

Assisted Living Members Identified For Achieving NCAL Quality Initiative Goals

In November, NCAL announced that nearly 300 member communities had attained national quality goals through the 2014 AHCA/NCAL Quality Initiative Recognition Program. Four communities achieved the highest level of recognition by meeting all four goals of the NCAL Quality Initiative, and seven communities reached at least three goals.

The Quality Initiative Recognition Program allows individual assisted living communities to earn recognition for attaining any of the four NCAL Quality Initiative goals:

- Safely reduce hospital readmissions by 15 percent;
- Increase staff stability by maintaining nursing staff turnover below 30 percent;
- Increase customer satisfaction to 90 percent; and
- Safely reduce the off-label use of antipsychotics by 15 percent.

AHCA/NCAL's Senior Vice President of Quality and Regulatory Affairs David Gifford, MD, MPH, applauded the achievers. "They have exemplified what the Quality Initiative is ultimately about – improving the lives of the individuals we serve."

Member communities seeking recognition had to submit their data to NCAL to demonstrate achievement of the goals. For hospital readmissions and antipsychotics, communities had to first belong to the National Patient Safety Organization for Assisted Living (PSO) to securely submit their data in these areas. For staff stability and customer satisfaction, communities had to submit their results through NCAL's online surveys.

More than 7,400 skilled nursing care centers were also recognized for their achievements of the AHCA Quality Initiative goals.

The Quality Initiative Recognition Program takes a tiered approach. The more goals members reach, the more recognition they receive. All achievers will be honored in Austin, Texas, Feb. 23-25, 2015, at the association's Quality Symposium.

Visit qualityinitiative.ncal.org for more information. ♦

NCAL Quality Initiative Recognition Program Top Achievers For 2014

Tier IV

- **Friendship Home Association Assisted Living** - Audubon, Iowa
- **The Orchards at Bartley** - Jackson, N.J.
- **Avalon at Bridgewater** - Bridgewater, N.J.
- **Mill Gardens at Midland Park** - Midland Park, N.J.

Tier III

- **Southridge Village Assisted Living of Cabot** - Cabot, Ark.
- **Evergreen Estates II** - Cedar Rapids, Iowa
- **Brandywine Senior Living at Pennington** - Pennington, N.J.
- **Parker at Stonegate** - Highland Park, N.J.
- **Bee Hive Homes of Taylor Ranch** - Albuquerque, N.M.
- **Bee Hive Homes of Albuquerque West** - Albuquerque, N.M.
- **Harmony of Green Bay** - Green Bay, Wis.

NCAL is the assisted living voice of the American Health Care Association. NCAL Focus (ISSN: 1095-5585) is published monthly by the American Health Care Association (AHCA), 1201 L Street, NW, Washington, DC 20005. Copyright © 2014 by AHCA. Reproduction in whole or in part is prohibited without written authorization from the copyright holder. NCAL or AHCA members' subscription fees are included in membership dues. AHCA is the nation's largest federation of assisted living, nursing center, and post-acute providers. AHCA has 50 affiliated organizations, together representing more than 12,000 individual facility members.

EDITOR: Rachel Reeves
MANAGER, FOCUS PRODUCTION: Shevona Johnson

NCAL BOARD OF DIRECTORS: Pat Giorgio (Chair), Dirk Anjewierden, Ashley Blankenship, Heath Boddy, David Chensvold, Tom Coble, Helen Crunk, Lee Field, Denise German, Gerald Hamilton, Marcia Hamilton-Cotter, Steven Heaney, Michele DeClemente-Hughes, Jeanne Jaekels, Dee Jansen, Carmy Jerome, Cindy Luxem, Chris Mason, Mark Maxfield, Ed McMahon, Leonard Russ, Laurie Shepard, Michael Shepard, and Angie Szumlinski.

Your suggestions and feedback about NCAL Focus are welcome. Contact Rachel Reeves by e-mail (rreeves@ncal.org), by phone (202-898-2803), or by writing to the address above.

