



A Covenant to Achieve Healthy, Affordable and Ethical Aging Services

Self-Study

The American Association of Homes and Services for the Aging (AAHSA) has developed this self-study so your organization can determine its degree of alignment with the Quality First 10-Point Plan. On a scale of 1 (low) to 4 (high), indicate whether you believe your organization fully meets this element (4), does not meet this element (1), or falls somewhere in between. Use the blank lines to note other methods by which your organization is meeting these steps.

1. COMMITMENT

Our organization's leaders, by our signatures, have voluntarily pledged our commitment to the Quality First covenant to achieve healthy, affordable, ethical aging services.

1 low 2 3 4 high

Our organization is committed to maintaining in our community, and to promoting among our peers, the highest standards of quality and ethics in the provision of aging services.

1 low 2 3 4 high

2. GOVERNANCE ACCOUNTABILITY

Our services reflect our vision, mission and the needs of our community.

1 low 2 3 4 high

Our organization practices sound financial management.

1 low 2 3 4 high

Our decisions are guided by our ethical beliefs and values.

1 low 2 3 4 high

We strive for compliance with all local, state and federal laws and regulations.

1 low 2 3 4 high

We engage in integrated strategic planning to ensure our future success.

1 low 2 3 4 high

3. LEADING-EDGE CARE AND SERVICES

Our organization is committed to ongoing program evaluation, regularly collecting and evaluating knowledge about our programs and practices.

1 low 2 3 4 high

Ours is a shared-learning community; our board, management and staff both seek and share knowledge to encourage innovation and best practices in the provision of aging services.

1 low 2 3 4 high

4. COMMUNITY INVOLVEMENT

Our organization builds trust through openness and by seeking community insights into what we do.

1 low 2 3 4 high

We welcome and support volunteer involvement in our organization.

1 low 2 3 4 high

We practice social accountability, thus continuing a community benefit tradition that both enhances the quality of life of individuals we serve as well as the community at large.

1 low 2 3 4 high

Our organization cultivates relationships with community groups to enhance our ability to provide quality care and services that meet community needs.

1 low 2 3 4 high

5. CONTINUOUS QUALITY IMPROVEMENT

Our organization actively involves staff at all levels in understanding problems and the processes of work that underlie them.

1 low 2 3 4 high

Our organization goes beyond ensuring that minimum standards are met to focus on how we can continually do better.

1 low 2 3 4 high

6. HUMAN RESOURCE DEVELOPMENT

Our organization recognizes that investing in its staff and the workplace environment is essential to stem the tide of a shortage of qualified workers.

1 low 2 3 4 high

Our human resources plan and policies affirm our belief that our people, more than our processes and paperwork, largely determine the quality of our services.

1 low 2 3 4 high

Staff training is offered regularly to frontline and management staff.

1 low 2 3 4 high

Our organization values and promotes diversity in our workforce through diversity planning and adherence to a program of nondiscrimination consistent with law and our own values.

1 low 2 3 4 high

7. CONSUMER-FRIENDLY INFORMATION

Our organization provides information to consumers that clearly and accurately describes our policies, services and amenities.

1 low 2 3 4 high

Our organization makes available, in writing, a clear explanation of the rates to be charged, and what those rates do and do not include, so there is always an assurance that we are delivering on what we promise.

1 low 2 3 4 high

8. CONSUMER PARTICIPATION

Our organization respects residents' rights and gives timely consideration to the ideas and concerns of our residents/clients, families and community.

1 low 2 3 4 high

Our organization strives for an environment that enhances the personal dignity, privacy and safety of consumers and promotes self-determination.

1 low 2 3 4 high

Our organization promotes choice, facilitates informed decision-making, and encourages residents/clients to make the most of their abilities.

1 low 2 3 4 high

Our organization gauges consumer satisfaction through periodic surveys.

1 low 2 3 4 high

9. RESEARCH AND EDUCATION

Our organization recognizes the value and necessity of continuing professional education to encourage creative thinking and innovation in the provision of services.

1 low 2 3 4 high

Our board, management and staff stay current on research findings in our field to determine what practices or innovations may be feasible or applicable to our setting.

1 low 2 3 4 high

We “give back” to our field by sharing with others the results of our own research and learning.

1 low 2 3 4 high

10. PUBLIC TRUST AND CONSUMER CONFIDENCE

Our organization is committed to a policy of outreach and openness.

1 low 2 3 4 high

We acknowledge the importance of actively “telling our story” to the media, the public at large and our elected representatives. We further recognize that, in doing so, we are doing our part to gain public understanding and trust, not only in ourselves but in the aging services field as a whole.

1 low 2 3 4 high

Quality First is an enormous undertaking, but it builds upon a strong foundation. It integrates existing public accountability mechanisms to reflect an annual summary of how we are performing. It uses management tools already in use by many AAHSA members and available to all.

The mechanisms for education, training and research are already available through the Institute for the Future of Aging Services, existing state and national association meetings and other materials. Finally, *Quality First* is a natural extension of AAHSA's longstanding creed, code of ethics, and principles of social accountability.

More copies of this overview document, a downloadable PowerPoint presentation and updated detailed information can be downloaded from our *Quality First* website, www.aahsa.org/qualityfirst.