

Assisted Living Measures Quality

Survey Finds Providers Are Applying Evaluation Processes

Assisted living providers are using processes to evaluate the quality of their operations, according to findings from the National Center for Assisted Living (NCAL) “2010 Assisted Living Performance Measures Survey.”

The survey asked respondents questions about how they evaluate the quality of their operations in nine different areas: resident and family satisfaction, employee satisfaction, resident census or occupancy rate, use of resident councils, use of family councils, use of mission and vision statements, implementation of safety programs, levels of nurse availability, and criminal background checks for all new staff.

NCAL considers the nine areas in this survey as contributors to quality of life for residents and employees in assisted living communities.

In addition to the key findings of the survey (see box), nearly all respondents tracked their occupancy and census levels. A majority of respondents (64.5

ASSISTED LIVING: KEY FINDINGS

- 91 percent of assisted living communities measured resident and family satisfaction
- 85 percent measured employee satisfaction
- 85 percent had a resident council
- 92 percent had a mission statement
- 94 percent reviewed incident reports for residents
- 86 percent had a safety committee
- 95 percent reviewed incident reports for staff
- 94 percent had a licensed nurse available to staff and residents 24 hours per day
- 98 percent conducted criminal background checks on all new employees

Source: National Center for Assisted Living, “2010 Assisted Living Performance Measures Survey”

percent) had occupancy levels at 91 percent or higher. Fourteen percent of respondents had occupancy rates ranging between 85 and 90 percent, and the remaining 21 percent of respondents recorded occupancy levels at or below 84 percent.

Overall, 17.4 percent of respondents had established family councils that meet on a quarterly basis.

The survey is part of NCAL’s Performance Measurement Initiative, which established quality indicators that providers can use in their operations and that consumers and policy makers can easily understand. The 10th measure—retention and turnover—was measured in a separate survey (see page 13).

NCAL members will be able to use these reports to compare their community operations with the national survey. In addition, NCAL will use the survey to demonstrate to state and federal policy makers that the profession believes in delivering high-quality care and services.

—Lisa Gelhaus

Health Plan Exec Tapped For New CMS Research Arm

Former Geisinger executive Richard Gilfillan will be the acting director of the Center for Medicare and Medicaid Innovation (CMI), a new division of the Centers for Medicare & Medicaid Services (CMS), created by last year’s health care reform law, CMS said.

CMI is being established to test innovative payment and service delivery models that will help reduce Medicare and Medicaid program expenditures while preserving quality of care. The plan is for CMI to be the research and development arm for CMS.

Before taking the job, Gilfillan was a consultant for Geisinger Consulting

Services, where he provided consulting services to health care systems and payer organizations regarding the design and implementation of care delivery and financing programs. These included accountable care organizations, patient-centered medical homes, and bundled payment systems.

From 2005 to 2009, he was president and chief executive officer of Geisinger Health Plan and executive vice president of insurance operations for Geisinger Health System, Danville, Pa., a large

integrated health system with 750 physicians, three hospitals, and 12,000 employees.

“As the acting director of CMI, Rick will be working closely with the CMS Deputy Group and me to develop and implement innovative programs that will help improve and update the nation’s health care delivery systems under the provisions of the Affordable Care Act,” CMS Administrator Donald Berwick wrote in an e-mail message to CMS staffers.

—Patrick Connoles



Gilfillan