

# Advancing Excellence

in America's Nursing Homes



[www.nhqualitycampaign.org](http://www.nhqualitycampaign.org)

## **EXPECT EXCELLENCE!**

You should EXPECT services that provide quality of life and care to meet your individual needs. Recently, you contacted the ombudsman program about a problem that you, a family member, or friend was having with the care and services provided in a nursing home. We thought you would be interested in information about this important initiative to improve quality.

Advancing Excellence in America's Nursing Homes is a two year, coalition-based campaign that:

- Promotes excellence in care giving
- Acknowledges the critical role staff have in providing care
- Monitors key indicators of care

Participating nursing homes will work on at least three of eight goals:

- Reduce pressure ulcers;
- Reduce use of physical restraints;
- Improve pain management for long-stay residents;
- Improve pain management for short stay residents;
- Establish individual targets for improving quality;
- Assess resident and family satisfaction;
- Increase staff retention; and
- Improve consistent assignment of staff so residents receive care from the same caregivers.

## **EXPECT EXCELLENCE!**

As you work with the ombudsman to resolve your concerns, please consider the following:

- Talk with facility staff about what constitutes good quality.
- Is the facility participating in Advancing Excellence? What goals did they select and what steps are they taking to improve quality?
- Are there a resident council and/or family council at the facility? If so how does the facility work with the resident or family council to address problems?
- Does the facility routinely seek input from the resident and family councils regarding quality?
- Visit the website at [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org) and join the campaign as a *participating consumer* to learn more and join others who **EXPECT EXCELLENCE!**

For more information, find the **Long-Term Care Ombudsman Program** in your area by visiting

<http://www.goldenbuckeye.com/about/rltcop.html>

or call **1-800-282-1206**

