



Advancing Excellence

Phase 2 Goals

Campaign participants need to select at least three goals, including one of the three clinical goals (3,4,5) and one of the five organizational goals (1,2,6,7,8). The third goal can come from either group. It's important to choose a goal that is meaningful to your nursing home. For example, if you are doing well with restraints, but not well with pressure ulcers, it would make sense to work on Goal 4: Pressure Ulcers. Similarly, if you have a high staff turnover rate, you may want to select Goal 1. Doing well with the organizational goals may improve your clinical outcomes.

Goal 1 – Reducing Staff Turnover
<ul style="list-style-type: none"> • What is the goal? This goal says that nursing homes will take steps to minimize staff turnover in order to maintain a stable workforce to care for residents. The national target for nursing homes participating in this goal is a turnover rate of less than 65% for RNs, less than 65% for CNAs and less than 35% for LPNs. • What must my nursing home do if I select this goal? To participate in this goal, you will log onto the Advancing Excellence Web site and download the Excel turnover calculator. The first time you use the form it will take a little time to enter all the information but after that, monthly calculations will be relatively easy. The spreadsheet will calculate the turnover rates for you and you can then enter those rates directly on the website on a monthly basis. The website will aggregate the data quarterly and provide you with graphs that you can use to monitor your staff turnover in your quality improvement activities. • What resources are available to my nursing home to help us? Resources include an Implementation Guide (includes links to additional resources), Webinar, Consumer and Staff Fact sheets.
Goal 2 – Improving Consistent Assignment of Nursing Home Staff
<ul style="list-style-type: none"> • What is the goal? This goal says that being regularly cared for by the same caregiver is essential to quality of care and quality of life. In addition, it says that to maximize quality, as well as resident and staff relationships, the majority of Nursing Homes will employ “consistent assignment” of CNAs. The national target for nursing homes participating in this goal is for 85% of long stay residents to have a maximum of 8 CNA caregivers over a one month period of time and 85% of short stay residents to have a maximum 8 CNA caregivers over a two-week period. • What must my nursing home do if we select this goal? Data Collection and Reporting tool is under construction. Please check back soon! • What resources are available to my nursing home to help us? Resources include an Implementation Guide (includes links to additional resources), Webinar, Video, Consumer and Staff Fact sheets.
Goal 3 - Reducing the Use of Daily Physical Restraints
<ul style="list-style-type: none"> • What is the goal? This goal says that nursing home residents are independent to the best of their ability and rarely experience daily physical restraints. The national target for nursing homes participating in this goal is to reduce the average use of daily restraints to less than or equal to 2%. • What must nursing home do if I select this goal? To participate in this goal, you will need to review your Physical Restraints Quality Measure (QM) data and set a target for improvement. You are not required to do any data entry for this goal. Measurement uses the CMS publicly reported QMs. • What resources are available to my nursing home to help us? Resources include an Implementation Guide (includes links to additional resources), Webinar and Consumer and Staff Fact sheets.

Goal 4 - Reducing High Risk Pressure Ulcers

- **What is the goal?** This goal says that nursing home residents receive appropriate care to prevent and appropriately treat pressure ulcers when they develop. The national target for nursing homes participating in this goal is to reduce the average rate of high risk pressure ulcers to less than or equal to 9%.
- **What must my nursing home do if we select this goal?** To participate in this goal, you will need to review your High Risk Pressure Ulcer Quality Measure (QM) data and set a target for improvement. You are not required to do any data entry for this goal. Measurement uses the CMS publicly reported QMs.
- **What resources are available to my nursing home to help us?** Resources include an Implementation Guide (includes links to additional resources), Webinar, Video and Consumer and Staff Fact sheets.

Goal 5 – Improvement of Pain Management

- **What is the goal?** This goal says that nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain. Objectives for long stay and short stay residents are slightly different. The national target for nursing homes participating in this goal is to reduce the average rate of moderate or severe pain for long-stay residents to less than or equal to 2% (Goal 5A), and for short-stay residents to less than or equal to 16% (Goal 5B). When you choose this goal, you will work on both 5A and 5B.
- **What must my nursing home do if we select this goal?** To participate in this goal, you will need to review your Chronic Care Pain and Post-Acute Care Pain Quality Measure (QM) data and set targets for improvement in each measure. You are not required to do any data entry for this goal. Measurement uses the CMS publicly reported QMs.
- **What resources are available to my nursing home to help us?** Resources include an Implementation Guide (includes links to additional resources), Webinar, Video, and Consumer and Staff Fact sheets.

Goal 6 – Advance Care Planning

- **What is the goal?** This goal says following admission and prior to completing or updating the plan of care, all nursing home residents will have the opportunity to discuss their goals for care including their preferences for advance care planning with an appropriate member of the healthcare team. This goal has two distinct steps. The first step is to collect the data from all residents who are admitted or readmitted. A draft Advance Care Planning form and audit tool will be available for download that your nursing home can use to facilitate getting started. Once your nursing home has successfully implemented this step, you can advance to the second step, which requires reviewing data from the quarterly MDS. The national target for nursing homes participating in this goal is that at least 75% of newly admitted residents, re-admitted residents, and residents undergoing a quarterly care planning conference will have these discussions at least upon admission and annually and that these discussions will be recorded in their medical record.
- **What must my nursing home do if I select this goal?** To participate in this goal, you will need to collect data on a monthly basis and enter the data on the Advancing Excellence website. The monthly data collected during 2010 will be used to help develop national benchmarks. The website will aggregate the data quarterly and provide you with graphs that you can use to monitor your advance care planning activity in your quality improvement activities. Your progress will be measured through the end of 2011.
- **What resources are available to my nursing home to help us?** Resources include an Implementation Guide (includes links to additional resources), Consumer and Staff Fact sheets.

Goal 7 – Assessing Resident and Family Satisfaction with the Quality of Care

- **What is the goal?** This goal says that almost all nursing homes will assess resident and family experience of care and incorporate this information into their quality improvement activities. The national target for nursing homes participating in this goal is that 85% of nursing homes will assess resident and family experience of care and that 90% will incorporate the results into their quality improvement efforts.
- **What must my nursing home do if we select this goal?** To participate in this goal, answers to a series of questions available directly on the website should be entered quarterly. Data collected during 2010 will be used to help develop national benchmarks. Your progress will be measured at the end of 2011.
- **What resources are available to my nursing home to help us?** Resources include an Implementation Guide (includes links to additional resources), Webinar, Consumer and Staff Fact sheets and description of several available surveys.

Goal 8 – Assessing Staff Satisfaction with the Work Environment to Inform Quality Improvement Activities

- **What is the goal?** This goal says that almost all nursing homes will assess staff satisfaction with their work environment at least annually and upon separation, and incorporate this information into their quality improvement activities. The national target for nursing homes participating in this goal is 75% of nursing homes will assess staff satisfaction with the work environment and that 85% will incorporate the results into their quality improvement efforts.
- **What must my nursing home do if we select this goal?** To participate in this goal, answers to a series of questions available directly on the website should be entered quarterly. Data collected during 2010 will be used to help develop national benchmarks. Your progress will be measured at the end of 2011.
- **What resources are available to my nursing home to help us?** Resources include an Implementation Guide (includes links to additional resources), Consumer and Staff Fact sheets, and description of several available surveys (in the Implementation Guide).

Additional Information

For additional information on the Advancing Excellence in America's Nursing Homes Campaign, visit www.nhqualitycampaign.org.