



Talking points – general/quality

- A nursing facility's first commitment – always – is to provide quality care to residents in a safe and secure environment.
- Delivering the highest quality of care and customer satisfaction is a top priority for Minnesota's nursing facilities and the entire long-term care profession; the vast majority of Minnesota nursing homes provide the type of high quality, compassionate care that patients, residents, and their families want and deserve.
- Nursing facilities have policies and procedures that staff must follow for patient handling. Ongoing training and education are part of those procedures.
- Quality improvement is a dynamic, ongoing process – and its quantification must reflect the many variants that go into the delivery of care.
- Each year, 3 million Americans, who represent some of our most vulnerable citizens, receive care in long term care facilities.
- Quality measures and data can only give a snapshot of the care given by nursing homes. When you are considering a home, visit the facility to meet the staff and watch how they treat the residents. See for yourself how quality of life and care are exhibited in the environment.
- Every one of Minnesota's, and the nation's, nursing home residents deserves the highest quality nursing home care and consumers deserve accurate, consistent data when choosing a nursing facility for a loved one.
- Customer satisfaction and how a resident and family members judge the actual care being provided in a facility is a superior indicator of the quality of care and the quality of life experienced by residents.
- There are many considerations that go into a decision about which nursing home may be best for a particular person. As family visits can improve both the residents' quality of life and quality of care, it may often be better to select a nursing home that is close, compared to a higher rated one that is far away.