



Quick Guide to AAHSA Quality First

There is no right or wrong way to engage in AAHSA Quality First, as long as you recognize that aging services can always be improved and that our goal is to earn public trust. Here are some tips:

Identifying a Leader

- AAHSA members are most successful with Quality First when they designate a staff person, board member, etc. to coordinate the initiative.

Becoming Familiar with Quality First

- Review the materials on the AAHSA Quality First Web site, www.aahsa.org/qualityfirst, including: the Overview; Frequently Asked Questions (FAQs); and the Self-Study.
- Introduce AAHSA Quality First to your staff leadership and governing board.

Making the Commitment to Quality First

- Sign the AAHSA Quality First Covenant.

Applying Quality First to Your Organization

- Establish a designee, staff division, task force, etc. to conduct the Quality First Self-Study.
- Complete the Self-Study.

Developing a Plan Based on Your Self-Study Results

- Review the Self-Study results and consider sharing them with your staff, board of trustees and/or residents/clients.
- Prioritize the Quality First Elements of Quality you want to improve.

Implementing Your Plan with Resources from AAHSA

- Identify tools and resources to assist your organization.
- Visit the AAHSA Quality First Web site (www.aahsa.org/qualityfirst) regularly.

Making Quality First an Ongoing and Shared Process

- Each quarter, review your Self-Study. Determine if there are any changes in the way your organization meets each Element of Quality.
- On an ongoing basis, provide information about your organization's Quality First progress to the people you serve and their families; your staff; your board; and the media.

Questions?

- See the Frequently Asked Questions on our web site; ask your colleagues in other aging services organizations; many state associations can provide guidance about AAHSA Quality First.
- At AAHSA, the Director of Quality First is Bruce Rosenthal; contact Bruce at broenthal@aaahsa.org or 202-508-9499.

NOTE: See the *Step-by-Step Guide* on our web site for a more detailed action plan.