

Advancing Excellence

in America's Nursing Homes

The Campaign Advance

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Be an Emissary for Change

The Advancing Excellence in America's Nursing Homes campaign would like each participating nursing home to be an "Emissary for Change." Mary Jane Koren, Chair of the campaign, has released an "Open Letter" to nursing home administrators challenging them to participate in the campaign.

However, the letter needs to reach its intended audience and that involves YOU! We ask you to forward the letter to a colleague, with your personal endorsement, and urge your colleague to join Advancing Excellence.

You can read the letter by clicking [here \(pdf file\)](#). To verify which facilities are on board, click [here](#).

Tell your colleagues that the campaign is demonstrating progress; preliminary data about the campaign's clinical goals show that:

- Nursing homes that are participating in the campaign are making faster improvement toward campaign goals than non-participants;
- Nursing homes that register for the campaign and select a particular goal improve faster on that goal than homes that do not select that goal; and
- Nursing homes that choose quality improvement targets are improving faster than homes that do not select targets.

We urge you to see the recent progress data by clicking [here](#).

Quick Links

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Consumer Corner

How to Create Home in the Nursing Home

The Pioneer Network and the Centers for Medicare & Medicaid Services (CMS) teamed up in April to sponsor an unprecedented conference on the environmental aspects of culture change and person-centered care.

More than 500 consumers, regulators and providers attended the sold-out conference to listen to and understand the current regulatory process as it pertains to consumer wishes, such as privacy, household models, home environments and proper lighting.

At the end of the conference, the audience was hopeful that changes can be made to allow for more pleasant and livable surroundings in nursing homes. To view the "Creating Home in the Nursing Home" presentations that were offered at the conference, go to the [Pioneer Network's Web site](#).

Advancing Excellence Update

Nursing Homes Can Support the Campaign by Logging Information for Goal 7

We know that a stable workforce in nursing homes, particularly among the nursing staff, improves quality and resident satisfaction. Choosing Campaign Goal 7 helps monitor staff turnover and create an action plan to improve staff retention. There are lots of resources on the Web site to help you, including a worksheet to assist in calculating staff turnover. You can still choose Goal 7 and take advantage of the tools.

If you have already selected Goal 7, please enter your data so we can show progress! It's simple. You need to have the total number of months measured, the total number of nursing terminations (resignations or otherwise) and the total number of nursing staff. To enter the data, go to the [campaign's Web site](#), log in, and you will go right to the data entry section! If you need help, contact your [LANE Convener](#).

Advancing Excellence Campaign Has Many Milestones

Since the Advancing Excellence in America's Nursing Homes campaign was launched in September 2006, it has had many successes. See our list of [milestones](#).

Featured Resources

Learn about Quality Improvement Through Individualized Care

The Centers for Medicare & Medicaid Services sponsored a presentation on the topic of integrating individualized care and quality improvement. The series was titled "From Institutional to Individualized Care". The goal of this broadcast was to provide a framework and practical examples to help long-term care surveyors, providers, and consumers understand and support individualized care. Click [here](#) to see the recorded broadcast. Free, one-time registration is needed.

Events

Participate in an On-line Program on Culture Change on May 19

On Monday, May 19, The Picker/Commonwealth Fund Quality of Care for Frail Elders program and the Pioneer Network will co-host an on-line meeting, "Culture Change in Nursing Homes: How Far Have We Come?" To register for this event, which will be held from 1:00 to 2:00 pm Eastern Time, click [here](#).

Don't Miss the Next Advancing Excellence Webinar on Consistent Assignment

"Consistent Assignment - The Practice and the Experience" will be held on Tuesday, June 3 from 2:00 to 3:30 pm Eastern Time. Steve Levenson, MD and Jennylynde Renteria-Packham, MSN, will be presenting, along with a consumer and representatives from two nursing homes, who will share their experiences with consistent assignment.

You must **register by May 29** to participate: [register on-line \(pdf file\)](#), or call 888-869-1189 and tell the operator you want to register for conference #44387623. After registering, you will receive the numbers you need to access the call. Please keep these in a safe place until the day of the conference.

Handouts will be on the [Advancing Excellence web site](#) by May 23. Contact your [LANE](#) for more information.

Nursing Home Success Stories

Colorado Nursing Home Soars to New Levels of Resident Satisfaction

This story describes how one nursing home, through its work with Colorado Foundation for Medical Care on the Nursing Home Quality Initiative, has increased resident satisfaction. Resident satisfaction is one of the Campaign's goals.

Loveland Good Samaritan Village nursing home in Loveland, CO has consistently received good scores in resident satisfaction. In 2006 the home worked to reach new levels of satisfaction. Learn how this nursing home received 95% "excellent" or "very good" ratings from residents. [Read the story.](#)

LANE Happenings

NY LANE Highlights Consistent Assignment and Staff Retention

[Empire Quality Partnership](#), the *Advancing Excellence* LANE in New York, recently held a teleconference on consistent assignment and staff retention for 75 nursing homes. The 90-minute program featured two nursing homes sharing experiences with consistent assignment and two experts from PHI and the Center for Health Workforce Studies discussing consistent assignment and tracking staff retention. The [agenda and handouts](#) are on the LANE's Web site, under Achieving Goals II Teleconference.

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