NCAL is concentrating on four core areas with measurable goals. NCAL is ahead of the curve and challenging the collective membership to show quantitative improvement over the next three years. The focus areas and measurable goals for assisted living may slightly differ from skilled nursing, but the pursuit of innovative person-centered care remains the same.

THE ASSISTED LIVING GOALS

SAFELY REDUCE HOSPITAL READMISSIONS
Hospital readmissions not only have a negative physical, emotional and psychological impact on these individuals, but also costs government programs like Medicare billions of dollars. More can be done to reduce these readmissions.

TARGET By March 2015, individual communities will safely reduce hospital readmissions by 15%. Individual communities that have less than 5% of residents with hospital readmissions will maintain hospital readmissions below 5%.

MEASURE Hospital readmissions within 30 days during a stay in AL

INCREASE STAFF STABILITY
Those who work most closely with residents are at the core of providing quality care. The more consistent the staff is, the more they understand and are able to effectively respond to each person’s needs – reinforcing our commitment to delivering person-centered care. In addition, the current economic times and dwindling government resources make it all the more critical for communities to reduce the excess costs generated by frequent turnover.

TARGET Each year, until March 2015, maintain nursing staff turnover rates below 30%.

SAFELY REDUCE THE OFF-LABEL USE OF ANTIPSYCHOTICS
More and more, the profession is learning about the benefits of person-centered care and successful non-pharmacologic strategies to improve care and quality of life for persons with dementia. Therefore assisted living communities have the opportunity to reduce the off-label use of antipsychotic medications, and consequently, the risks and complications associated with the use of these drugs in this population.

TARGET By March 2015, safely reduce off-label use of antipsychotics by 15%. Communities that have less than 5% of off-label use maintain rates at or below 5%. All communities will implement use of at least one tool aimed at reducing off-label use of antipsychotics by March 2015.

THE ASSISTED LIVING TOOLS

NCAL is not only setting goals but assisting member communities in accomplishing the task at hand. For communities that look to build upon this commitment, NCAL has dedicated resources, such as the AHCA/NCAL Quality Award program and NCAL’s Advocating Care Excellence program, aimed to support members in meeting the goals of each core area.

INCREASE CUSTOMER SATISFACTION
Just like any other business, assisted living communities must ensure that the customer is king. Research shows that communities with the highest rates of satisfaction perform better in other organizational indicators including staff stability, staff retention, survey results, census and cash flow.

TARGET By March 2015, maintain the number of customers who would recommend the community to others at or above 90%. Communities with customer satisfaction below 90% should improve to 90% by March 2015.

MEASURE The percentage of current residents/family who would recommend the community to others. The percentage of residents that moved out of an assisted living community who would recommend the community to others.

LEARN MORE AT http://qualityinitiative.ncal.org

Questions? Contact Lindsay B. Schwartz, Ph.D., Director, Workforce and Quality Improvement, NCAL lschwartz@ncal.org or 202-898-2848

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DISCLAIMER: The AHCA/NCAL quality programs’ contents, including their goals and standards, represent some preferred practices, but do not represent minimum standards or expected norms for skilled nursing and/or assisted living providers. As always, the provider is responsible for making clinical decisions and providing care that is best for each individual person.
Benefits to participating in the AHCA/NCAL Quality Initiative for Assisted Living

Addressing these four goals makes your facility more attractive as a preferred provider in integrated care models such as Accountable Care Organizations.

**SAFELY REDUCE HOSPITAL READMISSIONS**
- Decrease the risk of hospital acquired infections by reducing hospital readmissions
- Decrease exacerbation of symptoms for people with dementia
- Decrease the opportunity for pressure ulcers

**INCREASE STAFF STABILITY**
- Control costs as training new staff and turnover costs are high
- Supports consistent assignment which provides opportunity for staff to detect changes in a resident's status, potentially improving health and reducing hospital readmissions

**INCREASE CUSTOMER SATISFACTION**
- Have a direct impact on increasing census and generating additional revenue from positive customer referrals.
- Be used when negotiating reimbursement rates with care entities

**SAFELY REDUCE THE OFF-LABEL USE OF ANTIPSYCHOTICS**
- Improve customer satisfaction by using non-pharmacologic interventions that enhance an individual's quality of life.
- Decrease the side effects and adverse drug reactions associated with these medications

**How to start the AHCA/NCAL Quality Initiative for Assisted Living:**
- Visit qualityinitiative.ncal.org for tools to help you achieve the four goals
- Learn about the four goals
- Share the goals! Review the goals and educate your team including department managers, owners, staff, and residents
- Download the measurement summaries for each goal
- Download the business cases for each goal
- Start tracking hospital readmissions
- Start tracking turnover
- Start measuring resident satisfaction
- Start measuring the number residents that are on antipsychotics with an off-label use
- Start measuring the number of residents that start antipsychotics that come into your community
- Share your success with us at qualityinitiative.ncal.org

**FIND TOOLS AT** [http://qualityinitiative.ncal.org](http://qualityinitiative.ncal.org)

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