The NCAL Quality Initiative Recognition Program is designed to recognize member assisted living communities that demonstrate the attainment of one or more of the four NCAL Quality Initiative goals:

- **Staff Stability**: direct care staff turnover is 50% or less
- **Customer Satisfaction**: 90% or more of residents and/or family members are satisfied with their experience
- **Hospital Readmissions**: readmissions within 30 days of hospital discharges are 20% or less
- **Antipsychotics**: off-label use of antipsychotics is 15% of residents or less

Member assisted living communities must submit their data on all the Quality Initiative goals via AHCA/NCAL's quality and performance solution, LTC Trend Tracker by **November 21, 2019**. LTC Trend Tracker is an included benefit of AHCA/NCAL membership. Providers may register or login at [www.LTCTrendTracker.com](http://www.LTCTrendTracker.com), and email help@LTCTrendTracker.com with any questions.

Please learn more about the specific eligibility requirements for each goal below.

### INCREASE STAFF STABILITY

To be eligible for recognition, assisted living communities must have 2018 turnover rates below 50% for aides.

**How to Participate**: Assisted living communities must submit their 2018 staff turnover data into LTC Trend Tracker by November 21, 2019.

### INCREASE CUSTOMER SATISFACTION

To be eligible for recognition, assisted living communities must score 90% or higher on CoreQ resident or family satisfaction (between Oct 2018 and Sep 2019).

**Please note**: this must be the CoreQ questions and scale in the exact order and wording. This cannot be similar questions pulled from another survey.

**How to Participate**: Assisted living communities or their customer satisfaction vendor must submit CoreQ data collected between Oct 2018 and Sep 2019 into LTC Trend Tracker by November 21, 2019. Customer satisfaction vendors can upload data to LTC Trend Tracker on behalf of members. A list of vendors able to upload can be found at [www.coreq.org](http://www.coreq.org).
SAFELY REDUCE HOSPITAL READMISSIONS

To be eligible for recognition, assisted living communities must have a 20% or less hospital readmission rate within 30 days of hospital discharges (between Oct 2018 and Sep 2019).

**How to Participate:** Assisted living communities must submit a minimum of three months of hospital readmission data collected between Oct 2018 and Sep 2019 into [LTC Trend Tracker](#) by November 21, 2019.

SAFELY REDUCE THE OFF-LABEL USE OF ANTIPSYCHOTICS

To be eligible for recognition, assisted living communities must have a 15% or less antipsychotic off-label use rate (between Oct 2018 and Sep 2019).

**How to Participate:** Assisted living communities must submit a minimum of three months of antipsychotic data collected between Oct 2018 and Sep 2019 into [LTC Trend Tracker](#) by November 21, 2019.

WHERE TO ACCESS YOUR DATA IN LTC TREND TRACKER

Utilize the AL Quality Measures Report and view the associated sections per each goal:

| Turnover and Retention | CoreQ (Assisted Living) | AL Quality Measures |

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.