

Promoting excellence



HCAM Legislative Update
December 2009

Thousands of Positive Actions and Outcomes Occur on a Daily Basis ***Our Quest for Quality***

Every day, many Michigan families explore long-term care options for loved ones. Evaluating the quality of nursing facilities is a complex matter. It is essential to know nursing facilities begin the quality journey by making an unequivocal commitment to quality improvement. HCAM member facilities take seriously their mission of caring for the elderly. Nursing facilities in Michigan are doing a very good job, especially given the challenging financial and regulatory environments in which they operate.

Improving the quality of care is a constant, continual process that involves a number of aspects:

- Continuously improving clinical and administrative practices;
- Involving residents and families in planning their care and ensuring they are satisfied with the care they receive;
- Developing a skilled and caring workforce through participation in continuing education programs; and
- Managing a facility in an ethical, transparent and accountable way.

Improving compliance with state and federal regulations, although important, is not the most important attribute of quality. Many Michigan facilities participate in national quality programs such as the Quality First Initiative or the Advancing Excellence in America's Nursing Homes campaign. Others participate in programs focusing on culture change and person-centered care programs.

It would be nice if consumers and families could check out a single rating and learn all there is to know about a nursing facility. Unfortunately, this is simply not possible. These decisions are too complex and too important for families to shortcut the due diligence required. Learn to recognize quality.

If a member of your family or constituent will need nursing or rehabilitative care, we recommend you visit several facilities and see first-hand the quality and type of care that is being provided.

One of Thousands....

Nurses, Staff of Jack Bauer: (Jackson County Medical Care Facility)

I want to thank all of you for that lovely card telling of your fondness for Jack - I cried. He loved people and loved to talk to them when he could. At one point I was going to move him to Florida but I couldn't find anything to compare to you. He just liked it where he was and I couldn't move him. He was happy where he was. I thank you for that and his good care. I could tell he loved each one of you.

My thanks to you all.
Love, Jean Bauer

HCAM CONTACT

Please contact Melissa Samuel, Vice President of Government Services, at (517) 627-1561 if you have questions about HCAM's position on pending legislation or would like to work together to help Michigan's senior population.