

Our Commitment to Quality and Safety

ResCare's top priority is always to ensure the safety and well-being of the individuals we serve, as well as our employees and caregivers. Every day, we take care of approximately 60,000 individuals in need of assistance. Our mission is to help people live the best life possible and to live more independently each day in a home-based community setting. States, advocates, the courts and the industry believe that this personalized care environment is more effective for an individual's physical and mental well-being than living in an institutionalized setting.

We're changing the industry through our commitment to continuous quality and safety improvement, demonstrated by significant investments we've made and will continue to make in people, quality, training and technology.

To effect change that improves quality and safety, we spend approximately \$125 million per year on clinical, quality and training programs. While these investments aren't reimbursed, they pay dividends by improving the quality of life for our clients with IDD.

We're investing in technology to connect homes and people, improving quality and safety. We're creating real-time care plans that track medication adherence and other daily living activity. And we're equipping homes with emergency response devices to improve safety.

We have one of only a few pharmacies in the nation specializing in serving people with intellectual and developmental disabilities. A review of 91 unique studies reveals a nearly 20 percent error rate in medication adherence for people with IDD. The most common errors include omitted doses, medications not taken as directed, taking the wrong medicine and preparing the medicine incorrectly. This service offers pharmaceutical systems and packaging technology designed to reduce medication errors for populations under our care.

Our investment in quality speaks volumes when addressing the issue of whether a for-profit company is compatible with providing the services required by the individuals we serve in a challenging industry. While we know of no studies comparing clinical outcomes between for-profit and not-for-profit providers, we stand behind our safety record and commitment to continuous quality improvement.

We're proud of the employees who spend every day taking care of people in need of assistance. We believe we make a difference in the lives not only of the individuals we serve, but also the families and loved ones who often are not equipped to provide care themselves.

Our quality and safety goal is zero incidences related to safety or impropriety. During our history, we've provided more than 70 million days of care. That context is important when considering tragic but isolated instances over several decades of time.

We are deeply saddened by situations where an employee or client is harmed in any way. We work hard to protect the individuals we serve, and our employees are constantly improving and developing new solutions that increase safety and the quality of care delivered.

Our goal is to ensure every individual we serve receives the right care at the right time in the safest environment possible. Putting safety and quality service first is our business plan. We wouldn't be able to succeed any other way.

