

Advancing Excellence

in America's Nursing Homes

www.nhqualitycampaign.org

Dear Nursing Home Resident and Family Members:

EXPECT EXCELLENCE!

You should EXPECT quality care, quality of life and services designed to meet your or your loved one's 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 EXPECT EXCELLENCE from the facility caring for you or your loved one, consider the following

- Talk with facility staff about what constitutes quality care.
- If the facility has not yet enrolled, encourage them to participate in **Advancing Excellence**.
- When enrolled, ask the facility what goals they selected and what steps they are taking to improve quality.
- Ask the facility what role the **Resident** and **Family Councils** have in helping the facility achieve the goals.
- If there isn't a **Resident** or **Family Council**, talk with the facility and other residents and families about how to get one started. Contact the Ombudsman (**see below**) for assistance.
- Visit the website at www.nhqualitycampaign.org and join the campaign as a *participating consumer* to learn more and join other residents and family members who **EXPECT EXCELLENCE!**

The **Nebraska Long Term Care Ombudsman Program** helps resolve concerns from and on behalf of nursing home residents through the use of education, negotiation, mediation and advocacy.

For more information or to locate the Ombudsman Program that serves your county, visit

www.hhss.ne.gov/ags/ltcombud.htm

or call 1-800-942-7830



The Power of Advocacy