

Press Release

For Immediate Release

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Utah Nursing Homes Commit to Providing Higher Quality Care

HealthInsight Quality Partners Program Designed to Improve Care, Promote Dignity and Choice for Residents, and Reduce Staff Turnover

SALT LAKE CITY, UTAH April 4, 2006 – *HealthInsight*, the Medicare Quality Improvement Organization (QIO) in Utah, announced today that 35 nursing homes have agreed to participate in the *HealthInsight Quality Partners* Program. These nursing homes will work closely with *HealthInsight* to improve quality of life and care for Utah’s nursing home residents. The focus will be on management of pressure ulcers, physical restraints, depression, and pain. *HealthInsight Quality Partners* are a group of hospitals, nursing homes, and home health agencies that have pledged to improve the quality of health care in Utah.

Through its partnership with the Wellspring Institute, *HealthInsight* will also work with nursing homes on organizational culture change, which individualizes the care provided to residents, including more resident-directed choices about care and routines as part of daily living. *HealthInsight* will work to help nursing homes identify ways to retain nurturing staff members who are dedicated to high quality care. Improving ways to foster relationships with residents’ families and friends will also aid in creating a more stable and comfortable environment for both residents and staff.

“This group of nursing homes, who are truly committed to transforming care, are working to create an environment where residents live their lives in a private and dignified manner, and feel a greater respect for the staff as a result,” said Marc Bennett, President and CEO of *HealthInsight*.

Hillside Rehabilitation Center in Salt Lake City is one of the participants in the *HealthInsight Quality Partners* Program and has already embraced many of the culture change concepts. In order to give residents more freedom and choices in their daily lives, they have implemented the “Choices Program,” which includes offering residents five meals a day. By offering meals at these times, residents are given the opportunity to wake at their preferred time instead of being awakened for a traditional early morning meal. Employees at Hillside Rehabilitation are also improving the admission process to include a questionnaire that will help staff learn about new residents and assist in implementing a “person-centered” plan of care to meet individual resident needs. The focus of the efforts at Hillside Rehabilitation is enhancing the daily lives of the residents by creating a home for each individual while enriching the experience of staff and family members.

Quality of care measures for all nursing homes are tracked and reported publicly on the Centers for Medicare & Medicaid Services’ Nursing Home Compare website. To view Nursing Home Compare, visit <http://www.medicare.gov> and scroll down to select *Compare Nursing Homes in Your Area* under Search Tools.

To view a complete listing of all 34 nursing homes that are working with *HealthInsight*, visit www.healthinsight.org. For more information about the Wellspring Institute, visit www.wellspringis.org.

For more information on these or any of the quality improvement resources available at *HealthInsight*, contact Juliana Preston at 801-892-6625 or jpreston@healthinsight.org.

For more information about the culture change movement occurring at Hillside Rehabilitation Center, contact Charlene Smith at 801-487-5865.

HealthInsight, the Quality Improvement Organization for Nevada and Utah, provides free quality improvement assistance to hospitals, nursing homes, home health agencies, and physicians and also works with consumers to advocate for quality and to help them understand and to assure that they receive the quality health care they need. *HealthInsight* has been working with the federal Medicare program for over 30 years in Utah and for 18 years in Nevada.

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