ASSISTED LIVING: The Pursuit for Person-Centered Care

The assisted living profession is committed to continuous improvement to the quality of care provided. The philosophy of assisted living is built on the concept of delivering person-centered care and services to each individual resident.

TAKING THE INITIATIVE
The NCAL Quality Initiative for Assisted Living is a nationwide effort to further improve the quality of care through defined, measurable goals without a government mandate. The four goals focus on improving resident outcomes and organizational performance by 2021:

1. Staff Stability
   - Reduce turnover among direct care staff to a rate of 50% or less

2. Customer Satisfaction
   - Residents and/or family members are satisfied with their experience at 90% or more

3. Hospital Readmissions
   - Safely reduce hospital readmissions within 30 days of hospital discharges to a rate of 20% or less

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

KNOWING WHERE WE STAND
Assisted living thrives as a state-regulated, long term care setting. Yet, the ability to acquire national, uniform data on the profession has been a challenge. NCAL has solved this by developing a data tracking tool, LTC Trend TrackerSM, to allow member assisted living providers to monitor their progress on the Quality Initiative goals and other measures, and then compare their results to other assisted living providers across the country.

LTC Trend Tracker tracks the following assisted living measures:

- Staff Turnover & Retention
- Customer Satisfaction
- Antipsychotic Off-label Use
- Hospital Admissions
- Hospital Readmissions
- Occupancy Rates

QUALITY IS A NEVER-ENDING JOURNEY
The AHCA/NCAL Quality Award Program, based on the Baldrige Performance Excellence Program, provides a pathway for long term and post-acute providers to journey towards performance excellence. This three-step, progressive program has recognized more than 700 assisted living communities at the Bronze, Silver and Gold levels in the last 10 years.

WE’RE IN THIS TOGETHER
NCAL encourages states and providers to continue to explore innovative programs to embrace continuous quality improvement for assisted living. We believe it is paramount to achieving the triple aim—improving patient experience, improving population health, and reducing per capita costs. A culture focused on continuous quality improvement cannot be created through regulation alone. It must also be encouraged through partnership and education.