Sheri Hink | The Wauneta Breeze

Staff and residents at Sunrise Heights of Wauneta gather to display their awards for outstanding customer and employee satisfaction. Pictured are, back from left, Karen Beveridge, Carol Macklin, Heather Adams, Lisa Kisinger, front from left, Lucille McBride, Esther Lytle and Lindsey Loomis.

Sunrise Heights one of four nursing homes in Nebraska to receive these national awards

Sunrise Heights of Wauneta received My InnerView Excellence in Action awards for customer satisfaction and employee satisfaction from National Research Corporation.

Sunrise Heights was one of four nursing homes in Nebraska to receive this honor, and the only nursing home in the state to receive both customer satisfaction and employee satisfaction awards.

Midwest Covenant Home in Stromsburg and Tabitha Nursing Center at Crete received customer satisfaction awards and York General Hearthstone in York received a workforce satisfaction award.

Excellence in Action Awards recognize skilled nursing homes 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.

“The most important takeaway regarding the Excellence in Action awards is that the skilled nursing award recipients were first recognized by their own residents and employees through excellent satisfaction survey scores,” said Susan L. Henricks, president and COO of National Research Corporation.

“This also underscores the importance for long term care providers to understand the value of measuring quality over time. This is not only true because of increasing regulatory scrutiny that may impact reimbursement rates in the future, plus the favorable perceptions that hospitals will look for in post-acute partnerships, but the differences that skilled nursing homes are making in the lives of their residents and employees every day. We salute our clients for taking the initiative to measure quality.”

The Excellence in Action awards are presented exclusively to National Research clients who use My InnerView products. Qualifying nursing homes (over 5,000 nationwide) must have completed a customer or workforce satisfaction survey in 2011.

The nursing home was owned and operated by Vetter Health Services during the time covered by the interviews. The awards were received after the facility changed ownership to the Village of Wauneta.

“Despite the change in ownership, the staff and our commitment to quality remains the same. We’re honored to receive these awards,” expressed Lisa Kisinger, administrator.

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 facility to others” or “What is your recommendation of this facility as a place to work?” in terms of the percentage of respondents rating the facility as “excellent.”

Sunrise Heights of Wauneta has been a part of the Wauneta community for 42 years. The facility was built in 1969 by Bernie Steinert and Leroy Jussell and opened its doors as Kinder

Kare in 1970.

In 1982 it was purchased by Vetter Health Services and renamed Heritage of Wauneta.

The home underwent its most recent transformation in July 2012 when it was purchased by the Village of Wauneta and renamed Sunrise Heights of Wauneta.

The nursing home specializes in long term care for the area elderly, and in rehab therapy.

This is the second year that the nursing home has earned this national award for customer satisfaction and the first year it earned an award for employee satisfaction.

For more information about Sunrise Heights of Wauneta or their national awards contact Sunrise Heights of Wauneta at 308-394-5738.