

Advancing Excellence

in America's Nursing Homes



www.nhqualitycampaign.org

As You Consider a Nursing Home Selection:

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 look for a facility to meet your or your loved one's needs and preferences, consider the following

- Ask if the facility is participating in **Advancing Excellence**.
- Talk with facility staff about what constitutes quality care.
- Ask how the Resident and Family Councils are helping the facility achieving their quality care goals.
- Visit the Nebraska Long Term Care Ombudsman Program's website (**see below**) to obtain a copy of the ***Selecting a Nursing Home*** Checklist.
- Visit the website at www.nhqualitycampaign.org and join the campaign as a *participating consumer* to learn more and join other residents, family members and friends 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

<http://www.hhss.ne.gov/ags/ltcombud.htm>

or call 1-800-942-7830



The Power of Advocacy