compile and analyze the results

The survey is **anonymous** and takes **15 minutes to complete**. Survey results can help guide the Quality Assurance and Performance Improvement (QAPI) committee in making decisions about next steps.

The use of CMPRP resources is voluntary and does not guarantee compliance.

Free Improvement Resources

- CMPRP website: <http://go.cms.gov/2Ilx295>
 - Toolkit 1: Nursing Home Staff Competency Assessment
 - Toolkit 2: Nursing Home Employee Satisfaction Survey
 - Toolkit 3: Guide to Improving Nursing Home Employee Satisfaction
 - If you have questions, please email the CMPRP team at CMF-info@cms.hhs.gov.
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