



PROMOTING QUALITY: Opportunities for Advocates to Make a Difference

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NCCNHR: The National Consumer Voice for Quality
Long-Term Care

NCCNHR: The National Consumer Voice for Quality Long-Term Care

32 years of advocacy to protect the rights, safety and dignity of America's long-term care residents

Founded by Elma L. Holder
As National Citizens'
Coalition for Nursing Home
Reform



NCCNHR: A Not for Profit Consumer-Driven Advocacy Organization



Nursing Home Reform Law of 1987



RECOMMENDATIONS FOR QUALITY REFORM

- Strengthen Residents' Rights
- Assure Public Access
- End Medicaid Discrimination
- Strengthen Ombudsman Program
- Mandate Aide Training
- Support Quality of Life
- Provide Mental Health Care
- Focus Surveys on Actual Care
- Enforce Standards for Quality

NHRL set the baseline for what Nursing Home Care should be in this country

- Resident-Directed
- Individualized Care
 - Each resident must receive care in such a manner and in an environment that will promote maintenance or enhancement of her quality of life.
- Rights Respected
- A regulatory system to protect residents



NCCNHR's message is simple

First:

Nursing Home Care in this country needs to be better.

NCCNHR's message is simple

Second:

Nursing Home Care Can Be Better

- We have the capacity to make changes – in individual facilities and in the long-term care system.



Residents Care About.....

- Staff response to needs
- Relationships

*NCCNHR's 1985
Landmark Study is
valid today*

Residents Define the Issues

Participants in the 1985 Study





Resident Concerns are verified by the findings of the Long - Term Care Ombudsmen.....

- Provide 282,000 individual consultations
- Resolve 264,000 complaints
- 106,000 consultations w/ facility staff
- Serve 2.8 million residents
 - in Nursing homes
 - in Board and Care homes

Nursing Home Issues

Top 10 Issues Addressed by Ombudsmen in U.S.

7 of 10 are related to staffing/workforce

- Call lights, requests for assistance
- Menu-quantity, quality, variation, choice
- Dignity, respect-staff attitudes
- Accidents, improper handling
- Care plan/resident assessment

Nursing Home Issues continued

- Discharge/eviction-planning, notice, procedure
- Medications-administration, organization
- Personal hygiene
- Equipment/building-disrepair, hazard, poor lighting, fire safety
- Symptoms unattended, no notice to others of change in condition

Total # of Ranked Complaints - 128

Total # of Complaints - 241,684



Restraints and Staffing

“Why in the world is she talking about workforce issue when this session is about restraints?”



Quality Measure Basics

Quality Can Be Measured

Quality Can Be Improved

Systems put in place to improve
quality can be sustainable

Consumer Access to Information



A Brief History

(a new language??)

- Measures identified by **NQF**
- Pilot – 2001 6 Pilot States
- **NHQI** – Fall 2002
- **QIOs – Scope of Work**
- Measures from **MDS**



Quality Measures

a snapshot in time

of Deficiencies and measure
don't necessarily correlate

measures don't reflect the
resident experience

measures do show specific
dimensions of care



Advancing Excellence

in America's Nursing Homes





Advancing Excellence Campaign

- National Stakeholders
- Consumers
- Workers
- Partners
- Providers
- LANES



Campaign Measures

- Pressure Sores
- **Physical Restraints**
- Pain (2 measures)
- Setting Targets
- Resident/Family Satisfaction
- **Turnover/Retention**
- **Consistent Assignment**



Consumers call on every provider to enroll in this campaign.....

An opportunity to say, “We are committed to actively making changes that will positively impact the resident experience.”



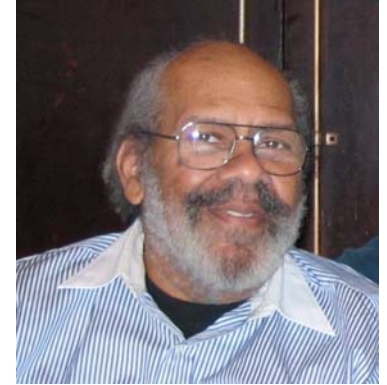
Consumers call on facilities...

to choose workforce measures as the primary mechanism to bring about quality of care and quality of life

NCCNHR Principle



Consumer involvement is essential to quality.
NCCNHR Board Members include residents.





Consumer Involvement in Campaign

- Opportunity to focus national attention on nursing home issues that need to be addressed
- Opportunity to engage in local, community, state and national dialogues and activities to stimulate quality
- Opportunity to ensure that changes made are based on the needs and preferences of the individual resident
- Increased campaign transparency

Consumer Action Steps

- Visit the NH Quality Campaign site and sign up as a supporter. You can select whether to receive state specific information about the campaign in your state.
- Encourage facilities in your community (city, state, etc.) to enroll in the campaign by going to the NH Quality Campaign site at: <http://www.nhqualitycampaign.org/>
- Encourage facilities to enroll in the workforce measures as a way to truly impact residents.
- Engage in dialogue with facility staff about what measures will be chosen and the steps being taken to address the measures.



Consumer Action Steps

- Learn about the topic areas and share information with other residents, family members and staff .
- Discuss topic areas in family and resident councils.
- Examine the state specific data on the website and track your facility's progress.
- Participate in LANE decisions.
- Host community education sessions about NH quality.



An opportunity to make a difference

- Facilities will need to be open and willing to engage in serious discussions with residents and staff.
- Consumers will need to be willing to invest the time and energy in working with facilities and others.



NCCNHR is at the table and invites others to join us -

This campaign has the potential to bring national attention to the most vulnerable, isolated and frailest elders in our society.



Expect and Work for Excellence

○ Individual
Advocacy

○ Systemic
Advocacy



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www.nccnhr.org

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