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# Individualized Care

Supported by Law

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National Long-Term Care  
Ombudsman Resource Center  
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# Two Primary Building Blocks

of the Nursing Home Reform Law

Quality of Care

Quality of Life

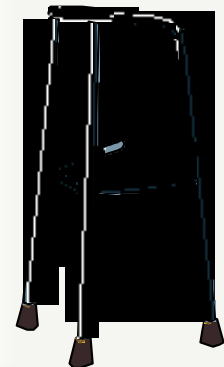
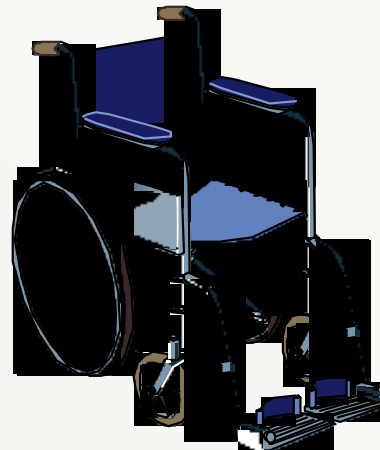
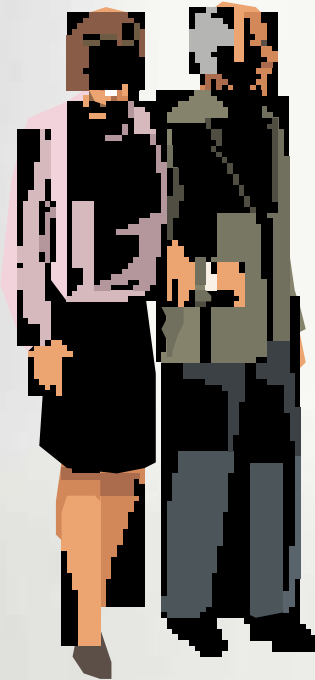




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# Quality of Care

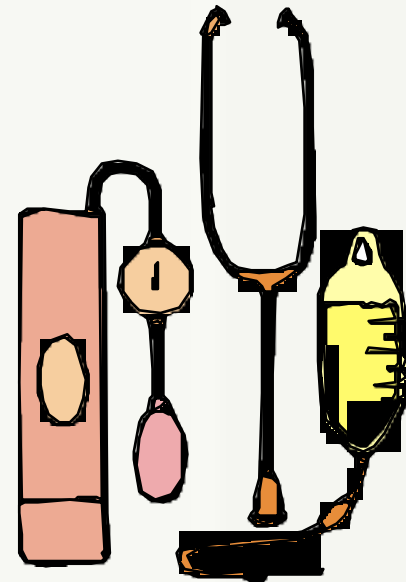
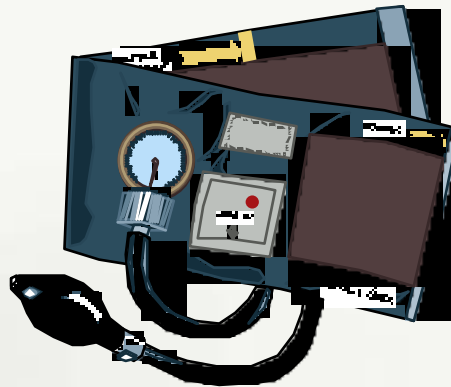
Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care.





# The facility is required to:

- prevent problems,
- take care of them when they occur, and
- help the resident attain a higher degree of functioning if practicable





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# Reasons someone's condition might decline:

1. Part of natural progression of a clinical condition
2. New illness or condition
3. Refusal of treatment

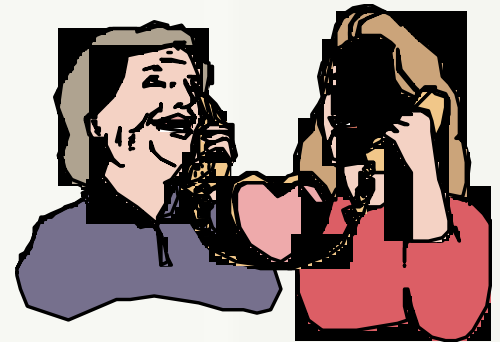
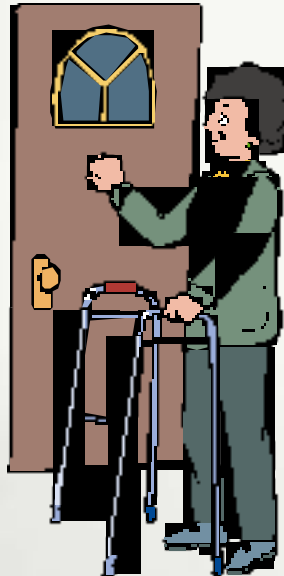




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# Quality of Life

A facility must care for its residents in a manner and in an environment that promotes maintenance or enhancement of each resident's quality of life.

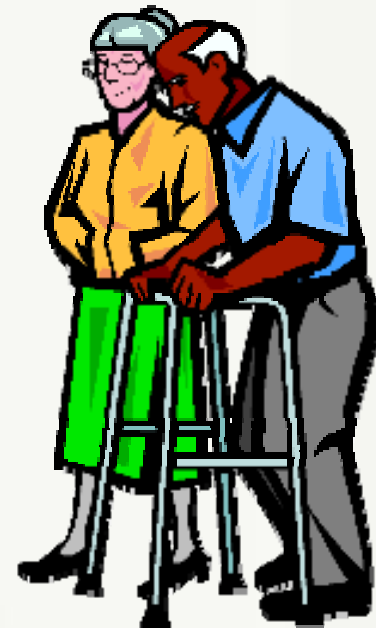




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# Outcome of Quality of Care and Quality of Life

Individualized Care for Residents

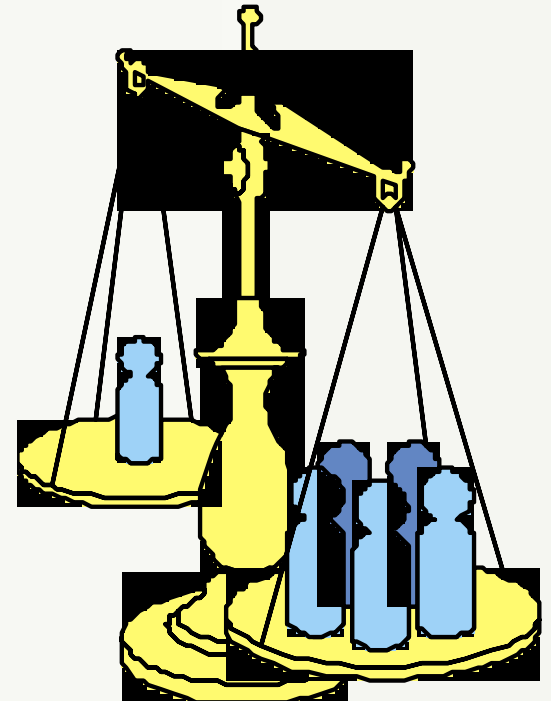


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# The Law Supports



- The importance of individual routines and preferences
- Each resident's exercise of
  - choice,
  - control,
  - decision-making and
  - participation in daily life.







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# Themes Underlying Residents' Rights

Are reinforced in the two primary provisions of the law

- Quality of Care
- Quality of Life





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**The National Long-Term Care  
Ombudsman Resource Center thanks all  
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behalf of long-term care residents.**