



# Quality and Performance Excellence in Assisted Living

The National Center for Assisted Living (NCAL) is committed to quality and performance excellence in the assisted living profession. From our Guiding Principles to our educational programming and resources, NCAL is leading the profession in performance excellence. Successful quality initiatives raise the bar for resident satisfaction, quality of life and improve operational performance.

NCAL's quality initiative, *Advocating Care Excellence* (ACE), is the banner to house all of NCAL's current and future quality resources and tools. ACE is based on NCAL's five Guiding Principles of quality:

- **Person-centered Caring:** based on the concept that the staff and management know each resident, their history, their needs, preferences and expectations.
- **Ethical Practices and Financial Stewardship:** believes that all providers should operate their communities based on a foundation of trust and provide service with integrity.
- **Mission and Vision Statements:** defines a community's purpose, values, and strives for progress and continuous improvement while maintaining the same core values.
- **Quality Improvement:** based on the need for data collection, benchmarking, process improvement and continuous assessment for effectiveness.
- **Workforce:** identifies the relationship between an enhanced work environment that leads to increased staff satisfaction and the increased level of satisfaction for residents and families.

## NCAL's Current Quality Resources and Tools

### ➤ In-service Training Programs:

- Transitioning into Assisted Living
- Transitioning out of Assisted Living
- Turning Complaints into Compliments
- Ethical Marketing
- Successful Resident and Family Councils
- Better Serving the Lesbian, Gay, Bisexual, and Transgender Populations in Assisted Living

### ➤ NCAL's Guiding Principles for:

- Assisted Living
- Consumer Information
- Dementia Care
- Leadership
- Quality

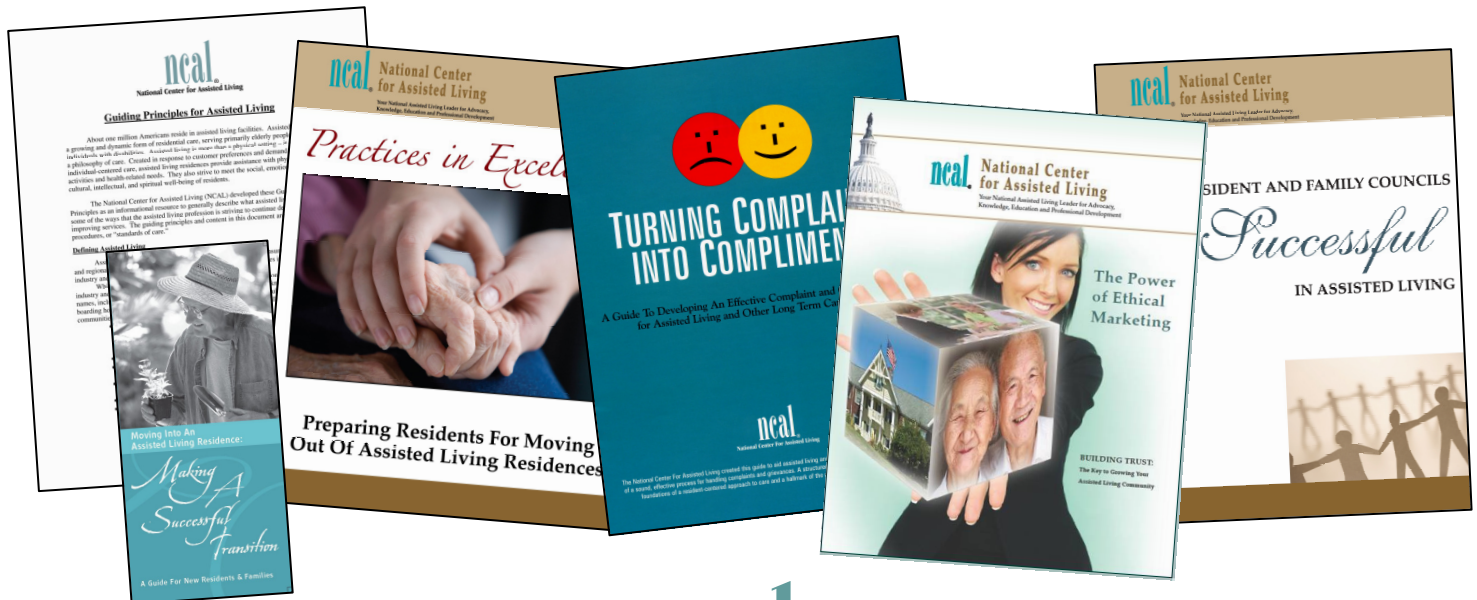
- *Tier 1 Performance Measures Annual Survey* for assisted living
- *Annual Employee Vacancy, Retention, and Turnover Survey* for assisted living
- A Complete Line of Training Resources including: *Assisted Living --What You Need To Know*

## NCAL's Resources and Tools Slated for Development in 2011

- Development of Tier 2 performance measures (clinical)
- Development of guidance for providers on the creation of mission and vision statements
- Creation of quality assurance program tool kit for smaller providers
- Identify clinical practice guidelines for specific diagnoses affecting residents in assisted living

### Continuation of Collaborative Relationships to Enhance Quality in Assisted Living

- **My InnerView:** NCAL's data partner. Our collaborative toolkit is found at <http://www.myinnerview.com/ncal.php>.
- **Center for Excellence in Assisted Living:** a non-profit collaborative of 11 national organizations to foster high quality in assisted living. [www.theceal.org](http://www.theceal.org).
- **Agency for Healthcare Research and Quality:** an ongoing project resulting in a tool allowing consumers to compare and select assisted living communities.
- **National Association of Health Care Assistants:** an association representing frontline caregivers in long term care.
- **American Assisted Living Nurses Association:** an association representing the assisted living nurse.



ncal<sup>®</sup>

National Center for Assisted Living

1201 L St., NW  
Washington, DC 20005  
202.842.4444  
[www.ncal.org](http://www.ncal.org)