



**A COVENANT FOR HEALTHY, AFFORDABLE
AND ETHICAL LONG TERM CARE**



Quality First is a commitment by the long term care community of nursing facilities, assisted living residences, homes for persons with mental retardation or developmental disabilities and other service providers to demonstrate the a high level of quality of care and quality of life they offer. Quality First is a nationwide, publicly articulated pledge on the part of the long term care profession to establish and meet quality improvement targets.

Providers who pledge to participate in Quality First agree to adopt the 7 Core Principles and to target the 6 Expected Outcomes as goals to demonstrate performance excellence and to increase public trust in the long term care community's commitment to excellence. However, note that not every Expected Outcome applies equally to different long term care settings.

Signing the Quality First pledge is voluntary. However, providers who sign it will be publicly announcing their agreement to a set of 7 Core Principles that encompass the Quality First Covenant. The over-arching theme of the Core Principles is that the facility adopt a peoplecentered approach to its daily routines and activities and put people first whether they be residents/patients, families, staff, volunteers, vendors, the general public, or the greater community around the facility.

If your facility has yet to take this historic pledge you can do so by signing the reverse side and mailing it or faxing it back to OHCA. If you have further questions, please contact Stephen L. Mould, APR, smould@ohca.org.

*Stephen L. Mould, APR
Director of Public Affairs
Ohio Health Care Association
55 Green Meadows Drive South
Lewis Center, OH 43035
FAX: 614/436-0939*

**A COVENANT FOR HEALTHY, AFFORDABLE
AND ETHICAL LONG TERM CARE**

The Quality First Pledge

Through Quality First we are individually and collectively committed to achieving excellence in the quality of care and services for all those served by long term care and strengthening public trust. I am united with long term care providers across the country in a single voice that articulates our commitment to those we serve every day and the American public. I pledge my organization's support to the Quality First principles and expected outcomes.

Quality First Principles:

The seven Core Principles are the anchors that validate what is important and connect us to our customers by cultivating and sustaining an environment of continuous quality improvement, openness, and leadership.

1. Continuous Quality Assurance and Quality Improvement;
2. Public Disclosure and Accountability;
3. Patient/Resident and Family Rights;
4. Workforce Excellence;
5. Public Input and Community Involvement;
6. Ethical Practices; and
7. Financial Stewardship.

2006 Expected Outcomes for Skilled Nursing, MR/DD Residences:

The six outcomes demonstrate the profession's dedication and performance to meeting the needs of customers.

1. There will be continued improvement in compliance with federal regulations.
2. There will be demonstrable progress in promoting financial integrity and preventing occurrences of fraud.
3. There will be demonstrable progress in the quality of clinical outcomes and prevention of confirmed abuse and neglect.
4. There will be measurable improvements in all Centers for Medicare and Medicaid Services Continuous Quality Improvement measures.
5. High rates on consumer satisfaction surveys will indicate improved consumer satisfaction with services.
6. There will be demonstrable improvement in employee retention and turnover rates.

Expected Outcomes for Assisted Living/Residential Care:

1. There will be continued improvement in compliance with applicable state and federal regulations (e.g., OSHA, Labor).
2. There will be demonstrable progress in promoting financial integrity and preventing occurrences of fraud.
3. There will be demonstrable progress in the prevention of confirmed abuse and neglect.
4. High rates on consumer satisfaction surveys will indicate improved consumer satisfaction with services.
5. There will be demonstrable improvement in employee retention and turnover rates.

Pledging – only one signatory per organization

- ___ I am a member of AHCA/NCAL.
- ___ I am authorized to pledge my organization's commitment to Quality First.
- ___ My organization pledges its support to Quality First.

Name: _____

Title: _____

Organization: _____

Address: _____

City/State/Zip: _____

E-mail: _____

Type of Facility: _____

Please fax or mail to: *Stephen L. Mould, APR*
Director of Public Affairs
Ohio Health Care Association
55 Green Meadows Drive South
Lewis Center, OH 43035
FAX: 614/436-0939