Quality of Life and Quality of Care

Division of Nursing Homes
§ 483.24/§ 483.25 Implementation

§ 483.24 – Quality of Life implemented November 28, 2016 (Phase 1)

§ 483.25 – Quality of Care implemented November 28, 2016, with one exception, § 483.25(m) Trauma-Informed Care, which will be effective November 28, 2019 (Phase 3)
Quality of Life (QoL) Defined

An individual’s “sense of well-being, level of satisfaction with life and feeling of self-worth and self-esteem. For nursing home residents, this includes a basic sense of satisfaction with oneself, the environment, the care received, the accomplishments of desired goals, and control over one’s life.”

Key Point: Principles of Quality of Life:

- Sense of Well-Being
- Satisfaction with Life/Oneself
- Self-Worth/Self-Esteem
- Satisfaction with environment and care
- Goals
- Control
§ 483.24 Quality of life is a fundamental principle that applies to all care and services provided to facility residents. Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, consistent with the resident’s comprehensive assessment and plan of care.

**Key Point:** Quality of Life is a basic principle that must be supported and reflected in the delivery of all care and services in the nursing home.
Regulatory Sections that Support Quality of Life

- 483.10 Resident Rights
  - Dignity and Respect
  - Planning and Implementing Care
  - Self-Determination
- 483.20 Resident Assessment
- 483.21 Comprehensive Person-Centered Care Planning
- 483.25 Quality of Care
- 483.60 Food and Nutrition
- 483.70 Administration
  - Facility Assessment

**Key Point:** Quality of Life is a fundamental principle intended to apply to all care and services provided to each resident.
How to Cite F675

Evidence that outcomes at other regulatory tags demonstrate a pervasive disregard for the principles of Quality of Life found throughout the LTC Requirements for Participation.

Key Points:

• Cumulative effect of noncompliance at other regulatory tags;
• Pervasive means through or embedded within every part of something;
• May cite relevant Quality of Care/outcome tags related to the Quality of Life issue, as appropriate, but evidence must be specific to that tag.;
• Quality of Life should be cited instead of multiple Resident Rights tags when pervasive disregard for Quality of Life is identified.
§483.25 Quality of Care – F684

§ 483.25 Quality of care

Quality of care is a fundamental principle that applies to all treatment and care provided to facility residents. Based on the comprehensive assessment of a resident, the facility must ensure that residents receive treatment and care in accordance with professional standards of practice, the comprehensive person-centered care plan, and the residents’ choices...

Key Points

• New Ftag number and Regulatory Language
• Generic tag for Quality of Care concerns without specific tag
• Retains guidance from former F309
• Removed Pain, Dementia Care, and Dialysis – Now have their own tags
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