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Nota di contenuto	Improving the Quality of Care in Nursing Homes; Copyright; Preface; Acknowledgments; Contents; 1 Introduction and Summary ; PURPOSE OF THE STUDY; THE PUBLIC POLICY CONTEXT OF THE STUDY; PERSPECTIVE ON THE ISSUES; The Role of Nursing Homes; Quality of Care and Quality of Life; The Regulatory System; Other Factors Affecting Quality of Care in Nursing Homes; Other Regulatory Policies; Consumers, the Community, and Nursing Home Management and Staff; CONCLUSIONS; SUMMARY OF RECOMMENDATIONS; Regulatory Criteria; Monitoring Nursing Home Performance; Enforcing Compliance with Federal Standards Other Factors Affecting Quality of Care and Quality of Life in Nursing Homes; Issues Requiring Further Study; Information Systems; Medicaid Payment Policies; Nursing Home Bed Supply; Staffing of Nursing Homes; Single- Versus Multiple-Occupancy Rooms; 2 Concepts of Quality, Quality Assessment, and Quality Assurance ; QUALITY OF CARE IN NURSING HOMES; Characteristics of the Residents; Care Needs; The Care Setting; Requirements for High-Quality Care; Planning And

Providing Care; QUALITY OF LIFE; QUALITY ASSESSMENT CRITERIA; Structure; Process; Outcomes; ASSESSING QUALITY OF CARE Functional Competency/Impairment; Intellectual Impairment/Behavioral Problems; PERSPECTIVE ON QUALITY ASSURANCE; INTERPRETING AND USING INFORMATION FOR QUALITY ASSURANCE; Measurement of Care Quality; Standards; Case Mix; Standard Instruments; National, Regional, and Local Uses; QUALITY ASSURANCE AND THE REGULATORY SYSTEM; 3 Regulatory Criteria ; THE ISSUES; CONSOLIDATING THE TWO SETS OF CRITERIA; RESIDENT ASSESSMENT; REVISING AND STRENGTHENING THE CONDITIONS AND STANDARDS; Quality of Life; Quality of Care; Residents' Rights; Administration; Training of Nurse's Aides; Discrimination  
Notification; Participation; Access; Physical Environment; NOTE ON STAFFING STANDARDS; General; Social Services; Licensed and Registered Nurses; 4 Monitoring Nursing Home Performance ; THE ISSUES; PROBLEMS WITH THE SURVEY PROCESS; Predictability; Inefficiency; Paper Compliance; Insensitivity to Resident Needs; Inconsistency; Isolation from Related Monitoring Processes; Variable State Regulatory Capacity; REDESIGNING THE SURVEY PROCESS; Consolidation of Medicare and Medicaid Survey Procedures; Timing and Frequency of Surveys; Two-Stage Survey Approach; The Resident Assessment Audit  
The Standard Survey; The Extended Survey; Case-Mix Referencing; Key Indicators; Triggering an Extended Survey: Scoring and Decision-Making; Survey Data Sources; Coordination with Complaint Programs; Consumer Involvement; Positive Incentives; Continuing Improvement of the Survey Process; Reliability and Validity of Instruments and Procedures; Consistency of Survey Results; PACS: AN NEW HCFA SURVEY PROTOCOL; INCREASING STATE REGULATORY CAPACITY; Federal Funding of Certification Activities; State Surveyor Qualifications; Federal Training Support; Dissemination of Research and Evaluation Results; Federal Oversight and Sanctioning Responsibilities

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