



Yes,

WE HEAR YOU!

There are so many quality initiatives it may seem hard to know which one to use. Plus getting familiar with each one consumes precious time and human resources. To address these concerns, AHCA has introduced a strategy to help nursing and post-acute care facilities deliver on the original promise of Quality First.

Called “Keeping the Promise of Quality First,” this strategy is meant to integrate—or supplement—and perhaps sharpen your current CQI program. “Keeping the Promise” relies on five familiar measures that can serve as a baseline and includes a Quality Toolbox of existing quality initiatives. Used together, they transform the original Quality First from an aspirational initiative to an operational one.

**KEEPING THE PROMISE OF QUALITY FIRST
STATEMENT OF PRINCIPLES**

By embracing Keeping the Promise of Quality First and its Tools, providers and facility leaders are demonstrating their commitment to achieving excellence in the quality of care, quality of services and quality of life for all those served by long term and post acute care facilities; and providing a quality working environment for all those employed. We join with all providers, facility leaders and staff nationwide everyday to renew this commitment.

Let all who pass through our doors today experience this commitment.

*Quality
First*

IT'S WORKING

**AND THE TIME IS NOW
TO GET INVOLVED.**



Keeping the Promise



The American Health Care Association
1201 L Street, NW ▪ Washington, DC 20005-4015
www.ahcanca.org



Keeping the Promise



ACCELERATE RESULTS. Simplify Multiple Quality Initiatives.

With the roll out of Quality First in 2002, the long term care profession pledged to:

“Commit to achieving excellence in the quality of care and services for all those served by long term care and strengthening public trust.”

The Five Measures of Keeping the Promise Establish and measure quality improvement using:

- ✓ CMS Quality Measures
- ✓ Staff satisfaction rates
- ✓ Federal survey regulations
- ✓ Retaining staff and reducing turnover
- ✓ Resident and family satisfaction

Successfully improving any or all of these five measures can have a deep impact on a facility's financial health and ability to be considered the most desirable nursing or post acute care facility in an area. Imagine that!

On the other hand, imagine this: Poor performance is costly and can have dire consequences, such as: CMPs, liability claims, Medicaid or Medicare Integrity Programs, compulsory corporate compliance programs, liability claims, criminalization, demoralized staff, excessive turnover, low 5-Star rating, public censure, falling occupancy etc. The litany goes on and on.

Climbing out of poor performance is expensive and much harder than the cost of maintaining quality with a solid CQI program and AHCA's "Keeping the Promise" strategy.

REAL RESULTS. REAL TOOLS. A TOTAL STRATEGY.

The Quality Toolbox

AHCA is suggesting use of its Quality Toolbox. Everyone needs the right tools, real results with real tools, as the way to operationalize Keeping the Promise of Quality First. The objective is to accelerate the best change, help caregivers and create sustaining quality processes. By using the Quality Toolbox, facility leaders will create a positive, data-driven, results-oriented environment that consumers, policy makers, media and staff will embrace. Imagine that!

Using AHCA's Quality Tools can:

- ✓ Nourish a culture of excellence, accountability and continuous improvement,
- ✓ Improve and sustain better results at every step of the care and service delivery process,
- ✓ Anchor your marketing and communications programs with real results.

TOOLS IN THE TOOLBOX

Advancing Excellence in America's Nursing Homes, Phase 2

Provider proven—this will work for you too. No matter how well you are doing, there is always more to do and more staff to train. Advancing Excellence gives you and your staff access to a wealth of free resources like webinars, tip sheets and "how to" implementation guides. Join the Campaign today at www.nhqualitycampaign.org.

Satisfaction Assessment

Pay attention to the voices of residents, families and the workforce.

Resident/Family Surveying—If you are surveying, your facility typically has an advantage over facilities that do not. Using this information can result in higher census, greater retention and favorable word of mouth recommendations to others and referrals. Over 50% of AHCA members use My InnerView's satisfaction tools; many others use a different survey instrument or a proprietary system. For details: www.myinnerview.com.

USING THE TOOLBOX: Help with Matching Measures to Quality Tools

If you want to improve CMS Quality Measures, use these Quality Tools:

- ✓ LTC Trend Tracker
- ✓ Advancing Excellence
- ✓ National Quality Award

If you want to improve Resident/Family Satisfaction, use these Quality Tools:

- ✓ Family/Resident and Staff Satisfaction Surveys
- ✓ Advancing Excellence
- ✓ National Quality Award

If you want to improve Survey Results, use these Quality Tools:

- ✓ LTC Trend Tracker
- ✓ Family/Resident/Staff Satisfaction Surveys
- ✓ National Quality Award

Staff Surveying—Facilities with higher workforce satisfaction have higher resident and family satisfaction. Taking action on staff input can improve the work environment, increase retention of staff and lower operating costs—one source pegs the cost of hiring at 30% of a position's salary. Over 50% of AHCA members use My InnerView's satisfaction tools; many others use other survey instruments or a proprietary system. For details: www.myinnerview.com.



LTC Trend Tracker™

It's all about informed vs. uninformed decision-making and having data on specific correlations. For example, with it you can know the relationship between your survey results and the types of patients you are caring for.

LTC Trend Tracker™, a free service to AHCA members, takes the guess work out of quality improvement efforts by identifying the most appropriate operational initiatives to work on to sustain a CQI system. LTC Trend Tracker™, a web-based tool, can analyze and benchmark progress toward your quality, staffing and survey goals. This tool is a perfect compliment to the other quality tools. For details: www.ahca.org.

AHCA/NCAL National Quality Award

Being the "best in class" in long term care has meaning beyond the satisfaction of receiving an award. Participating is an investment in the staff and visible commitment to excellence for residents. Benefits can include higher census, improved resident, family and staff satisfaction and a positive public image.

This rigorous National Quality Award is a three-step program with tougher standards at each successive level. It introduces a goal and motivation to adopt the processes and systems critical for success. The National Quality Award program has been shown to enhance and help sustain quality of care in award winning facilities, as well as to drive down costs and staff turnover. For details: www.ahca.org.

Quality Tools that help management and directly boost outcomes and performance are extremely valuable and desirable. AHCA encourages all members to specifically target the five measures to improve using some or all of the listed Quality Tools.