

Quality Improvement Campaign

EXPECT EXCELLENCE!

You should EXPECT services that provide quality of life and care to meet your 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.

PHONE

FAX

WEB

[Street Address], [City], [State] [Postal Code]

[Your Phone]

[Your Fax]

[Web Address]

EXPECT EXCELLENCE!

As you plan your next resident council meeting,
consider the following:

Talk with facility staff about what constitutes
good quality.

Visit the website at

<http://www.nhqualitycampaign.org> and join the

campaign as a participating

consumer to learn more and join other residents
who **EXPECT EXCELLENCE!**