

The Ten Successful Building Blocks on the Road to Excellence

Hundreds of Illinois nursing homes have now joined the *Road to Excellence* quality improvement campaign, but some facilities have asked for some additional assistance on how to complete the next steps on the *Road to Excellence*.

To provide this assistance, the three associations will be offering a **FREE half-hour audio seminar** on either **Wednesday, August 6 from 10:00 to 10:30 am** or on **Thursday, August 7 from 3:00 to 3:30 pm**. You will be able to call in from your facility.

This simple, half-hour phone-in seminar will provide step-by-step instructions on how to register and report your *Road to Excellence* data. As you phone into the audio seminar from your facility, be prepared to follow along at your computer so you can complete each step for your facility during the audio seminar. If your facility is not registered on STAR, you will need your facility's Medicare/Medicaid Provider Number for transmitting your MDS data to CMS. (This can be found at the upper left corner of your QI/QM reports, listed as "Provider Number.") If your facility is already registered on STAR, you will need your facility's ID and password to enter the site.

A [registration form](#) for the audio seminar is included with this newsletter.

As an additional guide, we are including a simple 10-step checklist of the *Road to Excellence* tasks for each participating facility in this month's newsletter. Check off how far your facility has journeyed on the *Road to Excellence*:

1. **Enroll** in the *Road to Excellence* and receive a free "Starter Kit" of the *Road to Excellence* Manual, 30 buttons and 2 posters. The enrollment form can be found at www.roadtoexcellence.org on the cover page under "Enroll Now."
2. **Sign up on the STAR** Web site at www.nhqi.org. Step-by-step instructions on how to do that can be found in the February (Issue 1) *Road to Excellence* newsletter found in the Press Room at www.roadtoexcellence.org or on pages 12 and 13 of the *Continuous Quality Improvement* section of the *Road to Excellence* manual.
3. **Discover your facility's current Quality Measure scores for high-risk pressure ulcers and chronic care pain** found on the STAR Web site. These are your starting benchmarks.

4. **Set your confidential quarterly goal** on the STAR Web site in these two areas.

5. **Report your starting benchmarks** for high-risk pressure ulcers and chronic care pain in the *Members Only* section of the www.roadtoexcellence.org Web site (log in: Excellence; password: Quality). Instructions on how to do that can be found in the May (Issue 3) *Road to Excellence* newsletter found in the *Press Room* on the Web site.

6. **Customer Satisfaction:** If you do not already have a standardized customer satisfaction survey program, sign up for one. Information on the Illinois-developed *Confidence* Satisfaction program is found starting on page 5 of the *Customer Satisfaction* section of the *Road to Excellence* manual and at www.confidence-surveys.com.

7. After completing your customer satisfaction surveys and receiving the results for 2008, **report your overall satisfaction scores** in the *Members Only* section on the www.roadtoexcellence.org Web site. The results of any standardized satisfaction survey conducted since January 1, 2008 can be reported.

8. **Focus your facility quality assurance efforts** on identifying and reducing your residents with high-risk pressure ulcers and chronic care pain. Quality Assurance protocols can be found in the *Wound Management* and *Pain Management* sections of your *Road to Excellence* Manual.

9. **Three months after** you report your original benchmarks, go back to the STAR Web site, find your facility's new Quality Measure scores in high-risk pressure ulcers and chronic care pain, and report the new quarterly scores in these two areas at www.roadtoexcellence.org. The STAR Web site is updated with new QM scores in February, May, August and November.

10. **Continue to report** your STAR Quality Measure scores for high-risk pressure ulcers and chronic care pain to the *Road to Excellence* Web site **on a quarterly basis**. The customer satisfaction scores only need to be reported annually.

Participating facilities that successfully complete the first nine tasks before October 1, 2008 will be presented with a *Road to Excellence* certificate, along with a press release to its local media outlets. For each quarter after that, the facility will receive an additional star to add to its certificate when the next quarterly data is reported.

Finally, if you have a notable success story on a resident in the *Road to Excellence* target areas, or a really dedicated staff member, or a notable improvement in facility scores, call your association with the story. We would love to highlight your story with your local media and your local public officials.