

Quality First Programs

ResCare has helped people achieve quality and safety outcomes at home or in a homelike environment since 1974. We've long been an innovator in the safe care of individuals in need of assistance, whether it's adult support or the support of children with special needs. We're committed to industry-leading care management tools that include our Quality First approach. Here are just a few of our quality and safety program highlights.



ResCare Quality First

Culture

- ResCare has quality standards for core behaviors called STARS
- STARS standards center on safety, trust, attitude, respect and skilled training to create a culture of safety and quality
- STARS standards are reinforced through supervisory visits, home safety assessments, site reviews and Best-in-Class® quality measurement reviews
- ResCare professional expectations are defined to ensure service excellence
- Caregivers empowered to ensure safety

Training

- Caregivers receive position-specific training and skills validation through competency-based online and classroom modules
- Staff members are prepared for their roles, understand available support and are able to monitor and coach others
- Regular reviews and site visits continuously improve quality, create optimal environments and engage staff

Signature Programs

- Evaluation of each individual's living environment to ensure safety
- Includes You're Safe – I'm Safe, Food Preparation, Fall and Pneumonia Prevention, Diabetes Care and Alzheimer's/Dementia training and assessments of physical and cognitive needs

- Regular assessments conducted to evaluate the changing needs of the individuals we serve and their residential environments

Technology

- Electronic health record (EHR) technology assists in adjusting care/therapies to improve care coordination and quality
- Electronic medication management reduces missed medications and medication errors and increases data integrity, quality and accuracy
- Smart home monitoring includes over a dozen electronic devices that monitor a variety of conditions and activities and trigger alarms in emergency situations
- Personal Emergency Response Systems help detect emergency situations for caregivers and individuals we serve
- Mobile site review and communication apps are used for real-time data collection and monitoring to identify potential risks
- Apps enable consistent messaging to employees regarding quality, safety, compliance and ethics

Data Analytics

- Data and reporting tools that analyze health and safety information
- Identify areas of concern and satisfaction with services, leading to efficient, personalized care plans
- Data-driven decisions made with the use of enhanced quality index score-cards improve quality and safety outcomes for the people we serve

40 years of experience connecting people and homes to improve outcomes

ResCare has developed care management tools and programs that keep the individuals we serve safe, enhance independence, improve quality outcomes and lower health care costs. Our goal is to ensure every individual receives the right care – at the right time – in the safest environment possible.

We have taken unprecedented steps in the industry to bring new safety procedures and technologies to homes in communities across the country. We deploy prevention-focused quality measures to ensure the safety and welfare of our employees, in addition to the people we support.

Keeping people safe is what we do

Improving lives. Impacting communities. ResCare, Inc., headquartered in Louisville, Kentucky, is the largest health and human services provider in the country.

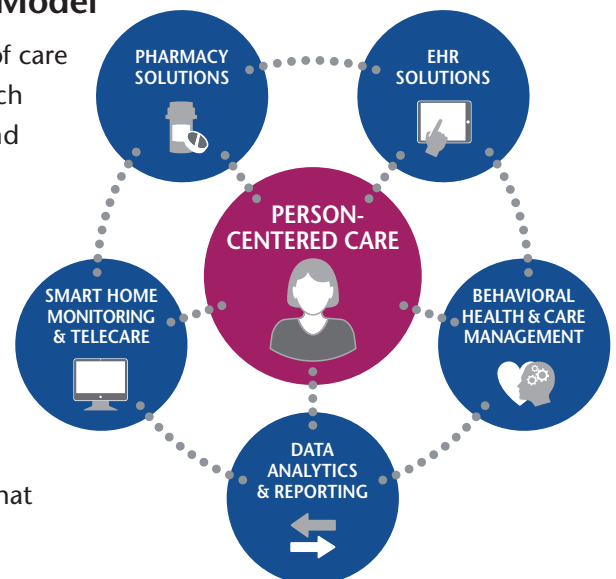
With more than 40 years of experience, ResCare offers daily living support services and in-home care, vocational training, job placement, pharmacy, rehab and behavioral health services for people of all ages and skill levels.

Our care professionals work in thousands of communities across the United States – helping more than 2 million people each year.



Cost-effective Care and Quality Outcomes Through Our Connected Home Model

Our Connected Home model of care is an industry-leading approach to achieving strong quality and compliance while also driving efficiency and cutting waste. The model includes the use of proprietary EHRs, analytics, medication management, remote monitoring, telehealth, behavioral health services and care management to create an outcome-based environment that helps people live their best life.



- HomeCare Services • Residential Services • Workforce Services
- Pharmacy Services • Behavioral Health Services • Neurocare Services

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ResCare

Helping people live their best life