



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