Below is a comprehensive guide to the Quality resources available on the AHCA website. This guide is meant to be used as an electronic resource, the title of each resource has a direct hyperlink associated with it.

Note, some of the links will lead you to a login page (indicated by a lock on the icon). These resources are only for AHCA members and you must utilize your unique login information in order to access them. If you do not have a login for the site, please send us an email at support@ahca.org to obtain a login.

Handy Resource Guide

Information on Safely Reducing the Off-Label use of Antipsychotics

Consumer Fact Sheet

The consumer fact sheet provides family members and others involved in a resident's care background on the off-label use of antipsychotics, as well as frequently asked questions regarding loved ones living with dementia. It also gives family members suggestions on how they can partner with providers to get the best possible care for their loved one. Also available in Spanish.

Clinical Considerations of Antipsychotic Management Toolkit

This resource uses a process framework, based on the Nursing Process, to identify care objectives and expectations. It identifies tools and resources to help providers successfully manage antipsychotic medication use at the resident and facility level. The guide focuses on 7 critical steps needed to ensure quality outcomes that are successful and continuous.

The Nursing Approach

This systematic and evidence-based approach to caring details the steps nurses need to take before contacting the physician to discuss possible gradual dose reduction/tapering for antipsychotics used off-label. The process outlines the information nurses need to collect and analyze in order to make critical decisions about next steps.

The Antipsychotic Drug SBAR

This is a tool for nurses to gather and organize the information needed in preparation for physician discussion about potential medication side effects, adverse reactions, and drug tapering. Completed SBARs offer a method to document nurse/physician communication and care plan recommendations and are a component of the individual's medical record.

The Clinical Considerations of Antipsychotic Management

The webinar helps clinicians navigate the toolkit to better manage the clinical factors that contribute to quality care and antipsychotic medication use.

Last Updated December, 2014

Handy
Resource Guide

A Guide to Reducing Antipsychotic Drugs While Enhancing Care for Persons with Dementia: A Competency-Based Approach

Do you and your staff have the knowledge, skill and attitude to address antipsychotic use in your center? This competency-based approach is a guide, filled with resources for every step of the way.

CARES® Online Training & essentiALZ® Certification

AHCA/NCAL are pleased to offer the CARES® Online Dementia Care Training and the Alzheimer's Association® essentiALZ® certification program for individuals. For more information and a special member only discount see our resource sheet.

AHCA 6-Part Webinar Series: Be Prepared. Don't Let New Surveyor Guidance for F309 Catch You Off-Guard! (member-only content, log-in required)

CMS released new surveyor guidance to assess compliance with F309 and F329 as they relate to residents with dementia and use of antipsychotic drugs. AHCA is pleased to offer a series of six, brief but content-rich webinars to help your nursing center be prepared for these changes.

LTC Trend Tracker

Track your long and short-stay antipsychotic rates to see how you are doing with the AHCA Quality Initiative.

Improving Antipsychotic Appropriateness in Dementia Patients

Developed with the support of the Agency for Healthcare Research and Quality, the IA-ADAPT website helps clinicians, providers and consumers better understand, assess and address challenging behaviors in people with dementia using evidence-based approaches. It includes user-friendly resources for care providers, as well as information for families or patients on the risks and benefits of antipsychotics for those living with dementia.

Reducing the Off-Label Use of Antipsychotics

In this webinar, the presenters will describe a stepwise approach to behavioral management, which can be guided by use of a toolkit developed through a grant funded by the Agency for Healthcare Research and Quality.

Advancing Excellence Antipsychotic Resources

Follow Advancing Excellence's seven steps to success.

Last Updated December, 2014

Part 1: Overview of AHCA Clinical Consideration of Antipsychotic Management

In this webinar, the presenters will provide an overview of the AHCA Clinical Considerations of Antipsychotic Management Toolkit and how it can assist long term care providers in reducing antipsychotic medication use.

Part II: Antipsychotic Management & Reduction: Practical Strategies & Application

In this webinar, the presenters will describe practical strategies and application to behavioral management, which can be guided by use of the AHCA Clinical Considerations of Antipsychotic Management Toolkit.

Last Updated December, 2014

Information on Safely Reducing Hospital Readmissions

INTERACT

This evidence-based package of clinical, educational, communication, and quality improvement tools is designed for nursing facilities to use to reduce potentially avoidable hospital admissions.

An Innovative Approach to Identifying and Communicating Change of Condition: Introduction to INTERACT

An introduction to INTERACT

Communicating Health Assessments by Telephone (CHATs)

CHATs is an on-going quality improvement program designed to enhance telephone communication between nurses and physicians. Each CHAT contains important questions about the status of the patient, checklist of exams, and progress notes for medical records.

Advancing Excellence Hospital Readmission Resources

Explore the Advancing Excellence goal on hospitalizations for tools to help you track and reduce hospitalizations in your organization. Specifically, check out their monitor & sustain tool.

LTC Trend Tracker

An exclusive member only resource! Track your long and short-stay antipsychotic rates to see how you are doing with the AHCA Quality Initiative.

Transitions of Care in the LTC Continuum

This guide from AMDA focuses on transitions of care from an acute care setting to long term care and from the long term care setting to home.

Information on Increasing Staff Stability

UPDATED! Cost of Turnover Calculator

The Cost of Turnover Calculator offers providers a method to calculate a center's expenses associated with turnover and to determine savings based on targeted improvement.

Introduction & Leadership Responsibilities

Focus on person-centered leadership: an approach aimed to engage others and listen to what is important to them.

Strategy 1: Interviewing New Candidates - Employee Participation

Learn about how to involve existing staff in the selection of new hires to invest them in the selection process and support for new hires, and to help managers gain more insight into the candidate's personality.

Strategy 2: Behavioral Based Interview Questions

Explore the benefits of using behavioral-based interview questions to identify candidate competencies that are needed for the position and to gain an accurate impression of the candidate. FORM INCLUDED: Sample Candidate Evaluation Record

Strategy 3: Performing 30-60-90 Day Review

Learn the "how-tos" of performing 30–60–90 reviews for new hires to help keep good employees from falling through the cracks. FORMS INCLUDED: 1) 30-60-90 Feedback by New Employees; 2) 30-60-90 Supervisor Evaluation of New Employee

Strategy 4: Walkabouts/Rounding on Direct Reports

This section identifies how regular employee visits made by the administrator and supervisor, in the employee's work space, fosters staff job satisfaction while saving managers time. FORM INCLUDED: Walkabout/Rounding Staff Log

4 Key Strategies to Retain New Hires and Reduce Employee Turnover Webinar

Creative and person-centered strategies from management are needed to improve commitment to current and future employees. Strategies need to focus on effective interviewing, hiring, monitoring/evaluating/ mentoring to retain talent. This webinar will focus on 4 key strategies to help providers improve retention and the working environment.

A Guide to Staff Stability for Leaders

This guide with a competency-based approach applies concepts and practices based on the work of Susan Eaton, Ph.D. who, in 2002, completed a CMS-funded study, "What a Difference Management Makes!"

Consistent Assignment - A Resource Guide

This guide is designed to support those who are adopting consistent assignment. It provides easy steps and links to resources that help an organization move through each phase of the process from initiation through adoption.

Improving Staff Satisfaction: What Effective Leaders are Doing

This guide provides practical ideas on how to address the four most important factors that drive staff satisfaction.

LTC Trend Tracker

An exclusive member only resource! Compare your turnover and retention rates to your peers and see up to 3 years' worth of trends.

Gero Nurse Prep Program

This online gerontological certification training is provided by AHCA/NCAL and the University of Nebraska Medical Center, College of Nursing. (This program is available for purchase.)

Advancing Excellence Staff Stability Resources

Explore the Advancing Excellence goal on staff stability for tools to help you track and reduce nursing staff turnover in your organization.

Last Updated December, 2014

Handy
Resource Guide

Information on Increasing Customer Satisfaction

Improving the Patient, Resident and Family Experience

AHCA MEMBERS ONLY CONTENT (login required) This resource provides tips on how to improve the customer experience in various aspects, as well as develop a process for improvement.

Advancing Excellence Customer Satisfaction Resources

Explore the Advancing Excellence goal on person-centered care for tools to help you improve customer satisfaction in your organization.

7 Tips for Improving Resident Satisfaction

Participants learn how top-rated care providers react to national trends in customer satisfaction. Presenters show small steps that can yield large returns to the bottom line. Personal feedback from residents are also the basis for the discussion and solutions.

Best Practices for Resident-Centered Care

These tools will assist you to incorporate best resident-centered practices in your center. They are easy to use and provide with you all the needed information to get started.

Information on AHCA/NCAL National Quality Award Program

Bronze Award: Commitment to Quality

The goal of this award level is to provide applicants with the tools and resources they need for continuous performance improvement. Go here to find everything you need to apply to this 1st level of the Quality Award.

Silver Award: Achievement in Quality

At this level, applicants continue to learn and develop effective approaches that help improve performance and health care outcomes. Go here to find everything you need to apply to the second step.

Gold Award: Excellence in Quality

At this level, applicants must show superior performance in areas of the criteria including leadership, strategic planning, and customer and staff satisfaction. Participation in the Gold level allows organizations to take their performance excellence journey to a higher level through their application of the full criteria and the valuable feedback received through the application process. Go here to find everything you need to apply for the final step in the program.

Key Dates and Deadlines

Learn about key dates and deadlines here.

Bronze Criteria Series Viewing Guide

This guide provides an overview of the Bronze Criteria Series, a series of videos addressing each of the 20 questions in the Bronze criteria.

Management Viewing Guide

This guide provides direct links to slides and seminars on key management elements for managers.

Recertification Policy

Learn everything you need to know about the new National Quality Award Program recertification policy.

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Handy Contacts

For questions about any of the Quality Initiative goals email: Qualityinitiative@ahca.org

For questions about the Quality Award Program email: Qualityaward@ahca.org

For questions about data email: Research@ahca.org

For questions related to LTC Trend Tracker: help@LTCTrendTracker.com

For information related to assisted living: NCAL.org

For information related to QAPI:
http://www.ahcancal.org/quality_improvement/QAPI/Pages/default.aspx

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