



www.nhqualitycampaign.org

EXPECT EXCELLENCE!

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

Recently you contacted the Ombudsman Program about a problem related to care and services provided in a nursing home. We thought you would be interested in having information about an important initiative to improve quality in nursing homes.

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 work with the ombudsman to resolve your concerns, or as you advocate yourself to improve conditions, please consider the following:

- Talk with facility staff about what constitutes good quality.
- Is the facility participating in **Advancing Excellence**? Which goals did they select? What steps are they taking to improve quality?
- Are there a resident council and a family council at the facility? How does the facility work with the councils to address problems? Does the facility routinely seek input from the councils regarding quality?
- Visit the website at www.nhqualitycampaign.org and join the campaign as a *participating consumer* to learn more and join others who **EXPECT EXCELLENCE!**

*For more information or assistance with a family council, find the **Long-Term Care Ombudsman Program** in your area by visiting <http://www.georgiaombudsman.org/location.asp> or call **1-888-454-LTCO (5826)***

