



National Center for Assisted Living

National Assisted Living Organization Sets Quality Targets for Membership

Quality Initiative Website Created for Hosting Tools and Resources

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Washington, D.C. – The National Center for Assisted Living (NCAL) announces targets and measures for the profession as part of a three-year initiative that sets quality goals, including safely reducing hospital readmissions, improving staff retention, and safely reducing off-label use of anti-psychotics.

“The key aspect of this Quality Initiative is that it sets specific targets and gives members the tools to achieve higher levels of quality,” said Michael Shepard, NCAL’s Chair. “This effort builds upon NCAL’s steadfast commitment to high-quality services and advancement of person-centered care in assisted living.”

The AHCA/NCAL Quality Initiative focuses on four goals designed to advance the quality of care in America’s assisted living communities. The four main goals of the Quality Initiative are:

- 1. Safely Reduce Hospital Readmissions:** Safely reduce hospital readmissions by 15 percent by March 2015.
- 2. Increase Staff Stability:** Maintain nursing staff turnover below 30 percent for three years, each year until March 2015.
- 3. Increase Customer Satisfaction:** By March 2015, maintain the number of customers who would recommend the community to others at or above 90 percent. Communities with customer satisfaction below 90 percent should improve to 90 percent by March 2015.
- 4. Reduce the Off-Label Use of Antipsychotics:** Safely reduce the off-label use of antipsychotics by 15 percent by December 2013.

These goals encourage sustainable change and set specific benchmarks for the assisted living profession to build upon. NCAL is asking its members to hold themselves accountable in ensuring higher quality care and services.

“Reaching the targets set for each of the Quality Initiative’s goals improves the delivery of care and the health of thousands of residents,” says Helen Crunk, RN, Chair of NCAL’s Quality Committee.

AHCA/NCAL has created a volunteer-led Quality Cabinet to coordinate and monitor the progress of the Quality Initiative. More information about the Initiative is available online at qualityinitiative.ncal.org.

The National Center for Assisted Living (NCAL) represents more than 2,900 not-for-profit and proprietary assisted living and residential care communities dedicated to improving lives by delivering solutions for quality care for seniors and individuals with disabilities. NCAL is the assisted living voice of the American Health Care Association. For more information, visit www.ncal.org.