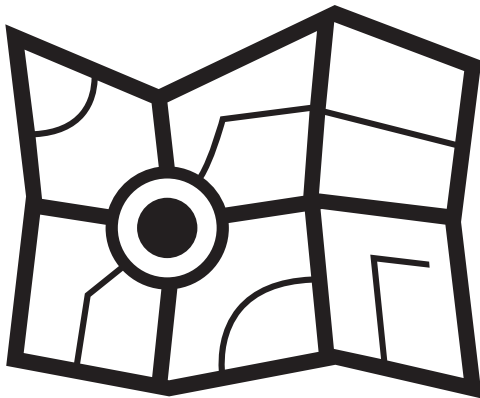




Over seven thousand centers achieved success in AHCA’s Quality Initiative over the past three years! Through the Quality Initiative they worked hard to lower antipsychotic drug use, improve customer satisfaction, decrease the occurrence of residents returning to the hospital and increase staff stability. Because of the efforts invested in achieving these goals, many centers developed and improved systems that also helped to improve quality in other areas.

The 2015-2018 Quality Initiative includes an expanded emphasis on systems improvement and new goals. Join the thousands of organizations that are committed to **improving lives by delivering solutions for quality care!** It is easy to be part of the Quality Initiative and there are many resources to help.



**First**, consider using proven road maps for process improvement such as [QAPI](#) and the [Baldrige Performance Excellence Framework](#). You need a strong base on which to mount your efforts, so using business system road maps as a guide is important. Bring the team on board early because this is the climate within which they will work and flourish over the next few years!

**Next**, consider which of the goals are most important to you. Look at your data to get a feel for where your center is performing. Together with your team ask, “where can we make the biggest difference? What will improve our residents’ lives? What will make us an attractive and reliable community member or partner?”

These are the goals that AHCA has chosen based on national priorities and most significant opportunities:

**Organizational Success:**

- Improve Staff Stability
- Measure and Report Customer Satisfaction
- Reduce Unintended Healthcare Outcomes

**Improve Short-Term/Post-Acute Care:**

- Reduce Hospital Readmissions
- Improve Discharge Back to the Community
- Measure and Report Functional Outcomes

**Improve Long-Stay/Dementia Care**

- Reduce Off-Label Use of Antipsychotics
- Reduce Hospital Admissions

Once you have considered these then follow your chosen map. **Explore, Identify, Engage, Take Action and Achieve!**

## Explore



- Visit [qualityinitiative.ahcancal.org](http://qualityinitiative.ahcancal.org) for tools and resources to help you implement high-performing systems to achieve the goals.
- Learn about the [Baldrige Performance Excellence Program](#) and [Quality Assurance/Performance Improvement \(QAPI\)](#) and how they can improve your organization’s results.

## Identify

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- Review your organizational goals and strategic plan to identify areas of alignment with the [Quality Initiative](#).
- Determine your center's performance in each of the goal areas. Use this information to celebrate your areas of strength and identify areas of opportunity.



## Take Action

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- Begin the journey of performance improvement through Plan, Do, Study, Act (PDSA) or other approaches.
- Track your data – if you are not currently collecting data and measuring your performance in each of the goal areas, use the resources available to you to begin doing so by registering for [LTC Trend Tracker](#)<sup>SM</sup> and reviewing tracking tools available through groups like Advancing Excellence.
- If you are already a registered user of LTC Trend Tracker, be sure you are logging in on a regular basis or scheduling critical reports to track your performance over time and benchmark yourself against your peers.
- Use the resources of the [AHCA/NCAL National Quality Award program](#) to begin integrating the Baldrige Performance Excellence criteria into the design of your organization's management system. If not already on this journey, consider completing a Bronze application as a first step.
- Review AHCA's resources on [QAPI](#) and ensure that you are applying this systematic approach to managing your center's performance and driving continuous improvement.



## Engage

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- Share the goals! Review the goals and educate your team about the national priority areas that have been identified. Include owners, managers, staff, residents, families and other stakeholders.
- Engage your team in determining which goals are top priorities for your organization to include in performance improvement efforts.
- Establish performance improvement teams based on your identified priorities.
- Take advantage of education programs offered by your state association, AHCA and others that can help you on your journey. Share your efforts and ideas with others.



## Achieve

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- Celebrate your success! For example:
  - Get a binder to put in the lobby to display the notes from families and residents thanking you for the great care and all of the special efforts made by your team.
  - If you have chosen to engage in the [Quality Award program](#), find a nice place in your building to display your award.
- Be sure that you are periodically revisiting the [Quality Initiative](#) with your team to assess progress, identify new goals and continue to Explore, Identify, Engage, Take Action and Achieve!



*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.*