

Advancing Excellence

in America's Nursing Homes



The Campaign Advance

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Issue: # 4

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Advancing Excellence Chair Testifies

Mary Jane Koren, M.D., M.P.H., Chair of the Advancing Excellence campaign's Steering Committee, presented invited oral and written testimony to the U.S. House of Representatives' Committee on Energy and Commerce's Subcommittee on Oversight and Investigations as part of its probe into nursing home quality and ownership issues.

While Dr. Koren's testimony, titled "Moving to a Higher Level: How Collaboration and Cooperation Can Improve Nursing Home Quality," was broader than just Advancing Excellence, she made several strong points about the campaign, such as "Results [of Advancing Excellence] so far are very encouraging: participant homes are improving at a faster rate for the clinical goals than homes which haven't signed onto the campaign."

She also submitted supporting charts and graphs to show progress being made by participating nursing homes. To read Dr. Koren's testimony and see her visual aids, review other testimony and to link to an archived Webcast, [click here](#).

Advancing Excellence Campaign Extended

Success Drives Decision

The Advancing Excellence in America's Nursing Homes campaign will continue beyond the 2-year period originally envisioned, according to Chair Mary Jane Koren. "The initial successes at

measurably improving care for nursing home residents, combined with the positive feedback we've received from participants, including CMS, signaled the need to build on the solid foundation we've created and continue the campaign," Dr. Koren explained. See the campaign's [milestones](#).

Send Us Your News

If you have ideas for future articles for this e-newsletter or want to showcase your nursing home's successes, please send an email to tburke@ahca.org.

Consumer Corner

New Fact Sheet Helps Consumers Learn about Consistent Assignment

A new consumer fact sheet on Goal 8, improving consistent assignment, is now on the Advancing Excellence Web site. The [fact sheet](#) explains to consumers what consistent assignment means and how it can be achieved, the benefits for residents and staff and how consumers can encourage nursing homes to adopt consistent assignment.

Advancing Excellence Update

Nursing Home Participation by State - in Multicolor

The percentage of nursing homes that have registered for the Advancing Excellence campaign in each state is readily visible on a [map](#) that shows "Participation Rates by State". A [text list](#) of the state percentages is also available.

Nursing Homes can Demonstrate Campaign Progress by Logging Information for Goal 6

Measuring resident and family satisfaction can provide a nursing home with valuable information and point to areas in the nursing home that need improvement. The [resource materials](#) for campaign Goal 6 include a variety of resident satisfaction surveys and an implementation guide to get you started.

If you are already doing resident satisfaction surveys, choose the goal and be counted! If you haven't selected the goal, you still can! Go to the [campaign website](#), log in with your provider number and simply add the goal to your profile.

Entering the data for Goal 6 is easy. A drop down menu will ask which tool you are using. If you are using a tool that you

developed, select "other" and then describe the tool. Enter the month and year the survey was administered to the residents and or families. Remember to use the data from your surveys in your Quality Improvement Program!

Featured Resources

Implementation Guides Provide Efficient, Consistent Approaches to Quality Improvement

The Advancing Excellence campaign's Implementation Guides are organized by campaign goal. Each guide includes the campaign goal; Flow Diagram; Process Framework; Process Review Tool; and Resources. These guides are designed to assist all nursing homes in meeting their selected campaign goals. Please read the [Questions and Answers for Implementation Guides](#).

Events

Consistent Assignment Webinar Reaches 3,500

Over 3,500 nursing home staff heard about the benefits of consistent assignment on the June 3rd Advancing Excellence Webinar. Six speakers reviewed how to set up consistent assignment with staff and their experiences with implementation. A new feature on the Webinar included a question and answer session with staff from two nursing homes (from Washington state and Pennsylvania) who reported how they slashed their direct care worker turnover rates and improved quality with consistent assignment. [Click here](#) for the audio, Power Point, fact sheet and implementation guide in the Webinars section.

Pioneer Network Conference: Calling Culture Change Advocates to Action

Pioneer Network's 8th National Conference will include national aging and long-term care influencers whose work is changing service delivery. These leaders will present their actions and results with a focus on methods for creating and affecting deep system change to strategies on transforming long-term care settings from institutional models to person-directed models. The conference will be held Aug. 20-22 in Washington, DC. [Click here for details](#).

Nursing Home Success Stories

Setting Targets Decreases Falls, Restraint Use in New Jersey Care Center

Roosevelt Care Center, a county-owned 400-plus bed nursing home in an urban area of northern New Jersey, used the Centers for Medicare & Medicaid Services

www.NHQI-STAR.org web site to set targets for reducing physical restraints with great success. [Read the story.](#)

LANE Happenings

Nursing Home - Hospital Collaborations can Lead to Better Quality

An increasing number of LANEs are reporting partnerships with hospitals to deal head-on with reducing pressure ulcers. The Institute for Healthcare Improvement's (IHI) [5 Million Lives Campaign](#) has relied on stakeholder organizations called Nodes to address hospital-related quality issues while the Advancing Excellence campaign has LANEs. A logical collaboration, particularly to address pressure ulcers, is the sharing of information between the two - hospitals and nursing homes and Nodes and LANEs. The QIO 9th SOW will require work on pressure ulcers in both settings. Stay tuned for more information about what our LANEs are doing with hospitals!

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