

# Advancing Excellence

in America's Nursing Homes



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

## **EXPECT EXCELLENCE!**

Nursing home residents and their loved ones should **EXPECT EXCELLENCE** in services that provide person-centered quality of life and care to meet the individual preferences and needs of each resident.

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

- Promotes excellence in care giving
- Acknowledges the critical role of staff quality
- Monitors key indicators of care and quality of life

Participating nursing homes select three goals and set targets:

**Goal 1 – Improve Staff Stability:** Reducing staff turnover and improving staff satisfaction so residents get better, more consistent care.

**Goal 2 - Consistent Assignment:** Being regularly cared for by the same caregiver develops meaningful relationships promotes person-centered care planning and individualized care practices.

**Goal 3 – Person-Centered Care Planning and Decision Making:** Each resident has choices about the daily routine, activities and healthcare and staff works with residents to develop a care plan that mirrors and adapts to resident preferences.

**Goal 4 – Reduce Hospitalizations Safely:** Residents benefit from staff having who are prepared and have the skills to treat conditions that may not require going to the hospital, reducing transfer trauma and risk of infections.

**Goal 5 – Use Medications Appropriately:** Medications, when used appropriately, help promote the resident's highest practicable mental, physical, and psychosocial well-being.

**Goal 6 – Increase Resident Mobility:** Enhancing and maintaining mobility such as walking and range of motion as a part of daily care is important to maintain a person's physical and psychological well-being.

**Goal 7 – Prevent and Manage Infections Safely:** Implementing key practices such as hand hygiene and careful use of antibiotics can prevent the development and spread of more complicated infections.

**Goal 8 – Reduce Pressure Ulcers:** Taking steps to ensure that residents receive appropriate care to prevent and appropriately treat pressure ulcers results in improved quality of life and less pain.

**Goal 9 – Decrease Symptoms of Pain:** Properly identifying pain symptoms, including for residents with impairments that can't verbally express pain, is important to choosing the right treatment so residents will be more comfortable with a higher quality of life.

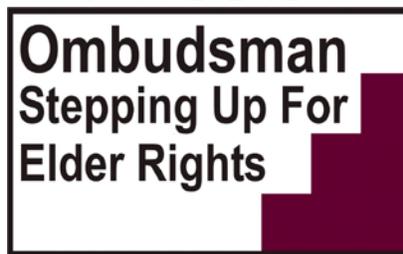
## **EXPECT EXCELLENCE!**

- Talk with facility staff about what constitutes good quality for you.
- 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?
- Join the campaign as a *participating consumer* to learn more and join others who **EXPECT EXCELLENCE!**

Visit the Advancing Excellence in America's Nursing Homes Web site at [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org) and join the campaign.

*For more information or help joining the campaign, find a  
**Long-Term Care Ombudsman** in your area by calling*

**1-800-282-1206**



*or by visiting our Web site  
<http://aging.ohio.gov/services/ombudsman/>*