

Times have changed, so have nursing homes.

Recent improvements and a continued dedication to superior care across the skilled nursing profession demonstrate how nursing homes have changed for the better. More than providing care to nursing home residents, we enhance the quality of life for the people we serve.

Quality is our priority.

The American Health Care Association (AHCA) launched the Quality Initiative to improve the lives of residents. The success of this multi-year effort shows how proactive caregivers can advance quality much better than a government program alone.

- Today, more than half of AHCA members have safely reduced the off-label use of antipsychotics by at least 30 percent.
- As of December 2017, nurses in our communities spend 4.1 hours with each patient per day.
- In 2016, successful discharges back into the community increased to more than 65%, meaning 27,000 more individuals returned home.
- In 2016, 142,000 fewer individuals went back to the hospital within 30 days of their discharge, saving the healthcare system more than \$1 billion.
- Since 2010, common ailments among residents have steadily declined including, pressure ulcers, urinary tract infections and reported pain.

Commitment is our promise.

Quality at skilled nursing centers continue to improve and remain high for 20 of the 24 quality outcomes measured by the U.S. Centers for Medicare and Medicaid Services.

To build on our success, we recently released a third-round of quality improvement goals.

- Reduce long-stay and short-stay hospitalizations by 10 percent.
- Achieve a rate of 90 percent or greater on our long-stay and short-stay customer satisfaction surveys.
- Improve functional outcomes for self-care and mobility by 15 percent.
- Continue to reduce the use of antipsychotics by an additional 10 percent.

Excellence is our goal.

Since 2007, more than 4,200 skilled nursing centers have achieved Baldrige-based Quality Awards in the gold, silver and bronze categories.

The Baldrige Excellence Framework is an independent program from the National Institute of Standards and Technology that guides performance improvement in areas that include leadership, customers, operations and results.

Learn more at OurQualityCare.com.