

Long-Term Care Quality Improvement Program

A Quality Improvement Service for Adult Family Homes, Assisted Living Facilities, Nursing Homes, Supported Living Providers.



Team consists of specialists with expertise in evidence-based practice and regulatory requirements in care systems including fall prevention, medication management, infection prevention and control, weight loss/nutrition, wound care and more.

This free service is provided to Adult Family Homes, Assisted Living Facilities, Nursing Home and Supported Living providers who would like assistance and training related to auditing systems, identifying gaps, and developing actions plans to meet regulatory requirements. We also offer an Early Education Visit for AFH providers who have clients but have not had their first annual licensing inspection. This visit is the perfect opportunity to learn what to expect and how to prepare.

Residential Care Services created the Long-Term Care Quality Improvement Program (LTC QIP) in response to community and legislative requests to support providers using a non-punitive quality improvement approach.

Services are free and voluntary. Providers are referred to the program through:

- RCS review of regulatory compliance history
- Recommendation of RCS Field Manager
- Provider can also request a referral from the Field Manager

Residential Care Services is responsible for the licensing and oversight of Washington state long-term care settings. For more on Long-Term Care Quality Improvement Program:

Contact:

Email: RCSQIP@dshs.wa.gov

RCS LTC QIP Program:
PO Box 45600, Olympia,
WA 98504-5600



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RESIDENTIAL CARE SERVICES



Services Provided include::

- Assisting providers to assess their own care and services, identify gaps, and develop and implement action plans.
- Developing audit tools and staff training tools.
- Providing support for implementing change and updating policies.
- Assisting providers in understanding regulatory requirements.
- Coaching through onsite and virtual interactions.
- Resource and referral information to support the provider in making improvements to care and care delivery systems.
- Follow up support.
- Early Education Visits for Adult Family Home providers who have not had their first annual inspection.

RCS LTC QIP Goal:

Proactively provide education, coaching and support to Adult Family Homes, Assisted Living Facilities, Nursing Homes, and Supported Living Providers to:

- Strengthen care and documentation systems
- Improve regulatory compliance
- Prevent harm to vulnerable adults in their care

RCS LTC QIP protocols include assessment and strategies for organization and individual change.



- A** Awareness of the need for change
- D** Desire to support the change
- K** Knowledge of how to change
- A** Ability to demonstrate skills and behavior
- R** Reinforcement to make the change stick