

# AHCA Quality Initiative 2014 Recognition Program

The AHCA/NCAL Quality Initiative



## The Program

The Quality Initiative Recognition Program is designed to recognize AHCA nursing center members that demonstrate the attainment of one or more of the four AHCA Quality Initiative goals:

- Safely Reduce Hospital Readmissions by 15%
- Increase Staff Stability by 15%
- Increase Customer Satisfaction to 90%
- Safely Reduce the Off-Label Use of Antipsychotics by 15%.



All necessary data submissions for staff stability and customer satisfaction measures (see below) must be received by AHCA **by no later than Thursday, May 1, 2014**. Those receiving recognition will be notified this coming fall.

## Recognition

The recognition of achievers is based on a tiered-approach, where member nursing centers will increase their recognition as they accomplish multiple Quality Initiative goals. Nursing centers that reach any of the tiers will be honored at [AHCA/NCAL's 2015 Quality Symposium](#) in Austin, Texas. Those which achieve all four goals will receive individual recognition at the conference, as well as be featured in [Provider Magazine](#) and in a national release from AHCA.

|  | Tier I<br>(achieves<br>1 goal) | Tier II<br>(achieves<br>2 goals) | Tier III<br>(achieves<br>3 goals) | Tier IV<br>(achieves<br>4 goals) |
|--|--------------------------------|----------------------------------|-----------------------------------|----------------------------------|
| Representatives from the center attending Quality Symposium receive a ribbon and pin designating them as achievers | X                              | X                                | X                                 | X                                |
| The center's name appears in the Quality Symposium program book  |                                | X                                | X                                 | X                                |
| The center receives a certificate of achievement   |                                |                                  | X                                 | X                                |
| The center's name will be featured on the Quality Initiative website   |                                |                                  | X                                 | X                                |
| The center will be individually recognized at Quality Symposium  |                                |                                  |                                   | X                                |
| The center will be included in a national press release highlighting the program                                   |                                |                                  |                                   | X                                |
| The center will be featured in <i>Provider</i> magazine and/or on <i>Provider's</i> website.                       |                                |                                  |                                   | X                                |



For more information, visit  
[qualityinitiative.ahcancal.org](http://qualityinitiative.ahcancal.org)





## **Nursing Center Eligibility & Submission**

While nursing centers do not need to submit data for hospital readmissions and antipsychotic use, **centers must submit staff turnover and customer satisfaction data to AHCA to be considered for higher levels of recognition.**



### ***Increase Staff Stability***

To be eligible for recognition, nursing centers must:

1. achieve at least a 15% reduction in nursing staff turnover (combined rate for RNs, LPNs/LVNs, and CNAs) for 2013 as compared to their baseline rate (2011); or
2. have a turnover rate for 2013 that is equal to or lower than the 31.3%. This rate represents the top 25% of centers nationally based on 2012 data.

### **How to Participate**

- **Nursing centers must submit their staff turnover data to AHCA through the Association's 2013 Nursing Center Staffing Survey by May 1, 2014.** Centers that meet one or both of the criteria stated above will be recognized.

Submit your center's turnover data by visiting [www.ahcancal.org/research\\_data/staffing](http://www.ahcancal.org/research_data/staffing)

- **For centers that did not participate in AHCA's 2011 Nursing Facility Staffing Survey** but wish to be considered for recognition, 2011 survey submissions will reopen and remain on [AHCA's website](http://www.ahca.org) until May 1, 2014. If your center already participated in the 2011 Staffing Survey, you do not need to resubmit your data, and AHCA will review your results. Questions on the staffing surveys may be sent to [research@ahca.org](mailto:research@ahca.org).



### ***Increase Customer Satisfaction***

To be eligible for recognition nursing centers must:

1. Have 90% or more of customers (defined as short-stay patients, long-stay residents, and/or family members) completing a customer satisfaction survey respond positively to a question indicating their willingness to recommend the center to others.

If satisfaction rates are reported separately for different customer groups, this goal will be considered met if 90% or more of at least one of the surveyed groups indicates their willingness to recommend the center to others.

### **How to Participate**

- **Nursing centers must submit their 2013 customer satisfaction survey results to AHCA by May 1, 2014,** through the online survey found on the Quality Initiative website: <http://bit.ly/ZVfrqU>.



For more information, visit [qualityinitiative.ahcancal.org](http://qualityinitiative.ahcancal.org)





If survey data is being submitted by a corporate office on behalf of multiple nursing centers, please download the Excel file found on the above website, and email the completed file to [research@ahca.org](mailto:research@ahca.org).



### ***Safely Reduce Hospital Readmissions***

To be eligible for recognition, nursing centers must:

1. achieve at least a 15% reduction in hospital readmissions as of the First Quarter of 2014 compared to their baseline rate (Fourth Quarter of 2011); or
2. have a rate for the First Quarter of 2014 that is equal to or lower than 14.1%. This rate represents being in the top 25% of centers on this measure nationally based on Fourth Quarter 2012 data.

Data Source: OnPoint-30® provided to AHCA by PointRight, reported in LTC Trend Tracker<sup>SM</sup>

#### **How to Participate**

- ✓ **Nursing centers do not need to provide any information to attain recognition for this portion of the program.** AHCA will analyze MDS data through the OnPoint-30 measure reported in LTC Trend Tracker and assess which members have reached this goal.



### ***Safely Reduce the Off-Label Use of Antipsychotics***

To be eligible for recognition, nursing centers must:

1. achieve at least a 15% reduction in the long-stay, off-label use of antipsychotic medications as of the First Quarter of 2014 compared to their baseline rate (Fourth Quarter of 2011), or
2. have a rate for the First Quarter of 2014 that is equal to or lower than 14.8%. This rate represents being in the top 25% of centers on this measure nationally based on Fourth Quarter of 2012 data.

Data Source: CMS Nursing Home Compare Quality Measure

#### **How to Participate**

- ✓ **Nursing centers do not need to provide any information to attain recognition for this portion of the program.** AHCA will analyze MDS data to assess which members have reached this goal.

For questions about the AHCA Quality Initiative Recognition Program, please contact [qualityinitiative@ahca.org](mailto:qualityinitiative@ahca.org).

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.



For more information, visit [qualityinitiative.ahcancal.org](http://qualityinitiative.ahcancal.org)

