



Aging Services Providers' Checklist for AAHSA Quality First

Name of Organization _____

There is a growing need for aging services that people can trust. With the aging services field under close scrutiny these days, it is more important than ever to show the public, government and media that we're doing the right thing. This is our responsibility as not-for-profit aging services providers.

Quality First is our quality improvement plan. It is our way to achieve excellence and earn public trust. However, the question is frequently asked, "What is quality?"

This *Aging Services Providers' Checklist for AAHSA Quality First* is a list of characteristics of the ideal quality aging services organization. The Checklist is based on the AAHSA Quality First 10 Elements of Quality and covers the primary functions and duties of all aging services organizations – assisted living residences, continuing care retirement communities, nursing homes, outreach programs, and senior housing.

The *Checklist* is not a mandate or a set of prescriptive requirements. Rather, it is a suggested route to quality. Most of all, the *Checklist* represents a journey. You can take the journey in small or large steps; you may walk or run. It's your choice. Regardless, you will be moving forward and making progress.

This *Checklist* helps identify areas of strength within your organization and it helps identify areas for growth. After completing the *Checklist*, you undoubtedly will have identified many things you are doing well. Celebrate and congratulate yourselves!

Like with any good assessment tool, the *Checklist* will reveal aspects of your organization that you can improve. Welcome that, and develop a plan to improve *that works for your organization*.

AAHSA Quality First is about "*moving forward, together*". Your quality improvement plan need not be undertaken solo. Resource materials and ideas are available from the AAHSA Quality First web site, AAHSA and state association conferences and publications, and your colleagues in other aging services organizations. We're on this journey together.

To begin, affirm your commitment to quality within your organization and your community. Acknowledge your many strengths and celebrate them. Identify opportunities to do even better. Develop a plan tailored to you. Don't reinvent the wheel.

Quality First is all about good providers continually working to get even better – in service to older persons. It's the AAHSA tradition.

A companion to this Aging Services Providers' Checklist is our AAHSA Quality First Self-Study. The Self-Study contains broader, more conceptual questions. You can use one or both of these documents to identify your quality accomplishments and develop your improvement plan.

Complete information about AAHSA Quality First, including resource materials, is available at www.aahsa.org/qualityfirst.