In early 2012, the American Health Care Association (AHCA) launched a bold, three-year national effort to further improve the quality of care in America’s skilled nursing care centers through its Quality Initiative. The profession’s ongoing efforts have improved the lives of the individuals AHCA members serve while also reducing health care costs. In 2015, the Association expanded its Initiative to include measurable targets in eight key areas. The effort also includes a formalized structured process outlined by the Baldrige Performance Excellence Framework—an integrated management system intended to drive quality. This formalized system aligns with the CMS Quality Assurance/Performance Improvement (QAPI) program and supports the agency’s national priorities such as Five-Star.


IMPROVE ORGANIZATIONAL SUCCESS BY:

**Increasing Staff Stability**  
Decrease turnover rates among nursing staff (RN, LPN/LVN, CNA/LNA) by 15% or achieve/ maintain at or less than 40% by March 2018.

**Adopting Customer Satisfaction Questionnaire & Measure**  
At least 25% of members will measure and report long-stay resident and family satisfaction and/or short-stay satisfaction using the Core-Q survey.

**Reducing the Number of Unintended Health Care Outcomes**

IMPROVE SHORT-STAY/POST-ACUTE CARE BY:

**Safely Reducing Hospital Readmissions**  
Safely reduce the number of hospital readmissions within 30 days during a skilled nursing center stay by an additional 15% or achieve and maintain a low rate of 10% by March 2018.

**Improving Discharge Back to the Community**  
Improve discharge back to the community by 10% or achieve and maintain a high rate of at least 70% by March 2018.

**Adopting Functional Outcome Measures**  
25% of members will adopt the use of the mobility and self-care sections of the CARE tool and report functional outcome measures using LTC Trend TrackerSM.

**Safely Reducing the Off-Label Use of Antipsychotics**  
Safely reduce the off-label use of antipsychotics in long-stay nursing center residents by an additional 10% by Dec. 2015; 15% by Dec. 2016.

**Safely Reducing Hospitalizations**  
Safely reduce hospitalizations among long-stay residents by 15% or achieve/ maintain a low rate of 10% or less by March 2018.

IMPROVE LONG-TERM/DEMENTIA CARE BY:

**Safely Reducing the Off-Label Use of Antipsychotics**  
Safely reduce the off-label use of antipsychotics in long-stay nursing center residents by an additional 10% by Dec. 2015; 15% by Dec. 2016.

**Safely Reducing Hospitalizations**  
Safely reduce hospitalizations among long-stay residents by 15% or achieve/ maintain a low rate of 10% or less by March 2018.

THE RISING TREND IN QUALITY IMPROVEMENTS

Since the launch of the Quality Initiative in 2012, long term and post-acute care providers have made significant improvements in quality:

**Hospital Readmissions**
- AHCA members successfully prevented over 42,700 individuals from returning to the hospital — a 5.4% reduction since Q4 2011 (to 17.4%); nationwide: 5.0% (to 17.3%)
- 34.9% of members have achieved a 15% reduction in hospital readmissions (Results as of Q1 2015)

**Antipsychotics**
- AHCA members have achieved a 29.2% reduction in the use of antipsychotic medications,
- 54.6% of members have achieved the initial goal of a 25% reduction; 48.9% a 30% reduction
- In 2015, more than 39,000 individuals in member centers are no longer receiving these medications (Results as of Q3 2015)