



## Introducing A Path to Continuous Quality for LeadingAge Minnesota Members

Performance Excellence in Aging Services is a new program offered by LeadingAge Minnesota to:

- Help you identify and prioritize improvement opportunities in your organization;
- Implement systems to drive continuous quality improvement; and
- Recognize providers for achieving excellence.

It has been designed to be accessible, easy to integrate into your existing quality processes, and customized specifically for aging services providers in Minnesota—regardless of their services, size or setting. The program is based on the world-renowned Malcolm Baldrige Performance Excellence Framework, which takes a systems perspective to achieve results and has an estimated return on investment of 820:1.

### Benefits of joining include:

- Be at the forefront and lead our field in quality and performance excellence.
- Transform your organization into a culture of excellence.
- Improve the experience of the people your organization serves.
- Empower and engage all team members, leading to better results, customer and workplace satisfaction, and improved retention.
- Effectively use data to guide improvement efforts.
- Improve efficiency, effectiveness and financial performance.
- Meet and exceed regulatory requirements.
- Leverage your ability to maximize opportunities in the evolving marketplace.
- Enhance consumer confidence and awareness.

**Join today to transform your organization, and reap the benefits of performance excellence.**

Contact Julie Apold  
Vice President, Quality &  
Performance Excellence

651.659.1407  
japold@leadingagemn.org

*“Performance Excellence in Aging Services will give our organization a framework for continued improvement so that we are not simply changing to change, but rather improving our quality performance and enhancing service outcomes for residents and employees.”*

– ERIN HILLIGAN  
Corporate Director of Skilled Services, Ebenezer

**LeadingAge™**  
Minnesota



## Performance Excellence in Aging Services Examples of Support & Resources Available

### Education and Training

- Webinars
- On-demand Learning
- Facilitated Workshops
- Train-the-Trainer Courses
- Collaboratives
- Peer-to-Peer Learning and Sharing

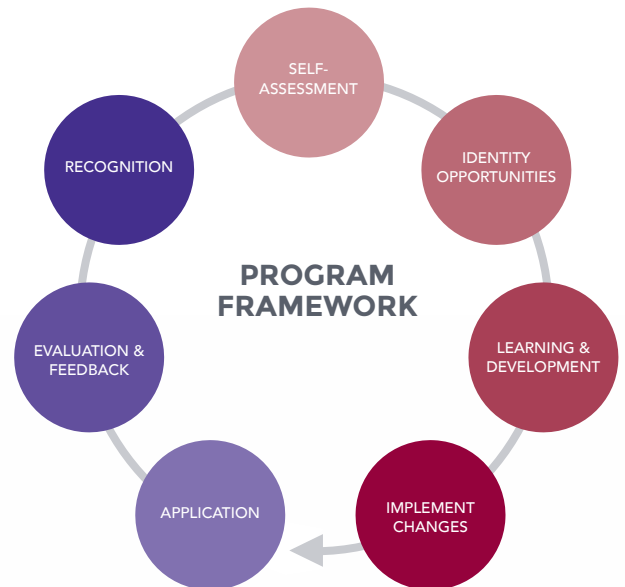
### Supporting Resources

- Sample Templates
- Best Practices and Implementation Resources
- Topic-specific Toolkits
- Evaluator Review and Written Feedback

Performance Excellence in Aging Services from LeadingAge Minnesota provides robust guidance, tools and support to advance continuous improvement and enhance performance excellence in your organization.

### Learning Approach Drives Continuous Quality

Performance Excellence in Aging Services is evidence-based, providing a cyclical process that begins with a self-assessment to identify gaps in performance excellence. Our approach provides tools, resources and expertise to effectively address gaps and elevate organizational performance, customer satisfaction and employee engagement.



### Achieve Awards of Excellence

Performance Excellence in Aging Services will recognize providers for their improvement and achievement in quality. The program features two recognition levels: Award of Merit and Award of Excellence.