Promote the health, safety, and emotional wellness of residents and personnel:
- Procedures for infection control and prevention
- Safety and security measures consistent with the unique needs of residents
- Philosophy of health and wellness that addresses functioning, quality of life, and aging in place
- Education and training (in health/safety, infection control, communicable diseases, and protecting the dignity of residents)

Foster a culture of transparency:
- Process to comply with legal, regulatory, reporting requirements
- Procedures for reporting critical incidents to CARF and all external authorities
- Open communication with personnel and mutual exchange of ideas and information
- Commitment to sharing relevant, accurate performance information
- Service delivery and transitions in care guided by informed, mutual decision-making
  - Communication facilitates integrated service delivery and addresses emergent and ongoing issues

Focus on individual needs and preferences:
- Person-centered philosophy guides service delivery and is demonstrated by leadership and personnel
- Procedures that promote the safety and wellbeing of residents and personnel
- Adequate workforce to ensure safety of residents and manage unplanned absences
- Residents and their families actively engaged in service planning and decision making
- Staffing schedules support consistent assignments and honor residents' needs and preferences
- Resident and family preferences drive organizational decisions to ensure adequate resources support the program

Proactive implementations:
- Leadership accountability for performance measurement and management
  - Performance improvement plans include measures for effectiveness, efficiency, resident experience, and communication of performance information
  - Performance targets related to prevention of falls and enhancement of wellness
  - Analysis of critical incidents includes causes and trends, with focus on performance improvement and preventing recurrence

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