



This document provides Assisted Living (AL) applicants examples of potential results that they can include in their Silver and Gold application packets as well as potential sources for comparative data that they can utilize. For complete guidelines on reporting results, applicants must review the current guidelines for responding to results items and the comparative data statement available in the current [Silver and Gold application packets](#).

In using these examples, applicants should pay attention to the following important notes:

- Applicants must provide all required results. A full listing of the required results is available in the current [Silver and Gold application packets](#).
- All applicants must review the guidelines for responding to process and results items, as well as the comparative data statement available in the Silver and Gold application packets.
- This list is NOT intended to prescribe the results that all assisted living communities should report in their application. Remember, you are expected to report results related to areas of importance you identified in your Organizational Profile and throughout your responses to the process categories. For example, if a measure or item is being monitored, that means it is important to your organization and the Examiners will be looking for data. Please note, if data provided is not relevant or discussed in the Organizational Profile or Categories 1-6 of the application, it will be ignored. Please do not fall into the trap of providing data just for data sake.
- For 7.1a only, an assisted living-only provider that is part of a multi-center organization may compare to other assisted living communities in their corporation and Examiners will consider this a valid comparison.
- If a comparison is not available for a result, applicants should not shy away from reporting that result if it is important to them. If an applicant is unable to provide a comparison, they should include a narrative as to why the comparison isn't available. In some cases, a comparison may not have been necessary if the performance was at the extremes of possibility (i.e., zero errors, or satisfaction of 99%).
- The source and timeframe of comparative data must be stated either with the results chart/graph or within the accompanying narrative.
- Remember to indicate on your graph, or in the narrative, whether the trend is moving in a favorable or unfavorable direction.
- LTC Trend Tracker is an exclusive benefit for AHCA/NCAL members. This allows organizations to benchmark site-specific metrics to those of their peers. Assisted living data available in LTC Trend Tracker includes: hospital admissions, hospital readmissions, antipsychotic use, CoreQ, staff retention, staff turnover, and occupancy rate. Go to [ltctrendtracker.com](http://ltctrendtracker.com) to learn more and sign-up if you haven't already.



## 7.1 Health Care and Process Results

This results item requires applicants to provide data on their key health care and process effectiveness results.

### Examples of Health Care Results:

- Hospital Readmission (Required Result)
- Antipsychotic Rates (Required Result)
- Residents with In-house Acquired Pressure Ulcers
- Residents with Unplanned/Avoidable Weight Loss
- Residents with Unplanned/Avoidable Weight Gain
- Residents with One or More Falls Resulting in Serious Injury
- Residents with In-house Acquired Infection
- Vaccination Rates

### Examples of Process Effectiveness Results:

- Resident Elopements
- Emergency Department Use
- % Residents with Overdue Assessments
- Residents with Medication Errors
- Call light response times
- Mock survey results (e.g., non-clinical; environmental rounds, kitchen sanitation, etc.)
- Service Plans Overdue
- Overdue resident assessments
- Assessment Completion %
- Fire Drill Completion Rates (participation in exercises to show improvements in preparedness efforts (e.g., elopement drills, evacuation drills, etc.))
- Fire Drill Response Scores

### Potential Comparative Data Sources:

The following is a list of data sources that assisted living applicants could utilize for comparative data for these results.

- LTC Trend Tracker
- CDC National Center for Health Statistics ([National Post-acute and Long-Term Care Study](#)) – data varies by what is published for each survey year.
- State Surveys (DOH, Department of Social Services, etc.) – applicants might find it helpful to review [the NCAL Assisted Living State Regulatory Review](#) to get the contact information for the state agency with oversight of assisted living.
- [National Center for Health Statistics \(NSHS\)](#)
- For 7.1a only, an assisted living-only provider that is part of a multi-center organization may compare to other assisted living communities in their corporation and Examiners will consider this a valid comparison.
- Data from state assisted living agencies (CALA, NVHCA, and WHCA)



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## **7.2 Customer Results**

This results item requires applicants to provide data on their key customer-focused performance results.

### **Examples of Customer Results:**

- Overall Customer Satisfaction (Required Result)
- Customer Willingness to Recommend (Required Result)
- Complaints
- [CoreQ \(Required Result\)](#)
- Data from Customer Satisfaction and Engagement Surveys, Volunteer Satisfaction (e.g. dining experience, cleanliness, facility responsiveness to concerns, response rate, etc.)

### **Potential Comparative Data Sources:**

The following is a list of data sources that assisted living applicants could utilize for comparative data for these results.

- LTC Trend Tracker
- Customer satisfaction and engagement survey vendor

## **7.3 Workforce Results**

This results item requires applicants to provide data on their key workforce-focused performance results.

### **Examples of Workforce Results:**

- Staff Turnover (Required Result)
- Staff Retention (Required Result)
- Retention of direct care staff
- TB Screening Physical
- Required Training Completion (direct care staff education and training compliance)
- Agency Use
- Overtime
- Data from Employee Satisfaction and Engagement Surveys (e.g., would recommend my company as a place to work, I have the resources to do my job, employee concerns, etc.)

### **Potential Comparative Data Sources:**

The following is a list of data sources that assisted living applicants could utilize for comparative data for these results.



- LTC Trend Tracker
- Employee satisfaction and engagement survey vendor
- Employee learning management software
- Occupational Safety and Health Administration (OSHA): applicants can query federal OSHA citations for NAICS code: 623312, Assisted Living Facilities for the Elderly, to get the number of certain citations, inspections, and penalties.
- Bureau of Labor Statistics (BLS) Using the NAICS code: 623312, Assisted Living Facilities for the Elderly, you can review data on fatal and non-fatal injuries, wages, and number of employees.

#### **7.4 Leadership and Governance Results**

This results item requires applicants to provide data on their key senior leadership and governance results.

##### Examples of Leadership and Governance Results:

- Hotline/Complaint Calls
- Renewal Survey Citations
- Complaint Investigations
- OSHA
- Local Fire and Building Inspections
- Department of Public Health
- Data from Employee Satisfaction and Engagement Surveys (e.g., satisfaction with senior leaders' communication, my supervisor provides me feedback, etc.)
- Grievances

##### Potential Comparative Data Sources:

The following is a list of data sources that assisted living applicants could utilize for comparative data for these results.

- LTC Trend Tracker
- Employee satisfaction and engagement survey vendor
- Occupational Safety and Health Administration (OSHA): applicants can query federal OSHA citations for NAICS code: 623312, Assisted Living Facilities for the Elderly, to get the number of certain citations, inspections, and penalties.
- Data from state assisted living agencies (CALA, NVHCA, and WHCA)
- Compliance Hotline vendor

#### **7.5 Financial, Market, and Strategy Results**

This results item requires applicants to provide data on their key financial, marketplace, and strategy results.



Examples of Financial, Market, and Strategy Results:

- House Profit
- Daily Rate
- Resident Occupancy<sup>1</sup>
- Productive Labor Hours
- Cash on Hand/DSO
- ROI
- Average Length of Stay for residents and Conversion rate from tour to move-in
- Overtime and/or agency use
- Case Mix
- Labor Costs
- Conversion of Referrals
- Strategy Achievement (Red/Yellow/Green)
- Bad Debt
- Referrals

Potential Comparative Data Sources:

The following is a list of data sources that assisted living applicants could utilize for comparative data for these results.

- [Genworth Cost of Care Survey](#)
- [National Investment Center \(NIC\)](#) - fee is required to access data. If using data from this source, make sure your assisted living calculates the measure using the same numerator, denominator, inclusions, and exclusions.
- [State of Seniors Housing](#) – a reduced fee is available for AHCA/NCAL members
- [Hospital & Healthcare Compensation Service](#) Assisted Living Salary & Benefits Report
- State wage surveys
- Financial auditors
- CRM platform
- [NIC MAP](https://www.nic.org/senior-housing-investment-nic-map/) – <https://www.nic.org/senior-housing-investment-nic-map/> - Powered by NIC MAP Vision is a comprehensive market data platform for the senior housing and care sector, built upon data from more than 15,000 properties within 140 U.S. metropolitan markets.
- [NIC MAP Vision](https://www.nicmapvision.com/) - <https://www.nicmapvision.com/> - Senior housing supply, demand, and operational data

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<sup>1</sup> If occupancy is provided as a market result, to be considered as such, it must be accompanied with an explanation identifying the factors that make occupancy a valid indicator of market performance and/or comparisons to local or appropriate markets. For most comparisons, national and state averages generally carry

more weight than local market comparisons. An exception to this is the case of market performance comparisons where your local market is often the most appropriate comparison as long as the data set includes the entire market, and not select centers within the market.