

The Quality Initiative for Assisted Living reaffirms the commitment of the long term care profession to advance quality care by specifically focusing on core areas that are unique to assisted living communities. Since the initiative's launch in 2012, NCAL members have been challenged to meet measurable targets to improve resident outcomes and organizational success. The next phase continues this challenge while putting forth another—encouraging assisted living providers to track their progress with these goals through AHCA/NCAL's data collection tool, LTC Trend TrackerSM. The NCAL Quality Initiative and LTC Trend Tracker allow assisted living providers to meet the demands of consumers, policymakers and partnering healthcare providers to clearly demonstrate its dedication to quality.

The Assisted Living Goals *deadline March 2021*



Staff Stability

The more consistent the staff is, the more they understand and can effectively respond to each resident's needs – reinforcing the profession's commitment to delivering person-centered care.

GOAL: Reduce turnover among direct care staff to a rate of 50% or less.



Customer Satisfaction

Listening to the needs and wishes of our residents and their loved ones is how we ensure person-centered care. Research also shows that communities with the highest rates of satisfaction perform better in other organizational outcomes.

GOAL: At least 90% of customers (residents and/or families) are satisfied with their experience.



Hospital Readmissions

Hospital readmissions have a negative physical, emotional and psychological impact on residents, who may return to the community in poorer condition than when they left for the hospital.

GOAL: Safely reduce hospital readmissions within 30 days of hospital discharges to a rate of 20% or less.



Antipsychotics

The use of antipsychotic medication to treat behavior associated with dementia is not supported clinically and is considered off-label by the FDA. Antipsychotics increase the risk of death, falls with fractures, hospitalizations and other complications resulting in poor health and high costs.

GOAL: Safely reduce the off-label use of antipsychotics to a rate of 15% or less.

Track Your Progress

NCAL members have access to LTC Trend Tracker, the association's exclusive, online data tool, to monitor their progress with the goals of the Quality Initiative. Assisted living providers can compare their improvements to those of their peers locally, regionally and nationally. Visit www.LTCTrendTracker.com to get started.

Access resources and learn more at: QualityInitiative.NCAL.org