



A campaign to improve quality of life for residents and staff  
<http://www.nhqualitycampaign.org>

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## Advancing Excellence Consumer Resource List

All resources are free unless otherwise indicated.

### GENERAL INFORMATION ABOUT NURSING HOME CARE

#### PUBLICATIONS

***Nursing Homes: Getting Good Care There.* Sarah Greene Burger, Virginia Fraser, Sara Hunt, and Barbara Frank. NCCNHR. 2nd edition. 2002**

This book discusses how to advocate for quality nursing home care and includes information on pressure ulcers and restraints. Available for purchase. To order, call (202) 332-2275.

***Dementia Care Practice Recommendations For Assisted Living Residences and Nursing Homes.* Alzheimer's Association. 2006**

[http://www.alz.org/professionals\\_and\\_researchers\\_dementia\\_care\\_practice\\_recommendations.asp](http://www.alz.org/professionals_and_researchers_dementia_care_practice_recommendations.asp)

These care recommendations define goals in six care areas, including pain and restraints, and present strategies for achieving them.

#### WEBSITES

**Advancing Excellence in America's Nursing Homes**

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

The campaign's website contains information about the many different aspects of the campaign and includes consumer fact sheets; access to past webinars on campaign goals; state and national progress on the goals; the campaign newsletter, The Campaign Advance, and more.

**NCCNHR: The National Consumer Voice for Quality Long-Term Care**

[www.nccnhr.org](http://www.nccnhr.org), click on "Consumer Center" and "Fact Sheets"

The NCCNHR website provides a wide range of resources for consumers, including fact sheets on assessment and care planning; the basics of individualized care; family involvement; and other topics related to nursing home care.

**Alzheimer's Association**

[www.alz.org](http://www.alz.org)

The Alzheimer's Association website offers information about Alzheimer's Disease and how to recognize good care for someone with dementia; topic sheets and brochures on a variety of issues; and other resources.

**Pioneer Network**

[www.pioneernetwork.net](http://www.pioneernetwork.net)

The Pioneer Network website is a resource for consumers, nursing home administration and staff, and others about culture change. The website includes a consumer guide for finding a nursing home that has adopted culture change.

**Nursing Home Compare**

[www.medicare.gov/NHCompare](http://www.medicare.gov/NHCompare)

This federal government website provides information about inspections, staffing and certain measures of quality for every Medicare and Medicaid certified nursing home in the country. It includes the government's five star rating system for nursing homes.

### **Hartford Institute for Geriatric Nursing**

[www.consultgerirn.org/resources](http://www.consultgerirn.org/resources)

This website serves as an online resource for geriatric nurses. It includes information on pressure ulcers, restraints and pain, as well as many other care issues. While the website is geared to nurses, the information can be very helpful to residents, families and other consumers.

### **MedQIC**

[www.qualitynet.org/dcs/ContentServer?pagename=Medqic/MQPage/Homepage](http://www.qualitynet.org/dcs/ContentServer?pagename=Medqic/MQPage/Homepage)

This is an online resource of information for improving care developed by the federal government. Consumers can find helpful information about a wide range of care areas, including pressure ulcers, restraints and pain. For each topic, there is a "Fast Facts" section that gives an overview and covers prevention, screening and treatment.

### **The Borun Center**

[www.geronet.med.ucla.edu/centers/borun/default.htm](http://www.geronet.med.ucla.edu/centers/borun/default.htm)

The Borun Center provides training modules to nursing homes to help them improve in a number of different areas, including pressure ulcers and pain. Although the information is targeted to nursing home staff, consumers who want to learn more may find the modules helpful or may want to tell staff about them.

## **INFORMATION RELATED TO CAMPAIGN GOALS**

### **Staff Retention**

*Advancing Excellence Consumer Fact Sheet - Increasing Staff Retention*

[http://www.nhqualitycampaign.org/star\\_index.aspx?controls=resConsumerFS](http://www.nhqualitycampaign.org/star_index.aspx?controls=resConsumerFS)

### **Better Jobs, Better Care**

Institute for the Future of Aging Services: Building a Strong Long Term Care Workforce

<http://www.bjbc.org/>

### **Consistent Assignment**

*Advancing Excellence Consumer Fact Sheet - Consistent Assignment*

<http://www.nhqualitycampaign.org/files/factsheets/Consumer%20Fact%20Sheet%20-%20Consistent%20Assignment.pdf>

### **Change Ideas for Consistent Assignment**

Developed by Lumetra.

<http://www.nccnhr.org/sites/default/files/family-member/R2-Change-Ideas-for-Consistent-Assignment-Lumetra.pdf>

### **A Case for Consistent Assignment**

Farrell, David, et al. June 2006. Provider.

<http://www.nccnhr.org/sites/default/files/family-member/Fall-R3-A-Case-for-Consistent-Assignment-article.pdf>

### **Restraints**

*Advancing Excellence Consumer Fact Sheet - Restraints*

<http://www.nhqualitycampaign.org/files/factsheets/Consumer%20Fact%20Sheet%20-%20Restraints.pdf>

### ***NCCNHR Consumer Fact Sheet - Physical Restraint Free Care***

***[http://www.nccnhr.org/sites/default/files/family-member/Fall-C1-Consumer-Fact-Sheet-Expect-and-Promote-Excellence-in-CA-Nursing-Homes-Physical-Restraint-Free-Care\\_0.pdf](http://www.nccnhr.org/sites/default/files/family-member/Fall-C1-Consumer-Fact-Sheet-Expect-and-Promote-Excellence-in-CA-Nursing-Homes-Physical-Restraint-Free-Care_0.pdf)***

### ***Consumer Guide - Restraints: The Exception, Not the Rule - A Guide for Residents, Their Families and Friends to Promote Good Care in Place of Restraints in California Nursing Homes.***

Produced by NCCNHR: The National Consumer Voice for Quality Long-Term Care, supported by a grant from the California HealthCare Foundation. (Note: Although written for California, the information and care practices apply to nursing home care everywhere.)

***<http://www.nccnhr.org/sites/default/files/family-member/NCCNHR-Consumer-Guide-COLOR-FINAL.pdf>***

### **Pressure Ulcers**

#### ***Advancing Excellence Consumer Fact Sheet - Pressure Ulcers***

***<http://www.nhqualitycampaign.org/files/factsheets/Consumer%20Fact%20Sheet%20-%20Pressure%20Ulcers.pdf>***

#### ***Preventing Pressure Ulcers: A Patient's Guide***

AHCPR Clinical Practice Guidelines. Pressure Ulcer Prevention and Treatment, 1992. (Note: although this publication is from 1992, the material is still relevant and helpful.)

***<http://www.ncbi.nlm.nih.gov/bookshelf/br.fcgi?book=hsahcpr&part=A9527>***

### **Pain Management**

#### ***Advancing Excellence Consumer Fact Sheet - Pain***

***<http://www.nhqualitycampaign.org/files/factsheets/Consumer%20Fact%20Sheet%20-%20Pain%20Management.pdf>***

### **Advanced Care Planning**

#### ***Advancing Excellence Consumer Fact Sheet – Advance Care Planning***

***<http://www.nhqualitycampaign.org/files/factsheets/Consumer%20Fact%20Sheet%20-%20Advance%20Care%20Planning.pdf>***

### **Assessing Resident and Family Satisfaction**

#### ***Advancing Excellence Consumer Fact Sheet - Assessing Resident and Family Satisfaction***

***<http://www.nhqualitycampaign.org/files/factsheets/Consumer%20Fact%20Sheet%20-%20Family%20Satisfaction.pdf>***

#### ***Residents Have the Answers: Improving Quality of Life in Long-Term Care***

Developed by the Coalition for the Institutionalized Aged and Disabled and the Long Term Care Community Coalition. 2001. Includes a video, handbook and worksheets. Available for purchase. To order, contact the Long Term Care Community Coalition at (212) 385-0355 or

***<http://www.ltccc.org/publications/>*** and scroll to section on “Educational Materials for Providers of LTC.”

### **Staff Satisfaction**

#### ***Advancing Excellence Consumer Fact Sheet – Staff Satisfaction***

***<http://www.nhqualitycampaign.org/files/factsheets/Consumer%20Fact%20Sheet%20-%20Staff%20Satisfaction.pdf>***