TheHaleGroup

12 Steps to Fix the Quality-of-Care Crisis in Iowa's Nursing Homes

- Create a broad-based strike force to address the persistent crisis in attracting and retaining sufficient frontline workers. The strike force will review well-known solutions, prioritize recommendations, and develop a plan for expedited action.
- 2. Adopt minimum staffing standards to ensure an adequate number of frontline staff per nursing home resident, like what lowa requires for child-to-staff ratios in childcare centers.
- 3. Revise nursing home cost reports to ensure more detail and greater transparency in how the industry spends \$800 million dollars in appropriations each year.
- 4. Require strict oversight and investigation to identify where tax dollars are being misused or wasted.
- 5. Incentivize quality care with a pay-for-performance program. Provide incentives for high quality performance, assist facilities who are performing poorly, and sanction those that continue to fail.
- 6. Change laws, regulations, and practices so that local, state, and federal prosecutors can hold owners and managers responsible for neglect or abuse of residents.
- **7. Allow lowans to age in place.** Budget more dollars to build and sustain a vibrant system of long-term care providers that serve people in their homes and communities.
- 8. Give one state agency the authority and resources to ensure nursing homes provide consistent high-quality care. Currently, multiple entities of state government are involved but no one is ultimately accountable.
- 9. Don't waste a good crisis: turn it into an opportunity to inspire innovation and experimentation in how nursing homes are designed, operated, and staffed.
- 10. Prioritize the needs and voices of residents, families, and advocates over those of the nursing home industry. Proactively seek input from these non-industry groups on how to continually improve quality-of-care.
- 11. Approve legislation that allows the installation of cameras in rooms when residents request them.
- 12. Ensure the Department of Inspections, Appeals and Licensing and the Office of the Long-Term Care Ombudsman have adequate resources and procedures to quickly and effectively conduct routine inspections and respond to resident complaints.