

Advancing Excellence

in America's Nursing Homes



www.nhqualitycampaign.org

EXPECT EXCELLENCE!

You should EXPECT services that provide quality of life and care to meet the individual needs of your loved ones.

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 EXPECT EXCELLENCE from the facility caring for your loved one, consider the following:

- Talk with facility staff about what constitutes good quality.
- Is the facility participating in Advancing Excellence?
- Once the facility has signed onto the campaign, what goals did they select and what steps are they taking to improve quality?
- Is there a **family council** at the facility and if so ask, "What is the **family council**'s role in helping the facility achieve their goals?"
- Does the facility routinely seek input from the **family council** regarding quality?
- Visit the website at www.nhqualitycampaign.org and join the campaign as a *participating consumer* to learn more and join other family members who EXPECT EXCELLENCE!

The Long-Term Care Ombudsman Program thought you'd be interested in this information based on our recent contact.

*For more information or assistance with a family council, find the **Long-Term Care Ombudsman Program** in your area by visiting*

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

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

