THE BUSINESS CASE for DATA in Assisted Living

Data collection and tracking is a vital part of continuous quality improvement. With data, assisted living communities can identify areas for improvement and set reasonable goals. Having specific numbers on quality outcomes can help differentiate assisted living organizations from their competition and partner with other health care providers. In a data-driven world, everyone expects it: residents, families, providers, and policymakers.

- Don’t just think you provide high-quality care – know.
- Improve resident care by setting measurable goals, identifying areas for improvement, and ensuring continued success.
- Improve staff retention by engaging your staff with data. It can be used to set goals as a team and motivate staff to reach those goals.
- Increasing state regulations are trending toward connecting quality outcomes with survey and compliance.
- The AHCA/NCAL National Quality Awards Program requires comparative data for the Silver and Gold applications. The only way to earn this national recognition for performance excellence is to demonstrate results.

LTC Trend Tracker℠ | www.LTCTrendTracker.com
Don’t track your performance in a silo. LTC Trend Tracker, an AHCA/NCAL member benefit, allows assisted living communities to upload and track key, quality metrics, including all four goals of the Quality Initiative for Assisted Living. Assisted living providers can then benchmark their data against custom peer groups (local, regional or national). Use the data from LTC Trend Tracker to partner with hospitals, identify areas for improvement, engage your staff, and share progress with consumers.

LTC Trend Tracker tracks the following assisted living measures:

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

LTC Trend Tracker is the only quality data collection tool available nationwide in assisted living today.

DISCLAIMER: The AHCA/NCAL quality programs’ contents, including their goals and standards, represent some preferred practices, but do not represent minimum standards or expected norms for skilled nursing and/or assisted living providers. As always, the provider is responsible for making clinical decisions and providing care that is best for each individual person.
**Case Study: Bee Hive Homes**

Entering in quality data in LTC Trend Tracker made Bee Hive Homes (a New Mexico assisted living community) take a second look. Three residents were using antipsychotics, although one of them did not have an FDA-approved diagnosis and was only using the medication during episodes of agitation. Bee Hive Homes approached the prescribing physician and made the case that the staff could anticipate the needs of the resident and proactively respond to triggers to eliminate the agitation. This helped Bee Hive improve the life of the resident, but also demonstrated to the resident’s family that the community was focused on holistic care and built rapport with the physician about their capabilities.

"(OUR) NUMBERS ARE GREAT, BUT IT’S THE PEOPLE (BEHIND THEM) THAT REALLY COUNT!"

- GERALD HAMILTON, BEE HIVE HOMES

---

**AL Cost Calculator** | www.ALCostCalculator.org

Assisted living organizations need to make sure they’re putting the right staff with the right skills in the right place at the right time. The AL Cost Calculator is a web-based, enhanced resident assessment tool that allows assisted living providers to assess how costs are allocated across residents. Members can harness this information to make targeted staffing decisions across their entire organization.

**WHY USE IT?**

- Your staff may already fill out resident assessment forms, but the AL Cost Calculator puts dollars behind that information.
- Better understand where your resources are going across your organization, over time.
- Drill down costs per resident, or compare costs organization-wide, per community.
- Compare between licensed and unlicensed staff as well as the type of care task.
- With acuity rising in assisted living, better monitor the evolving needs of your residents.
- Have data to collaborate with managed care organizations and accountable care organizations.
- If you’re a Medicaid provider, help educate state Medicaid programs about assisted living costs.
- It’s an exclusive benefit as part of your NCAL membership. There’s no additional cost!

DISCLAIMER: The AL Cost Calculator is intended to be used by NCAL members solely for the purpose of compiling their own cost/revenue data for use in helping to operate their business and their own discussions with state officials and health plans/payors. NCAL will not and cannot utilize the AL Cost Calculator to analyze or compile data regarding the costs/revenues of any assisted living communities. NCAL members should not share their own AL Cost Calculator information with other NCAL members or competitors, as doing so may result in violations of state and Federal antitrust laws (among other laws).