

Talking points for above-average star-rated facilities:

These are some statements that can help you if you receive questions from the media, family members or residents. These are general statements, so it's a good idea to add in specifics about your own facility. Do you have a special quality improvement program that's worth highlighting? Do you have an innovative program to enhance resident quality of life? Now is the time to mention it.

We are honored to be recognized as a four- or five-star facility by the new national rating system. It has always been our mission to provide high-quality care to our residents.

Every day we work hard to give the best services possible to our residents. It's nice to be recognized with a top rating. But our real rewards are:

- Smiles or laughs from residents
- Notes that thank us for the care we give to a family member or friend.

We received a high rating because we're part of the Health Care Council of Illinois' Road to Excellence quality initiative. We're one of about 400 facilities participating. We pay special attention to pain management and pressure ulcers, for example. We know that our employees and residents benefit from our commitment to quality.

It takes a lot of work to be considered a top-performing nursing home. We always thought that our level of care ranks us among the best facilities in the state. It's great to have that confirmed with our four- or five-star rating.