



Launched in early 2012, The Quality Initiative is a three-year effort that builds upon the existing work of the long term and post-acute care field by setting specific, measurable targets to further improve the quality of care in America's skilled nursing care centers.

SKILLED NURSING CENTER GOALS



SAFELY REDUCE HOSPITAL READMISSIONS

Currently, one in four persons admitted to skilled nursing care centers from hospitals is readmitted to the hospital within 30 days during their SNF stay. This not only has negative physical, emotional and psychological impacts on these individuals, but also costs government programs like Medicare billions of dollars.

TARGET By March 2015, safely reduce the number of hospital readmissions within 30 days during a SNF stay by 15%.

MEASURE Hospital readmissions within 30 days during a SNF stay



INCREASE STAFF STABILITY

Those who work most closely with residents are at the core of providing quality care. The more consistent the staff is, the more they understand and are able to effectively respond to each person's needs – reinforcing our commitment to delivering person-centered care.

TARGET By March 2015, reduce turnover among nursing staff (i.e. RN, LVN/LPN, CNA) by 15%.

MEASURE The turnover of nursing staff (i.e. RN, LVN/LPN, CNA) over prior 12 months



INCREASE CUSTOMER SATISFACTION

Just like any other business, skilled nursing care centers must ensure that the customer is king. Research shows that facilities with the highest rates of satisfaction perform better in other organizational indicators including staff stability, staff retention, survey results, census and cash flow.

TARGET By March 2015, increase the percentage of customers who would recommend the facility to others up to 90%.

MEASURE The percentage of current residents/family who would recommend the facility to others
The percentage of patients discharged from a SNF who would recommend the facility to others



SAFELY REDUCE THE OFF-LABEL USE OF ANTIPSYCHOTICS

More and more, the profession is learning about the benefits of person-centered care and successful non-pharmacologic strategies to improve care and quality of life for persons with dementia. Therefore, skilled nursing care centers have the opportunity to reduce the off-label use of antipsychotic medications, and consequently, the risks and complications associated with use of these drugs in this population.

TARGET By December 2013, safely reduce off-label use of antipsychotics by 15%.

MEASURE The prevalence of off-label use of antipsychotics in long-stay residents

THE TOOLS

AHCA is not only setting goals but assisting member facilities in accomplishing the task at hand. For facilities that look to build upon this commitment, AHCA has dedicated resources, such as **LTC Trend TrackerSM** and the **AHCA/NCAL Quality Award program**, aimed to support members in meeting the goals of each core area.

LEARN MORE AT <http://qualityinitiative.ahcancal.org>

or contact QualityInitiative@ahca.org

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1201 L St. NW Washington, DC 20005 - www.ahcancal.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.