

A New
Program from
LeadingAge Minnesota



Performance Excellence

IN AGING SERVICES

A Path to Continuous Quality

Leadership

Strategy

Customers

Measurement

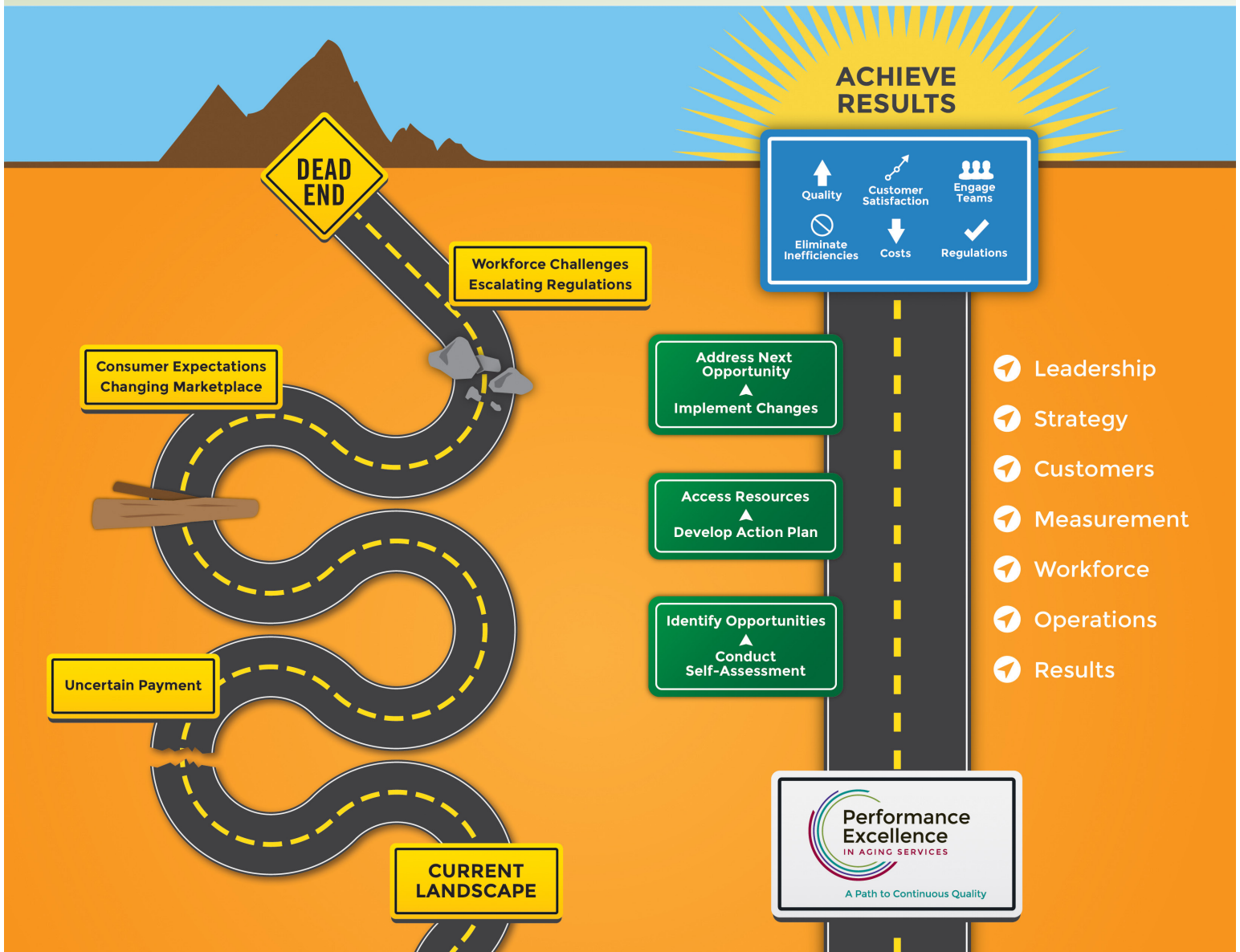
Workforce

Operations

When it comes to quality, you can't afford to wait.

In the tumultuous healthcare landscape with evolving regulations and reimbursement systems, the deepening connection between quality, outcomes and value-based payment requires a focused effort on continuous quality improvement.

Simply addressing and attempting improvement opportunities as individual initiatives is no longer an effective strategy.




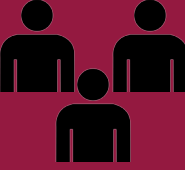


The Solution? **Performance Excellence in Aging Services**

Based on the world-renowned Malcolm Baldrige Performance Excellence Framework, this new program from LeadingAge Minnesota will help you improve quality and position you to be successful in a health care environment that rewards organizations that deliver services of higher quality and higher value.

Quality is and will continue to be a leading indicator of your reputation, reimbursement and capacity to thrive in a changing healthcare and consumer marketplace.

Performance Excellence in Aging Services aligns your existing work and resources to help you work more purposefully to achieve your strategic and operational goals:

BENEFITS	VALUE
 <p>Improve Quality Service and Care</p>	<p>Enhance Customer Satisfaction Maximize Referrals and Reimbursement Improve Occupancy Stronger Brand and Reputation</p>
 <p>Align Your Operations</p>	<p>Streamline Workflow and Processes Eliminate Inefficiencies Reduce Costs Invest in New Opportunities</p>
 <p>Integrate Existing Quality Processes</p>	<p>Close and Prevent Gaps Meet and Exceed Regulations Improve Survey Results Adapt to Regulatory Changes</p>
 <p>Measure Your Performance</p>	<p>Validate Key Quality Indicators Leverage Data to Demonstrate Outcomes Share Value with Partners, Payors, Regulators and Consumers</p>
 <p>Empower Your Employees</p>	<p>Enhance Employee Engagement Increase Employee Satisfaction Be an Employer of Choice</p>

Your Guided Path to Continuous Quality

Care Center

Housing

Home Care

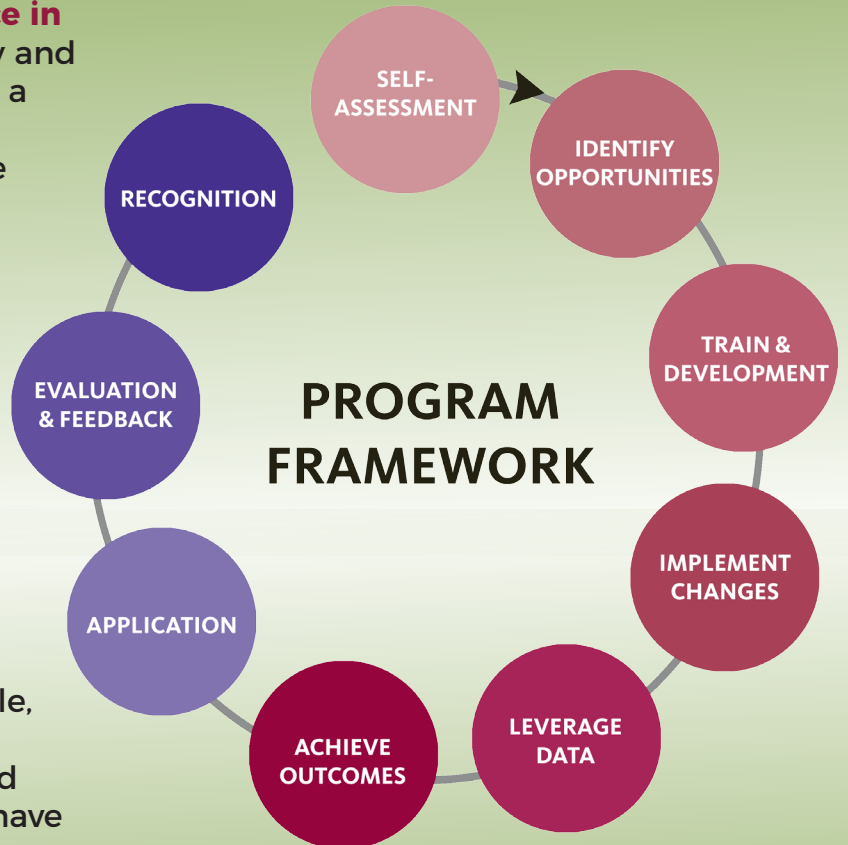
Adult Day

Each step in **Performance Excellence in Aging Services** will help you identify and address your highest priorities, build a foundation for continuous quality improvement, position you for future opportunities and recognize your organization for achievements in quality.

All providers of older adult services - no matter their service, size or setting - will benefit from **Performance Excellence in Aging Services**.

The modular program is customizable, meaning you can zero in on what is most critical to your organization and the people you serve. If you already have quality initiatives underway, **Performance Excellence in Aging Services** can help you achieve them more effectively.

Performance Excellence in Aging Services engages your entire team - from leadership to direct caregiving - in all aspects of quality improvement, and it recognizes individuals, team members and your entire organization for achievements in quality and excellence.



LeadingAge[™]
Minnesota

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