

The Confident Choices Difference

Quality	Engages in standards of practice that truly influence the quality of a consumer's experience and utilizes quality data and other information, training, and emerging best practices for continuous quality improvement.
Professional Excellence	Experienced managers and staff that receive training beyond mandatory requirements.
Customer Satisfaction	Responsive to those served through the use of ongoing customer satisfaction surveys.
Ethical Conduct	Accountable to a set of professional standards of ethical conduct that emphasize integrity, high standards of practice, and respect.
Performance Improvement	Regularly monitors clinical and non-clinical outcomes and implements process improvements to enhance performance.
Consumer Information	Encourages open communication through written information, resident meetings, and other forms of consumer-friendly information and idea sharing.
Governance & Accountability	Complies with all applicable codes and requirements; and follows federal guidelines for ethical and fair business practices.
Leading Edge Care & Services	Offers a variety of programs to connect consumers with the community; education and training programs; socialization and recreation activities; fitness and wellness; resident-centered technology; and referrals to other needed programs or services.
Living Environment	Maintains a living environment that is safe, clean and appealing.

Some elements described above are elective.



**Aging Services
of Minnesota**

LEADING CHANGE ■ CHANGING LIVES

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What does it mean to earn the Confident Choices for Senior Living designation?



Confident Choices designees must meet requirements that have been developed by experienced housing-with-services providers and are based on standards of practice that truly influence the quality of a consumer's experience. Confident Choices designees must go beyond basic compliance with state and federal requirements and must have implemented specific elements that are important components of quality housing-with-services.

To receive the Confident Choices designation, a senior building must complete a detailed application describing a variety of programs and initiatives and must pass a site review by two experienced housing professionals not affiliated with the building. This site review is designed to verify that the provider meets the high standards of the Confident Choices program. The Confident Choices designation must be renewed every two years so that consumers can be assured that the building continues to be an excellent senior housing option for consumers.

Core Requirements:

- Must have current Aging Services Code of Ethics;
- On-Site Housing Manager must have at least one year experience in older adult housing services and must show commitment to on-going training and development in the field of older adult services;
- Must administer a resident (or family/responsible person) satisfaction survey (within the last year);
- Must have a current resident handbook;
- Must be in current compliance with all applicable codes and license requirements; and
- If the provider markets the building as offering a special dementia or memory care program, must follow recognized dementia care standards.

Elective Requirements:

(must meet at least five of fourteen):

- Conducts a staff satisfaction survey (within the last year);
- Offers staff education and training opportunities beyond mandatory requirements;
- Regularly monitors the outcomes of non-clinical services and programs (e.g. transportation, activities, etc.) and implements plans to improve performance and outcomes;
- Regularly monitors clinical outcomes and implements process improvements to enhance outcomes;
- Follows a corporate compliance program based on federal guidelines;
- Engages in social accountability programs, such as programs to benefit residents when they run out of funds or programs to benefit the larger community;
- Offers resident education and training programs;
- Offers regular resident meetings or care conferences;
- Has a system to refer residents to other needed programs or services;
- Offers opportunities for resident socialization and recreation;
- Offers fitness and wellness programs;
- Engages in regular resident communication;
- Makes use of resident-centered technology, such as computers with Internet access for resident use, resident monitoring systems, cognitive fitness programs, etc.
- For assisted living providers only: participates in the My InnerView Quality Profile and uses information to improve care and services.

