

Commitment to Advancing Quality



Panelist

- Mike Ligo, Regional Director of Operations
Quality Life Services
- Wendy Mildner, Vice President Clinical Services
Senior Services of America
- Lisa Sivec, Executive Director at Siemon's Heritage Personal
Care Center, Consulate Healthcare



Objectives

- Introduction to Panelist and their organizations goals and mission for Quality.
- Look at Trending Topics in Assisted Living and Personal Care
- Review the Quality Initiative.
- Discuss Strategies to track performance and set goals for improvement.
- Programs, resources, and ideas to help review and change Quality.



Why is Quality Important to Quality of Life Services?

- Tell us about your organization and your role within the organization.
- How does your organization define Quality and how do you implement in day-to-day operations?



Why is Quality Important to Broadmore Senior Services?

- Tell us about your organization and your role within the organization.
- How does your organization define Quality and how do you implement in day-to-day operations?

5



Why is Quality Important to Consulate?

- Tell us about your organization and your role within the organization.
- How does your organization define Quality and how do you implement in day-to-day operations?

6



Trending Topics in AL/PC NCAL

- Rising Acuity
- Staffing
- Wage Pressures
- Regulatory Issues
- Coordination of Care in Assisted Living
- Medical/Recreational Marijuana and the Opioid Crisis



7

Discussion on Challenges Effecting Quality In Your Organizations

- Which of those topics is pressing for your organization?
- What best practices have you learned to address these trends?
- Which remains the biggest concern moving forward?
- Audience, which trend is most pressing for you Today, tomorrow, and in 2 years?



8

Let's Look Further at Your Organizations Mission around Quality and Those Trends

9



Discussion on Organization Culture and Quality

- How have you trained staff to your organization's Quality Goals/Mission?
- What goals have you set, targets, and/or benchmarks?
- What do staff respond best to?
- What challenges do you have in getting them to buy in?

10



Discussion

- How do you communicate your mission and Quality Goals to the following:
 - Residents
 - Referral Sources
 - Other Healthcare Providers
 - Business Partners
 - Survey Agencies

11



What is the NCAL Quality Initiative?

12



Track Performance and Set Goals Assisted Living

	Staff Stability Reduce turnover among direct care staff to a rate of	50% or less
	Customer Satisfaction Residents and/or family members are satisfied with their experience	90% or more
	Hospital Readmissions Safely reduce hospital readmissions within 30 days of hospital discharges to a rate of	20% or less
	Antipsychotics Safely reduce the off-label use of antipsychotics to a rate of	15% or less

13



Tell Your Story About Quality Tools and Data

- How are you measuring Quality currently?
- What challenges/opportunities have you found?
- What best practices have you established?
- What systematic changes have occurred?
- How do you prolong improvement over time?

14



Audience Participation

- What is going on in your centers/communities?
- Challenges?
- Opportunities?
- Best Practices?
- Clinical Changes?
- Operational Changes?

15



Tools to Track Quality Progress

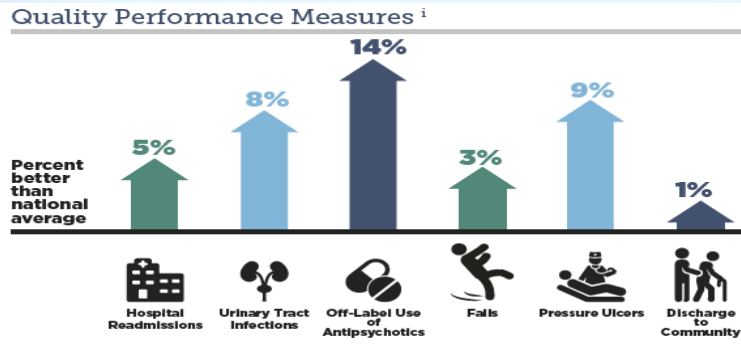
- AHCA/NCAL Trend Tracker, Reports
- Internal Company Reports
- Consultant, technology, Interact
- Awards/Recognition
- What Else?

16



Recognition

- ACHA/NCAL Quality Awards Program



17

Quality at PHCA

- Annual Quality Symposium
- Quality Tip of the Week
- SNF and AL/PC Quality Committees
- Educational Webinars
- Quality Award Workshops
- Excellence in Quality Awards



18

What else?

- What other Quality Issues are you dealing with in your centers/communities?
- What other resources/programs are you interested in for the upcoming year?
- How are you preparing for the next 5 years?
- Questions for our providers?

19



Thank You For Your
Dedication to Quality and
Improving Lives

20

