

**Voices for Quality:
Strategies in the National Campaign for Excellence
in America's Nursing Homes**

Project Overview and Action List

This project, supported by a grant from the California HealthCare Foundation, based in Oakland, California, aims to provide information and tools that can be used to train ombudsmen to engage consumers in quality improvement, by educating and engaging consumers to advance better quality care in nursing homes. The educational component will highlight strategies to promote facility involvement and hold nursing homes accountable to quality standards.

Project materials can be found online: http://www.nccnhr.org/public/245_1266_13817.cfm.

Here are nine things that you can do on a day-to-day basis in your work to keep the Voices for Quality project moving forward, and to promote the materials that have been developed around restraint free care!

- ✓ Post the [Expect and Promote Excellence in California Nursing Homes: Physical Restraint Free Care consumer fact sheet](#) on your organization's website. *Remember that there is room at the bottom of the second page to include contact information for regional ombudsman programs.*
- ✓ During your regular facility visits, explain to facility staff that this initiative is taking place because California continues to have one of the highest restraint rates in the country. Review the restraint indicator of the facility before you visit and discuss with the facility what they are doing to reduce restraints or to keep their restraint rate low. Encourage facility staff to work with the QIO and LANE to reduce restraints.
- ✓ When you visit nursing homes, provide copies of the [Physical Restraint Free Care consumer fact sheet](#) to residents, family members, resident councils, family councils, administrators, and nursing home staff.
- ✓ Use the [Physical Restraint Free Care consumer fact sheet](#) to train colleagues, family and resident councils, and other organizations. Explain that the California restraint rate is very high and that there are national and state initiatives to reduce restraints.
- ✓ Post a [short information article](#) in your organization's newsletter about the Voices for Quality: *Strategies in the National Campaign for Excellence in America's Nursing Homes* project.
- ✓ Enroll in the *Advancing Excellence in America's Nursing Homes* Campaign to show that consumers care about quality: www.nhqualitycampaign.org.
- ✓ Tell others about the *Advancing Excellence* Campaign and encourage them to enroll.
- ✓ Encourage facilities to be a part of the *Advancing Excellence* Campaign. Encourage them to choose restraints and staff turnover as two of their measures.
- ✓ Read about consumer involvement and NCCNHR's involvement in the *Advancing Excellence* Campaign: http://www.nccnhr.org/public/245_1266_13315.cfm.