



Hebrew Home and Hospital Joins the Advancing Excellence in America's Nursing Homes Campaign! February 2009

Hebrew Health Care is always seeking ways to help improve the quality of care provided to our residents in fulfillment of our Mission. We have an active Quality Assessment and Assurance (QAA) committee. Periodic resident and employee satisfaction surveys are conducted. Our active Resident Council and formal Family Council are important tools in assuring that we are in touch with resident and family concerns.

In 2003 we signed the American Association of Homes and Services for the Aging (AAHSA) *Quality First Covenant* and accepted the challenge of assuring excellence in aging services and enhancing public trust in those services.

In 2005 we signed onto the *Nursing Home STAR* (Setting Targets-Achieving Results) site and set improvement goals for restraint use, depression, and long and short term pain and pressure ulcers.

In 2007, annual self assessments of our compliance with regulations and standards were implemented to proactively identify areas for improvement as part of our continuous survey readiness process.

Now, in 2009, we are proud to join the *Advancing Excellence in America's Nursing Homes* campaign to tap into another valuable resource for quality improvement. Our goals include improvement in long stay and post acute pain management and a continuation of the STAR goals. The implementation guides and process frameworks for this initiative align with our organizational performance improvement methodology: Plan, Do, Check, Act (PDCA).

Please contact Linda McDonnell, Director of Quality Management, at 860-920-1800 or lmcdonnell@hebrewhealthcare.org for any additional information or to join in our quality improvement efforts.



