

The AHCA Quality Initiative is a national, multi-year effort to further improve quality of care in America's long term and post-acute care centers. Since the launch of the Initiative in 2012, members have been challenged to meet measurable targets in key areas such as hospitalizations and antipsychotics usage. While significant improvements have been made, more must be done. The next phase of the effort continues to challenge providers to achieve quantitative results in four areas by March 2021. These areas are top priorities for the Centers for Medicare & Medicaid Services (CMS), Accountable Care Organizations (ACOs) as well as Managed Care Organizations (MCOs), and are aligned with federal mandates that link financial outcomes to quality performance.

The Goals



Hospitalizations

Hospitalizations have the potential for negative physical, emotional, and psychological impacts on individuals in skilled nursing care and cost the Medicare program millions of dollars. This issue is a top priority for CMS and managed care programs. An example is the [Skilled Nursing Facility \(SNF\) Value Based Purchasing \(VBP\) Program](#), a CMS effort that links financial outcomes to quality performance starting on Oct. 1, 2018.

Target

Safely reduce long-stay and short-stay hospitalizations by improving 10 percent (Q1 2017 baseline rates)—or maintain a rate of 10 percent or less—by March 2021.

Tracking Progress

Progress will continue to be measured by using two National Quality Forum (NQF)-endorsed measures—PointRight® Pro 30™ and PointRight® Pro Long Stay™—available in AHCA's members-only data collection and benchmarking tool, [LTC Trend Tracker](#)™.



Customer Satisfaction

The happiness and peace of mind of patients, residents, and their families is paramount to skilled nursing care providers. Measuring and reporting satisfaction can help nursing centers identify and improve resident outcomes and organizational success.

Target

Improve long-stay and short-stay satisfaction by 10 percent (Q1 2017 baseline rates)—or achieve a rate of > 90 percent—by March 2021.

Tracking Progress

Progress will be measured by using a core set of customer satisfaction questions that can be uniformly used by long term and post-acute care providers. The NQF-endorsed questionnaire called "[CoreQ](#)" has been independently tested as a valid and reliable measure. AHCA members will continue to upload and track their data using [LTC Trend Tracker](#)™.



Functional Outcomes

The Medicare Payment Advisory Commission (MedPAC), the [IMPACT Act](#), and CMS all called for the development of functional improvement measures based on the self-care and mobility sections of the [Continuity Assessment Record and Evaluation \(CARE\)](#) tool. Maintaining or improving mobility and self-care abilities is important to healthy aging and maximizing independence.

Target

Improve functional outcomes (self-care and mobility) by 15 percent (Q1 2017 baseline rates) by March 2021.

Tracking Progress

Progress will be measured using two NQF-endorsed measures developed by AHCA in [LTC Trend TrackerSM](#).



Antipsychotics

The use of antipsychotic medications to treat behavioral symptoms associated with dementia is not supported clinically and is considered off-label by the U.S. Food and Drug Administration. Additionally, antipsychotic drugs increase the risk of death, falls with fractures, hospitalizations and other complications resulting in poor health and high costs.

Target

Safely reduce the off-label use of antipsychotics by 10 percent (Q1 2017 baseline rates)—or maintain a rate of 8 percent or less in long-stay residents, and maintain a rate of 1 percent or less in short-stay residents—by March 2021.

Tracking Progress

Progress will be tracked by using the CMS measure for short-stay and long-stay settings on a quarterly basis, which is published on [Nursing Home Compare](#) and in AHCA's [LTC Trend TrackerSM](#).

The Tools

The Association encourages its members to access free resources on [ahcancalED](#) and use [LTC Trend TrackerSM](#) to help accomplish the goals of the Quality Initiative.

Learn more about the AHCA Quality Initiative at qualityinitiative.ahcancal.org.