

THE ASSISTED LIVING GOALS



STAFF STABILITY

The more consistent the staff is, the more they understand and are able to effectively respond to each resident's needs – reinforcing the profession's commitment to delivering person-centered care.

TARGET Keep nursing and direct care staff (RNs, LVN/LPNs, aides) turnover below 40% through March 2018.

MEASURE AHCA/NCAL's Turnover and Retention Upload. Data to be input by communities into LTC Trend TrackerSM

KEY RESOURCE The Staff Stability Toolkit available through the AHCA/NCAL Bookstore



CUSTOMER SATISFACTION

Research shows that communities with the highest rates of satisfaction perform better in other organizational indicators, including staff stability, staff retention, state surveys, census and cash flow.

TARGET At least 90% of customers (residents and/or family members) are satisfied with their experience by March 2018.

MEASURE CoreQ satisfaction questions developed by AHCA/NCAL. Results to be input by communities into LTC Trend Tracker (starting fall 2015).

KEY RESOURCE Turning Complaints into Compliments



HOSPITAL READMISSIONS

Hospital readmissions not only have a negative physical, emotional and psychological impact on residents, but also cost government programs like Medicare billions of dollars.

TARGET Safely reduce hospital readmissions within 30 days of hospital discharges by 15%, or achieve (and maintain) a low readmission rate of 5% or less by March 2018.

MEASURE National Patient Safety Organization for Assisted Living (PSO)

KEY RESOURCE INTERACT for Assisted Living



ANTIPSYCHOTICS

The use of antipsychotic medications to treat behavior associated with dementia is not supported clinically and is considered off-label by the FDA. Additionally, antipsychotic drugs increase the risk of death, falls with fractures, hospitalizations and other complications resulting in poor health and high costs.

TARGET Safely reduce the off-label use of antipsychotic medications by 15%, or achieve (and maintain) a low off-label usage rate of 5% or less by March 2018.

MEASURE National Patient Safety Organization for Assisted Living (PSO)

KEY RESOURCE Consumer Fact Sheet on Antipsychotic Drugs for Persons Living with Dementia

LEARN MORE AT <http://qualityinitiative.ncal.org>