

12 Steps to Fix the Quality-of-Care Crisis in Iowa's Nursing Homes

1. **Create a broad-based strike force to address the persistent crisis in attracting and retaining sufficient frontline workers.** The strike force will review well-known solutions, prioritize recommendations, and develop a plan for expedited action.
2. **Adopt minimum staffing standards to ensure an adequate number of frontline staff per nursing home resident,** like what Iowa requires for child-to-staff ratios in childcare centers.
3. **Revise nursing home cost reports to ensure more detail and greater transparency in how the industry spends \$800 million dollars in appropriations each year.**
4. **Require strict oversight and investigation to identify where tax dollars are being misused or wasted.**
5. **Incentivize quality care with a pay-for-performance program.** Provide incentives for high quality performance, assist facilities who are performing poorly, and sanction those that continue to fail.
6. **Change laws, regulations, and practices so that local, state, and federal prosecutors can hold owners and managers responsible for neglect or abuse of residents.**
7. **Allow Iowans to age in place.** Budget more dollars to build and sustain a vibrant system of long-term care providers that serve people in their homes and communities.
8. **Give one state agency the authority and resources to ensure nursing homes provide consistent high-quality care.** Currently, multiple entities of state government are involved but no one is ultimately accountable.
9. **Don't waste a good crisis: turn it into an opportunity to inspire innovation and experimentation in how nursing homes are designed, operated, and staffed.**
10. **Prioritize the needs and voices of residents, families, and advocates over those of the nursing home industry.** Proactively seek input from these non-industry groups on how to continually improve quality-of-care.
11. **Approve legislation that allows the installation of cameras in rooms when residents request them.**
12. **Ensure the Department of Inspections, Appeals and Licensing and the Office of the Long-Term Care Ombudsman have adequate resources and procedures to quickly and effectively conduct routine inspections and respond to resident complaints.**