



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!

The Long-Term Care Ombudsman Program thought you'd be interested in this information based on our recent contact.

For more information, find the **Long-Term Care Ombudsman Program** in your area by visiting

<http://www.goldenbuckeye.com/about/rltcop.htm>

or call **1-800-282-1206**

