

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 your individual needs.

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 plan your next resident council meeting, 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?
- Ask, "What is the resident council's role in helping the facility achieve their goals?"
- Does the facility routinely seek input from the resident council regarding quality?
- Visit the website at www.nhqualitycampaign.org and join the campaign as a *participating consumer* to learn more and join other residents who EXPECT EXCELLENCE!

*For more information, 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)***

