



Advancing Excellence in America's Nursing Homes Campaign

Announcing Phase 2!

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National Director

Advancing Excellence Campaign



About the Campaign

- Voluntary
- Started in 2006
- Coalition of 30 national stakeholders including CMS, major nursing home associations, advocacy and consumer organizations, foundations, medical and nursing groups, and quality improvement experts
- National Steering Committee works through statewide organizations called LANEs or Local Area Networks of Excellence



www.nhqualitycampaign.org



What the Campaign Does

- Advancing Excellence is helping nursing homes make a difference in the lives of residents and staff.
- Advancing Excellence provides free, practical and evidence-based resources to support quality improvement efforts in America's nursing homes.
- Advancing Excellence is committed to providing support to those on the frontlines of nursing home care.
- Advancing Excellence promotes open communication and transparency among families, residents, and nursing home staff.



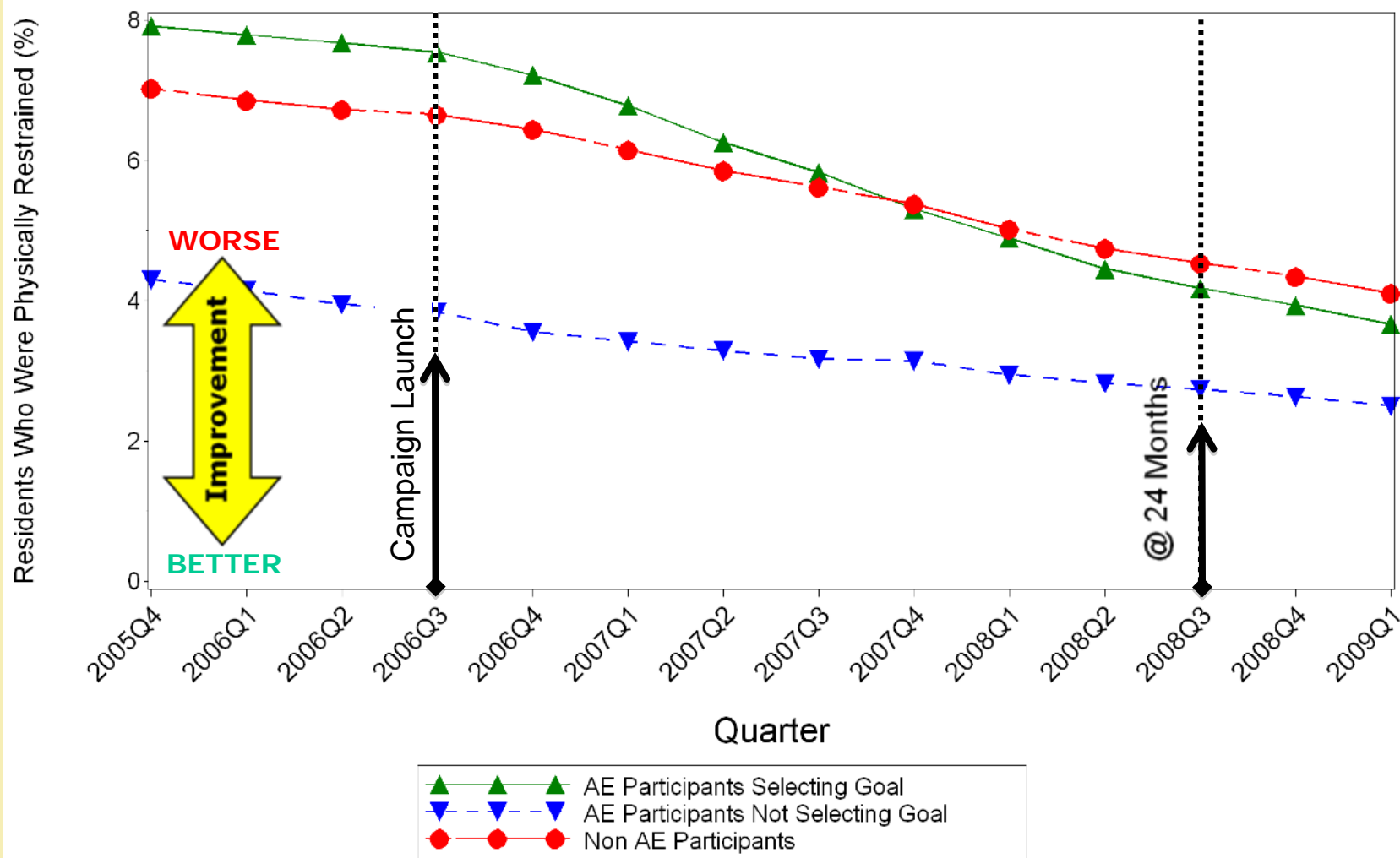
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Goal 2: Restraint Use

Prevalence Q4 2005 through Q1 2009

This graph compares nursing homes that are: 1) Registered for the campaign and selected the goal, 2) Registered for the campaign and did not select the goal, and 3) Not registered for the campaign.

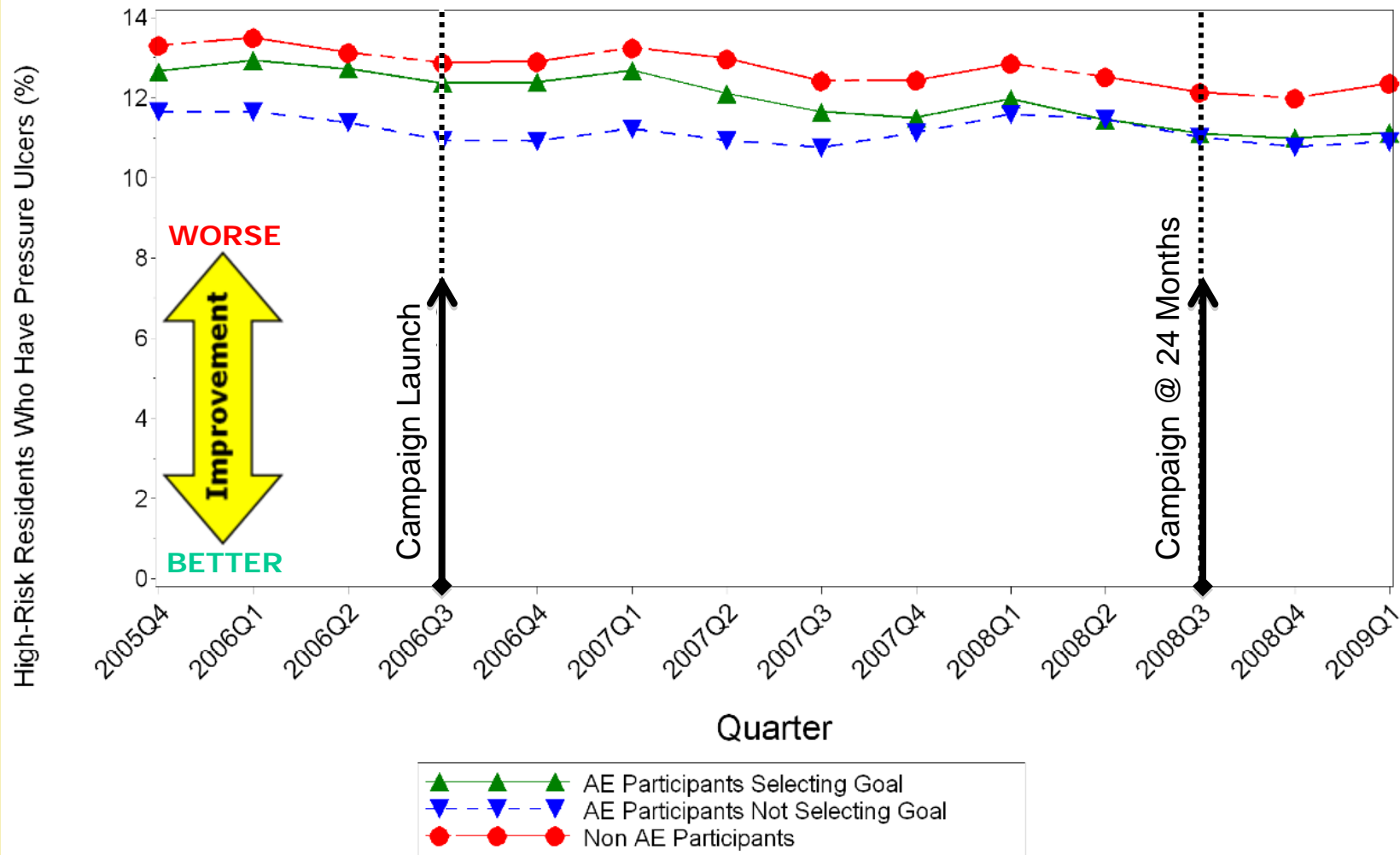




Goal 1: Pressure Ulcer in High-Risk Residents

Prevalence Q4 2005 through Q1 2009

This graph compares nursing homes that are: 1) Registered for the campaign and selected the goal, 2) Registered for the campaign and did not select the goal, and 3) Not registered for the campaign.

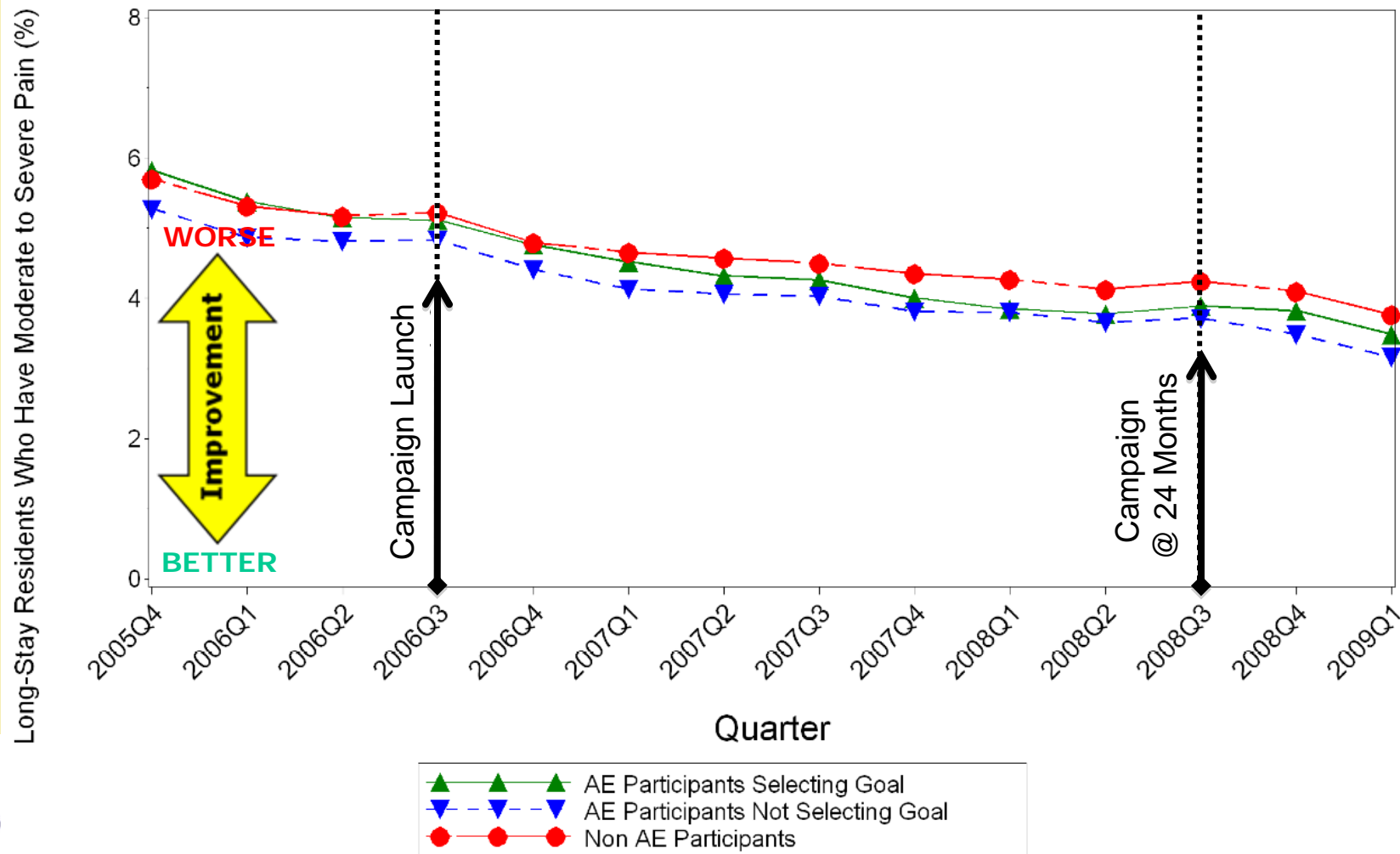


Updated: August 12, 2009



Goal 3: Pain in Long-Stay Residents Prevalence Q4 2005 through Q1 2009

This graph compares nursing homes that are: 1) Registered for the campaign and selected the goal, 2) Registered for the campaign and did not select the goal, and 3) Not registered for the campaign.



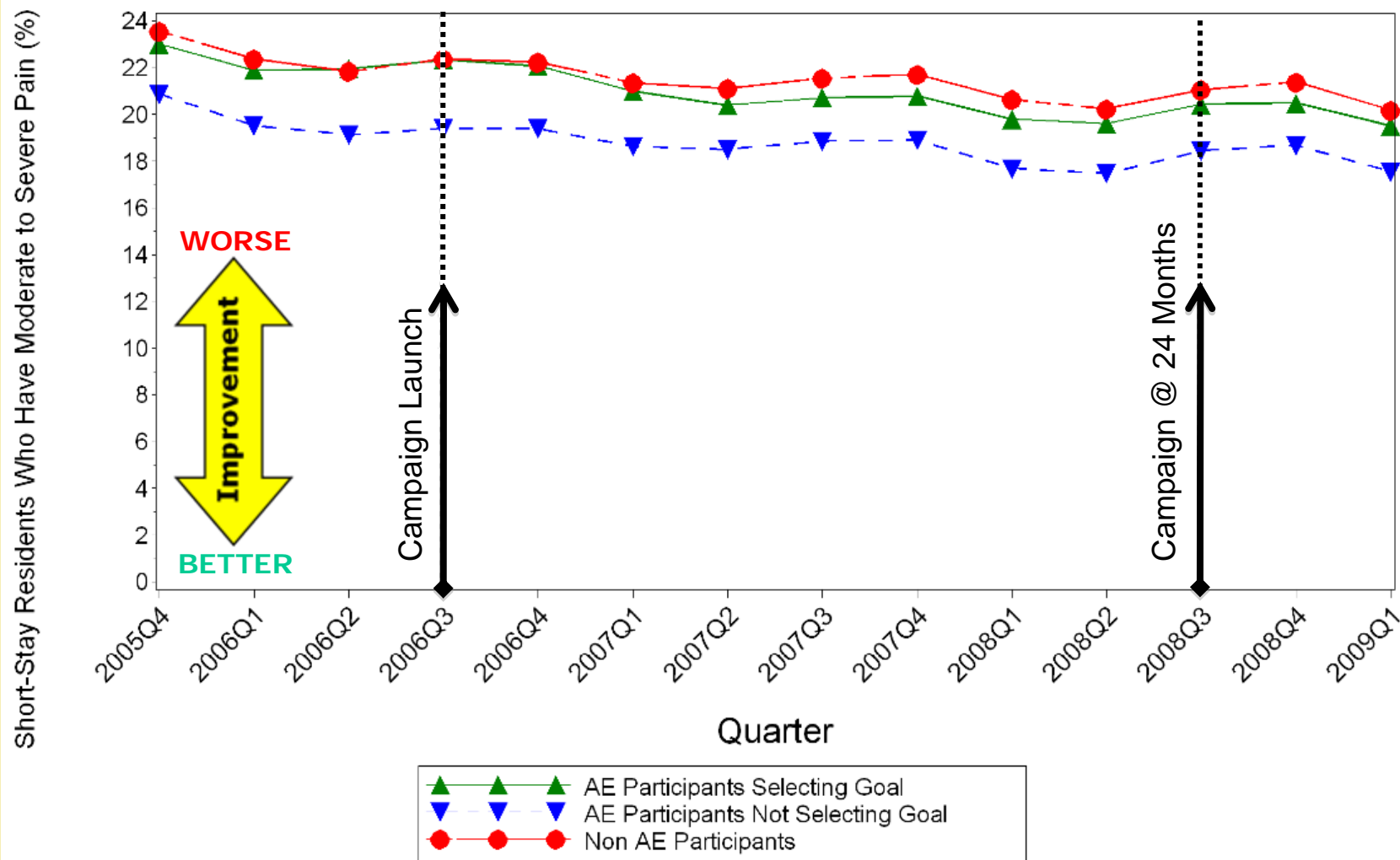
Updated: August 12, 2009



Goal 4: Pain in Short-Stay Residents

Prevalence Q4 2005 through Q1 2009

This graph compares nursing homes that are: 1) Registered for the campaign and selected the goal, 2) Registered for the campaign and did not select the goal, and 3) Not registered for the campaign.





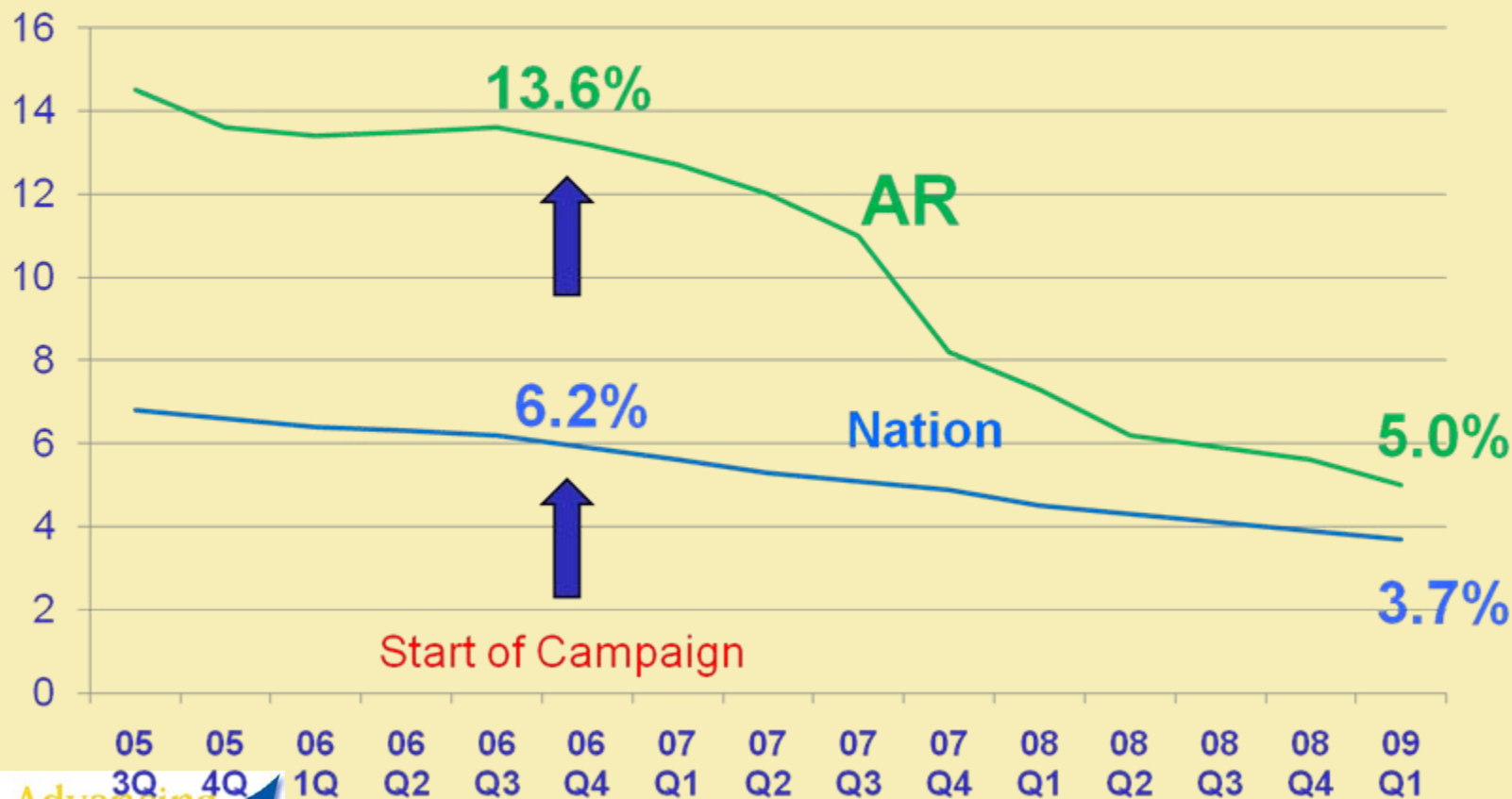
Phase 1 Campaign Progress

- Campaign participants improved faster than non-participants in all things measured.
- Campaign participants improved faster in the goals they selected to work on in every case.
- Those homes for which targets were set for improvement improved fastest



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Arkansas Restraint Rate Q3 2005 through Q1 2009





Phase 1 Campaign Progress (cont)

7500 Nursing Home Participants

2200 Consumers

500 Nursing Home Staff

The Campaign met the goal to reduce restraint use nationwide to 5% or below and met its goal of reducing symptoms of pain in the long-stay resident to below 4%



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What's New and Different in Phase 2?

- Revised goals and reordering of Goals
- Data – driven targets for nursing homes and LANEs
- New and refreshed website – better navigation
- Two pain goals combined in to one
- Two new goals: Advance Care Planning and Staff Satisfaction
- Measurement for consistent assignment is standardized
- Charter Membership for renewals or re-enrollees



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What's New and Different? (cont.)

- Registration and goal-setting based on QI methods
- More frequent visits to website
- Updated resources
- New CNA one-pagers
- Merged NHQI-STAR website with Advancing Excellence website
- Easier access to data



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Phase 1 Goals

1. Pressure Ulcers
2. Restraints
3. Pain (long-stay)
4. Pain (short-stay)
5. Target Setting
6. Resident/Family Satisfaction
7. Staff Turnover
8. Consistent Assignment

Phase 2 Goals

1. Staff Turnover
2. Consistent Assignment
3. Restraints
4. Pressure Ulcers
5. Pain (long and short-stay)
6. Advance Care Planning
7. Resident/Family Satisfaction
8. Staff Satisfaction





Data Entry and Measurement

Goal	How Often	Who Enters	Baseline	End Date
1. Turnover	Monthly	NH	2010	12/31/11
2. Consistent Assignment	TBD	NH	2010	12/31/11
3. Restraints	QTR	MDS	Q1 2010	12/31/11
4. Pressure Ulcers	QTR	MDS	Q1 2010	12/31/11
5. Pain	QTR	MDS	Q1 2010	12/31/11
6. Advance Care Planning	TBD	NH	2010	12/31/11
7. Resident Satisfaction	QTR	NH	2010	12/31/11
8. Staff Satisfaction	QTR	NH	2010	12/31/11

*For more information, see Final Goal Technical Information
www.nhqualitycampaign.org.*



Targets

	National	State	NH
1. Turnover	$\leq 65\%$ CNA	10 percentile	
2. Consistent Assignment	$\geq 85\%$ no more than 8 staff/week	10 percentile	
3. Restraints	$\leq 2\%$	10 percentile	
4. Pressure Ulcers	$\leq 9\%$	10 percentile	
5. Pain	$\leq 2\%$ Long-stay $\leq 16\%$ Short-stay	10 percentile	
6. Advance Care Planning	$\geq 75\%$ (Admissions, Re-Adm, Qtr Care Conf)	10 percentile	
7. Resident Satisfaction	$\geq 85\%$	10 percentile	
8. Staff Satisfaction	$\geq 75\%$	10 percentile	

*For more information, see Final Goal Technical Information
www.nhqualitycampaign.org.*



What is '10 percentile' improvement?

- Lower scores = better performance
- Scores are ranked from best to worst, then divided into 100 equally sized groups
- Each group is called a percentile
- Nursing homes are assigned to the percentile group that corresponds to their score.
- For example: High Risk Pressure Ulcers
 - A score of 17.9 is in the 83rd percentile. This means 83% of nursing homes in the country have a better score.
 - Improving the score to 15.2 would move this nursing home to the 73rd percentile, meeting the campaign goal.



To Join or Re-Join the Campaign...

- *Get ready*

- For first time registration, you will need your Medicare Provider number
- To re-enroll, you will need your username and password. If you have lost your password, there is a section on the website (login page) that tells you how to recover it.

- *Get Set!*

- Log on to www.nhqualitycampaign.org

- *Go!*



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



Advancing Excellence

in America's Nursing Homes

Helping nursing homes make a difference in the lives of residents and staff.



HOME

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UPDATES BY STATE



- Campaign Results
- Recruitment Levels

LIVE UPDATES

Participating nursing homes in Phase 2:
27 (0.2%*)

Participating consumers:
2233

Participating nursing home staff:
544

(* based on the latest available count of Medicare/Medicaid nursing homes)

Advancing Excellence in America's Nursing Homes

Advancing Excellence in America's Nursing Homes is a [national campaign](#) to encourage, assist and empower nursing homes to improve the quality of care and life for residents.

Comprised of long term care providers, medical professionals, consumers, employees, and state and federal agencies, AE is the largest and first coalition of its kind to measure quality by setting clinical and organizational goals for nursing homes.

The coalition stimulates quality improvements by providing nursing homes with free, current and practical evidence-based [resources](#), empowering residents and their families with education, and helping participants reach their targets. Homes can compare their progress with state and national averages. To see a list of [coalition leaders](#) >

Register today to help advance excellence!

Nursing Homes:
Register today!

Consumers:
Register today!

Staff:
Register today!

[Why register?](#)

[Why register?](#)

[Why register?](#)

Advancing Excellence News

Welcome to the New Advancing Excellence Website and the beginning of Phase 2 of the Advancing Excellence Campaign! On behalf of the [Campaign's 28 national organizations](#), we look forward to you becoming a member of Advancing Excellence and being part of a national effort to improve the quality of care in America's nursing homes.

RE-ENROLL NOW!

FIND RESOURCES

FIND PARTICIPANTS

SET TARGETS

GET HELP

NEW!

[Fact Sheets for Certified Nursing Assistants](#)

FLU.GOV

Know what to do
about the flu.

VISIT FLU.GOV

SHARE THIS WIDGET

FLU.GOV

Advancing Excellence

Front Page



Advancing Excellence

in America's Nursing Homes

Helping nursing homes make a difference in the lives of residents and staff.

[HOME](#)[ABOUT THE CAMPAIGN](#)[RESOURCES](#)[PROGRESS](#)[FOR PARTICIPANTS](#)[Register Today!](#)

Login

Username:

Password:

Forgot your username or password?

[I know my username.](#)[I know my Medicare/Medicaid provider number.](#)[I know my account's email address.](#)

If you are a nursing home and are unable to use the above links to obtain your username/password, please contact your state [LANE](#) Convener for assistance.

If you are a LANE and are unable to use the above links to obtain your username/password, please email help@nhqualitycampaign.org with your request along with state, name, and organization.

If you are a nursing home and are unable to use the above links to obtain your username/password, please contact your state [Quality Improvement Organization \(QIO\)](#) for assistance.

Login Page

To Re-enroll



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[HOME](#)[ABOUT THE CAMPAIGN](#)[RESOURCES](#)[PROGRESS](#)[FOR PARTICIPANTS](#)

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- [Update My Goal Selection](#)
- [Logout](#)

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Nursing Home Participating Provider Registration

Re-enrolling for Phase 2? To update your registration information, change the fields below and click the Update button. Please note the two new questions at the bottom of the registration regarding goal sharing and pilot interest. If you are registering a new home, first logout, then use the Join the Campaign link on the home page.

* indicates required fields

Nursing Home Information:

*Nursing Home Name:	xxx
*Six digit Medicare/Medicaid Provider Number (If not Medicare/Medicaid certified enter "N/A"):	000010 (Please note that registrants without a provider number will be unable to track progress on clinical goals)

Your Nursing Home's Key Contact for Quality Improvement

*First name:	xx
*Last name:	xx
*Title:	xx
*Mailing Address:	xx
Address Line2:	
*City:	xx
*State:	WI - Wisconsin
*ZIP:	12345
*Telephone #:	999-999-9999

Profile
and
first screen
for new
participants

Address:

☒ I would like to receive periodic campaign updates.

Secondary Contact Information

First name:

Last name:

Title:

Telephone #: [999-999-9999 x99999]

Fax #: [999-999-9999]

Email Address:

Re enter Email Address:

☒ I would like to receive periodic campaign updates.

Person Submitting This Form

If the person submitting this information is not the Key Contact listed above, please complete the following.

First name:

Last name:

Email Address:

Website User Name and Password Set-up

Please ensure that both primary and secondary contacts have access to this nursing home username and password.

***User Name:** [Your User Name should contain 3–8 alphanumeric characters and should NOT include single or double quotation marks.]

Password

***Re-type Password:**

LANE Support and Pilot Participation

☒ My nursing home would like to share my goal selection with my state LANE to assist in tailoring support and interventions for my nursing home. [What is a LANE?](#)

Please note, aside from publicly available data, individual performance and targets will not be released.

☐ My nursing home is interested in being involved in pilot projects (potentially including pressure ulcers, physical restraints, health disparities, and/or others).

Update Profile 2

Option to share goals
with LANEs

Option to participate
In pilot projects



The Registration Process starts the QI Process

- **Choose meaningful topics to work on.** You will need to choose 3 goals – 1 clinical, 1 organizational and 1 more from either group
 - Look at your data and choose what issues make sense for you to address
 - If restraint rate is high, choose it! If pressure ulcer rate is high, choose it!
 - Organizational goals can help improve clinical measures.
- **Set targets that are reasonable and achievable**

Let's See How it Works!



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Update My Goal Selection

To participate in the Campaign, you need to select at least three goals, including one of the three clinical goals (3,4 or 5) and one of the five organizational goals (1,2,6,7,8). The third goal can come from either group. It's important to choose a goal that is meaningful to your nursing home. For example, if you are doing well with restraints, but not well with pressure ulcers, it would make sense to work on Goal 4: Pressure Ulcers. Similarly, if you have a high staff turnover rate, you may want to select Goal 1. Doing well with the organizational goals may improve your clinical outcomes.

Click on any of the goals below to see what will be expected of the nursing home and also the resources that will be available to you.

After January 31, 2010, you will not be able to change your goals, but you will be able to add more.

Select Goal	Goal Description (click on goals to view full descriptions)
<input checked="" type="checkbox"/>	Goal 1 - Staff Turnover
<input checked="" type="checkbox"/>	Goal 2 - Consistent Assignment
<input type="checkbox"/>	Goal 3 - Restraints
<input checked="" type="checkbox"/>	Goal 4 - Pressure Ulcers
<input checked="" type="checkbox"/>	Goal 5 - Pain <ul style="list-style-type: none"><input checked="" type="radio"/> My nursing home has both long-stay and short-stay residents<input type="radio"/> My nursing home has only long-stay residents<input type="radio"/> My nursing home has only short-stay residents
<input checked="" type="checkbox"/>	Goal 6 - Advance Care Planning
<input checked="" type="checkbox"/>	Goal 7 - Resident/Family Satisfaction
<input checked="" type="checkbox"/>	Goal 8 - Staff Satisfaction

About the Goals
Update My Goals

Select meaningful goals

Move the mouse cursor on the goal to see its description



About the goal

- [Enter My Data](#)
- [Set My Targets](#)
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- [Update My Profile](#)
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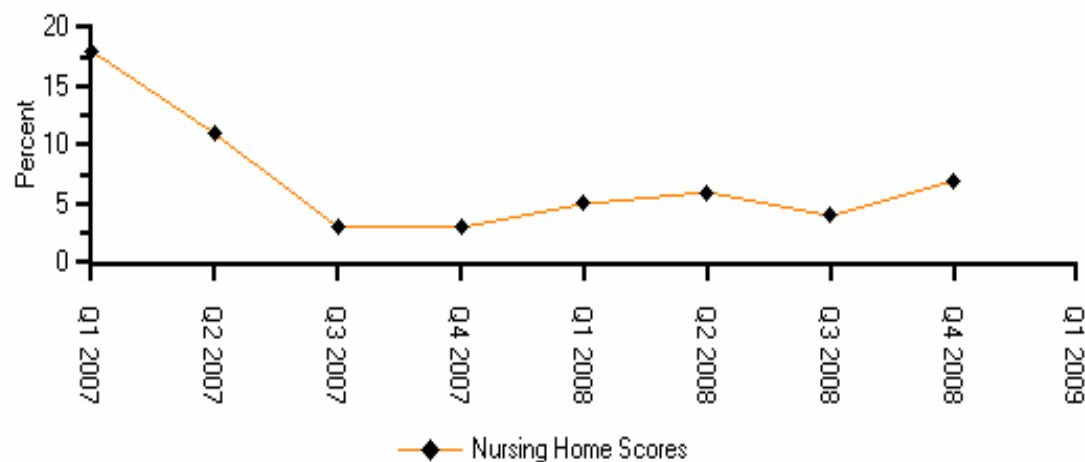
After January 31, 2010, you will not be able to change your goals, but you will be able to add more.

Select Goal	Goal Description (click on goals to view full descriptions)
<input checked="" type="checkbox"/>	Goal 1 - Staff Turnover
<input checked="" type="checkbox"/>	Goal 2 - Consistent Assignment
<input type="checkbox"/>	Goal 3 - Restraints
<input checked="" type="checkbox"/>	Goal 4 - Pressure Ulcers
	View my nursing home's scores for the high risk pressure ulcers Quality Measure (QM)
	<ul style="list-style-type: none">• This goal says that nursing home residents receive appropriate care to prevent and appropriately treat pressure ulcers when they develop. The national target for nursing homes participating in this goal is to reduce the average rate of high risk pressure ulcers to less than or equal to 9%.• To participate in this goal, you will need to review your High Risk Pressure Ulcer Quality Measure (QM) data and set a target for improvement. You are not required to do any data entry for this goal. Measurement uses the CMS publicly reported QMs.• Resources include an Implementation Guide (includes links to additional resources), Webinar, Video, and Consumer and Staff Fact sheets. To see these resources before choosing this goal, click here.

- ← [View data](#)
- ← About the goal
- ← Expectations
- ← Measurement
- ← View Resources

My Data Comparison - High-Risk Pressure Ulcers**Percent of High-Risk Residents Who Have Pressure Sores**

xxx



(One or more scores are not available.)

Year	Quarter	NH Score
2007	1	18
2007	2	11
2007	3	3
2007	4	3
2008	1	5
2008	2	6
2008	3	4
2008	4	7
2009	1	

View data
to see where
you are

http://www.nhqualitycampaign.org/staging3/star_index.aspx?controls=resByGoal#goal4

Search

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ellence in America's Nursing Homes

Page

Safe

Goal 4 - Pressure Ulcers: Nursing home residents receive appropriate care to prevent and appropriately treat pressure ulcers when they develop.

- [Implementation Guide](#)
- Webinar: [Reducing Pressure Ulcers in Nursing Homes: An Interdisciplinary Process Framework](#) (PowerPoint or [PDF](#), with separate [audio](#) [may take a few minutes to load])
- **NEW** [Fact Sheet](#) for consumers
- **NEW** [Fact Sheet](#) for nursing home staff members
- [Video: Pressure Ulcers - Best Practices](#)

Goal 5 - Pain: Nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain. Objectives for long stay and short stay are slightly different.

- **Goal 5A:** Long Stay (longer than 90 days) nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain.
- **Goal 5B:** People who come from a hospital to a nursing homes for a short stay will receive appropriate care to prevent and minimize episodes of moderate or severe pain.

**Look to
see what
resources
are
available
so help
you**

Advancing Excellence

in America's Nursing Homes

Helping nursing homes make a

difference in the lives of residents and staff.



Set My Targets

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Set My Targets

Target setting is one of the first steps toward quality improvement. As part of selecting goals for the campaign, nursing homes are asked to set targets based on improvement in their current percentile rankings. Percentile rankings are similar to grade rankings in school. For example, between 90 and 100 is an A, 80 and 89 is a B, and so on. If your grade is a B, you want to move it to an A, or if it is a C, move it to a B.

Lower scores indicate better performance on the Nursing Home Quality Measures. Percentiles are determined by ranking nursing home scores in order of best to worst. The scores are then divided into 100 equally sized groups. In this case, if you are in the 40th percentile of nursing home scores, we hope you move up to at least the 30th percentile, or if you are in the 85th, move up to at least the 75th.

We encourage you to think critically about your target. What are high performing nursing homes nationwide already achieving? Consider your current QM scores, your QM trend reports, and what your nursing home plans to focus on during the next year. What can your nursing home achieve? Your targets should be attainable, but targets should also encourage your nursing home to "raise the bar" for quality.

You have set targets for *0 of 3 of your selected clinical goals.*

Goal	Quality Measure	QM Score as of Q4 2008 ¹	Percentile Ranking as of Q4 2008 ¹	Target Score	Percentile Ranking of Target Score	Date Entered	
4	High-Risk Pressure Ulcers	7	NA				Graph
5a	Chronic Care Pain	6	NA				Edit
							Graph
							Edit
							Graph

← Select Edit

are determined by ranking nursing home scores in order of best to worst. The scores are then divided into 100 equally sized groups. In this case, if you are in the 40th percentile of nursing home scores, we hope you move up to at least the 30th percentile, or if you are in the 85th, move up to at least the 75th.

We encourage you to think critically about your target. What are high performing nursing homes nationwide already achieving? Consider your current QM scores, your QM trend reports, and what your nursing home plans to focus on during the next year. What can your nursing home achieve? Your targets should be attainable, but targets should also encourage your nursing home to "raise the bar" for quality.

You have set targets for *1 of 1 of your selected clinical goals*.

Goal	Quality Measure	QM Score as of Q4 2008 ¹	Percentile Ranking as of Q4 2008 ¹	Target Score	Percentile Ranking of Target Score	Date Target Entered	
4	High-Risk Pressure Ulcers	7	NA	5.0	14	10/27/2009	Graph Edit

Please note, these data reflect publicly available scores. Nursing home QM scores with denominators <30 (<20 for post-acute care measures) are not publicly reported on this website or on www.medicare.gov/NHCompare/, but are available to individual nursing homes. To view unsuppressed data, please refer to your CASPER Quality Indicator/Quality Measure (QI/QM) report. If you need assistance in accessing this report, please contact your state [Quality Improvement Organization \(QIO\)](#) or State Survey Agency.

¹As with Nursing Home Compare, there is a lag of approximately five months between the end of the quarter and the public release of that quarter's Quality Measure (QM) scores. The approximate timeframes for updates on this website are: Quarter 1 (January – March) scores are posted in August; Quarter 2 (April – June) scores are Posted in November; Quarter 3 (July – September) scores are posted in February; and Quarter 4 (October – December) scores are posted in March.

Changing Targets



My Target Setting - High-Risk Pressure Ulcers

You can select any target that you wish. If your restraint rate is 5%, you can set a target of 3%. It is up to you. You can also accept the campaign recommended target listed below. It is ten percentile improvement. You can always modify your target and make it higher or lower. We encourage you to monitor your performance and see how you are doing. Data show that nursing homes that set targets improve faster than nursing homes that do not. If you have questions about target setting, contact your LANE convener. [What is a percentile?](#)

YOUR CURRENT TARGET:

Date the Target Was Set	QM Score when the Target Was Set	QM Percentile when the Target Was Set	Target Score	Target Percentile
10/27/2009	7 ¹	NA	5.0	14

CAMPAIGN RECOMMENDED TARGET:

The AE campaign goals for each nursing home include improving the Quality Measure ranking by a minimum of 10 percentile. Click the View Graph link to see your QM scores over time. Click the View Percentiles link to view the table of scores associated with percentiles.

Today's Date	QM Score as of Q4 2008 ¹	QM Percentile as of Q4 2008 ¹	Campaign Recommended Target Score	Campaign Recommended Target Percentile
10/27/2009	7	NA	NA	NA

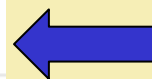
Enter your target:

[View Graph](#)

[View Percentiles](#)

Changing
Targets

Options to
add target,
view graph, or
See percentiles





Percentiles Lookup - High-Risk Pressure Ulcers

Lower scores indicate better performance on the Nursing Home Quality Measures. Percentiles are determined by ranking nursing home scores in order of best to worst. The scores are then divided into 100 equally sized groups (There are between 100 and 140 nursing homes per group, depending on the quality measure). If scores are tied at the group cut-point, the score is assigned to the lower (better performance) percentile. For example, the QM Score of the 2nd percentile is equal to the 1st percentile's QM Score, which is '0'.

Percentile	QM Score
1	0.0
3	1.8
4	2.2
5	2.5
6	2.8
7	3.0
8	3.2
9	3.5
10	3.9
11	4.2
12	4.5
13	4.8
14	5.0
15	5.2
16	5.4
17	5.6
18	5.8
19	6.0
20	6.1
21	6.3
22	6.5
23	6.6
24	6.8
25	7.0
26	7.1
27	7.3
28	7.5



**A score of 7 is
the 25th percentile**



63	13.2
64	13.3
65	13.5
66	13.7
67	13.9
68	14.1
69	14.3
70	14.6
71	14.7
72	15.0
73	15.2
74	15.4
75	15.7
76	15.9
77	16.2
78	16.4
79	16.7
80	17.0
81	17.2
82	17.5
83	17.9
84	18.2
85	18.6
86	18.9
87	19.4
88	19.7
89	20.0
90	20.6
91	21.1
92	21.6
93	22.3



If your pressure ulcer rate is 15.2 (73rd percentile), moving 10 percentiles would take it to 13.2 (63rd percentile) or an improvement of 2.0



If your pressure ulcer rate is 20.0 (89th percentile), moving 10 percentiles would take it to 16.7 (79th percentile) or an improvement of 3.3



AE Resources

- Free
- Practical
- Evidence –based
- Complimentary



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Helping nursing homes make a residents and staff.

ABOUT THE CAMPAIGN

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Implementation Guides

The Implementation Guides are organized by campaign goal. Each guide includes the campaign goal; Flow Diagram; Process Framework; Process Review Tool; and Resources. These guides are designed to assist all nursing homes in meeting their selected campaign goals. For more information, please read the [Questions and Answers for Implementation Guides](#). (These materials are in PDF format.)

[Goal 1](#) - Staff Turnover: Nursing homes will take steps to minimize staff turnover in order to maintain a stable workforce to care for residents.

[Goal 2](#) - Consistent Assignment: Being regularly cared for by the same caregiver is essential to quality of care and quality of life. To maximize quality, as well as resident and staff relationships, the majority of Nursing Homes will employ "consistent assignment" of CNAs.

[Goal 3](#) - Restraints: Nursing home residents are independent to the best of their ability and rarely experience daily physical restraints.

[Goal 4](#) - Pressure Ulcers: Nursing home residents receive appropriate care to prevent and appropriately treat pressure ulcers when they develop.

[Goal 5](#) - Pain: Nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain. Objectives for long stay and short stay are slightly different.

- Goal 5A: Long stay (longer than 90 days) nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain.
- Goal 5B: People who come from a hospital to a nursing homes for a short stay will receive appropriate care to prevent and minimize episodes of moderate or severe pain.

Implementation Guides

Reviews Process of Care

1. Assessment
2. Cause
3. Management
- 4 Monitoring

Webinars

- **Training Staff for Greater Impact: From Ho Hum to Dynamic**, May 12, 2009. Many of us are used to teaching nurses and administrators, but not accustomed to transferring knowledge to CNAs or those who are delivering care at the bedside. This webinar focused on strategies and techniques for effective teaching and learning in this group. Download the presentation ([PDF](#) or [PowerPoint](#)), [exercises](#), and the [audio recording](#) [may take a few minutes to load].
- **Reducing Restraints Safely**, ([PowerPoint presentation](#) or [PDF version](#) and the [audio recording](#) [may take a few minutes to load]).
- **Resident Satisfaction , Part 1**, February 3, 2009. Download the [PowerPoint](#) (or [PDF version](#)) presentation, and the audio recording [may take a few minutes to load] in four segments:
 - [Part 1 Beverley Laubert](#)
 - [Part 2 Mary Tellis-Nayak](#)
 - [Part 3 Craiq \(Nursing home resident from Arkansas\)](#)
 - [Part 4 Lonnie Bisbano](#)
- **Resident Satisfaction, Part 2**, February 26, 2009, provided in-depth information about resident satisfaction including measuring satisfaction in residents with dementia. Download the [PowerPoint](#) (or [PDF version](#)) presentation and the [audio recording](#) [may take a few minutes to load].
- **Staff Stability: Learn to Manage your Resources and Improve Staff Retention**, September 25, 2008. Download the presentation ([PowerPoint](#) or [PDF](#), with separate [audio](#) [may take a few minutes to load], [staff retention implementation guide](#), [fact sheet](#) for consumers, and [additional resources](#) for nursing homes)

Webinars

Nationally
Known
Speakers

Audio and
Power point
handout

60-75 minutes

Downloadable Videos from LANE Conference (December 2008)

The video files can be viewed using Apple QuickTime player. The videos are very large and can take a few moments before playback begins. If the links below do not open in QuickTime or prompt to install QuickTime, you can download and install the free QuickTime player from [here](#).

Please note that the selected video will open in a new window. If your browser blocks pop-up windows, you may need to set your browser to allow pop-ups from this site in order to access the video list.

- [Avoidable Hospitalizations and Transitions of Care](#)
- [Consistent assignment: Where Do You Start and How Do You Do It!](#)
- [Consumers: Involvement Equals Quality](#)
- [Keys to Person-Centered Care: Residents with Dementia](#)
- [Leadership: Building Skills for Nursing Home Paraprofessional Leaders](#)
- [Pressure Ulcers: Best Practices](#)
- [Quality Improvement: Maintaining and Sustaining Success](#)
- [Resident Centered Care: A Holistic Approach](#)
- [The Roles of CNAs in Advancing Excellence-Learning from Their Stories](#)
- [Where Does it Hurt? Assessing and Managing Pain in Nursing Home](#)

Videos

Nationally
Known
Speakers

60 minutes

Need Quick
Time to run



ABOUT THE CAMPAIGN

RESOURCES

PROGRESS

FOR PARTICIPANTS

Staff Fact Sheets

- [Goal #1: Staff Retention](#)
- [Goal #2: Consistent Assignment](#)
- [Goal #3: Restraints](#)
- [Goal #4: Pressure Ulcers](#)
- [Goal #5: Pain Management](#)
- [Goal #6: Advance Care Planning](#)
- [Goal #7: Resident/Family Satisfaction](#)
- [Goal #8: Staff Satisfaction](#)

Certified
Nursing
Assistant
Fact Sheets

One page
With
Resources



Consumer Fact Sheets

ABOUT THE CAMPAIGN	RESOURCES	PROGRESS	FOR PARTICIPANTS
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Consumer Fact Sheets

- [Goal #1: Staff Retention](#)
- [Goal #2: Consistent Assignment](#)
- [Goal #3: Restraints](#)
- [Goal #4: Pressure Ulcers](#)
- [Goal #5: Pain Management](#)
- [Goal #6: Advance Care Planning](#)
- [Goal #7: Resident/Family Satisfaction](#)
- [Goal #8: Staff Satisfaction](#)

One page
Consumer
Friendly
Language



Other Resources

- Top Ten Ideas to Involve Staff in Advancing Excellence
- Manual for Change (Barbara Bowers)
- Consumer Action Plan (coming soon)
- Glossary
- Newsletters



www.nhqualitycampaign.org



Why Join?

- Improved clinical outcomes
- Enhanced quality of life for residents
- Increased customer satisfaction
- Increased staff retention and satisfaction
- A stronger, happier, and more stable workforce
- Preparation for Pay-for-Performance



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More Reasons!

- Advancing Excellence provides the resources to succeed
 - Campaign resources help identify areas that need improvement and provide guidance and tools to achieve clinical and organizational goals
- Good care costs less
 - Reduction/elimination of pressure ulcers saves money
 - Reducing staff turnover and consistent assignment is efficient
 - “Value based purchasing” will reward high performance
- Success – *the data show that it works!*



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Consumer/Family Member Involvement

- Join the Campaign
- Part of the LANE
- Part of the Team
- Inclusiveness and belonging
- Access to Information: Giving and Receiving



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Special Resources

- Fact Sheets
- Consumer Guide
- Newsletters

*Remember to check the box that says
you want information!*



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Questions Consumers/Family Members Can Ask

- Are you a member of the Campaign?
- What goals are you working on?
- Can we help?
- Ask why quality measures are high? And find out what the nursing home is doing to lower the number?
- Ask about staff turnover and the use of consistent assignment.

Be a part of the solution!



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Thank You!



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