

Essential Elements of Quality Long-Term Care

PHI has identified the following essential elements of high-quality care, services, and support for people who receive long-term care—whether in their own homes or in a nursing home, assisted living community, or other long-term care settings.

Quality long-term care is care, services, and support that are...

Individualized

- Directed by **informed choices** made by the consumer (or, where appropriate, by family members or other representatives)
- Offered at the **time and place most preferable** to the consumer, in a manner that is unrushed
- Provided in a way that honors the **consumer's individuality and preferences**

Respectful

- Compassionate—acknowledging the consumer's right to **dignity and privacy**, both physical and emotional, in all interactions
- Supporting the ability of the consumer and direct-care workers to **relate as individuals** in mutually respectful relationships with one another in an environment of trust
- Inclusive—maintaining the consumer's **relationships** with family members and friends, and promoting broader community engagement

Professional

- Consistent with **progressive standards** of nursing and medical practice
- **Holistic**—supporting health, independence, creativity, quality of life and surroundings, and well-being
- Provided by direct-care workers who have **quality jobs** that allow them to provide the highest-quality services and support



To learn more about the *Quality Care through Quality Jobs* movement, the “Essential Elements of a Quality Job for Caregivers,” and the network of organizations and programs that are transforming the quality of long-term care in communities throughout the United States, see www.phi-qcjq.org