

## **BEST PRACTICES PROGRAM**

### *Definition of Categories*

1. Community Integration – Offers the opportunity and encourages residents of health care facilities to regularly participate in and contribute to community events and activities.
2. Dietary – Procedures and practices that optimize the presentation and the quality of dietary service and the resident’s dining experience within an institutional or residential setting.
3. Environmental – The creation and maintenance of living environments with health care facilities that acknowledge and address the cultural needs and interests of residents and, in turn, reflect community living standards.
4. End-of-Life Experience – The honesty and grace of the years of life are the real measure of how we die. Yet, we participate in a healthcare system where the brilliance of saving lives often overshadows the quiet art of fostering a dignified death. Our challenge is in creating compassionate care at the end of life.
5. Habilitation/Rehabilitation – Enables residents or clients of health or residential care facilities to functionally gain or regain the physical and cognitive ability to live and work within the community at the highest practical level.
6. Human Resource Management – Practices that enhance and/or improve the retention and satisfaction of employees.
7. Nursing Practices – The demonstration of clinical nursing practices that enable residents of health care facilities to gain and obtain the highest possible physical and cognitive functional ability.
8. Quality of Life – Given the totality of a resident’s experience with a health care facility, their quality of life emulates or exceeds the quality of life of their peers living in non-institutional settings.
9. Resident Rights – Procedures and practices that promote and enhance the ability of dependent adults to the highest practical level of self-determination.