

## QUALITY FIRST COVENANT

Community Health Center is a member of LeadingAge and has signed the Quality First Covenant. LeadingAge's Quality First is a philosophy of quality and a framework for earning public trust in aging services.

LeadingAge Quality First is the way in which LeadingAge and its members accept responsibility for assuring that the people they serve receive quality care and services. Quality First makes providers directly accountable for excellence and distinguishes LeadingAge members as not-for-profit aging service providers.

Community Health Center is committed to achieving excellence in the quality of care and services provided to consumers and to earning the public's trust.

Ten Elements of Quality serve as the framework for Quality First:

1. Commitment – A pledge by aging services providers across the continuum of aging services to maintain and promote ethical practices and the highest standards of quality.
2. Governance and Accountability – achieving and maintaining high standards of management and governance to improve quality consistent with our mission and values.
3. Leading-Edge Care and Services – Implementing models and practices that are based on evidence of success, represent the tradition of personal service and are adaptable to a changing society.
4. Community Involvement – Engaging in community citizenship and service – social accountability, volunteer involvement and relationship building.
5. Continuous Quality Improvement – Using CQ I methods to enhance existing programs, improve effectiveness and foster a collaborative work environment.
6. Human Resources Development – Providing training, competitive wages and benefits, and a supportive workplace environment.
7. Consumer-Friendly Information – Providing accessible and understandable information for older adults, families and caregivers.
8. Consumer Participation – Engaging residents, family members, and other consumers in care and services.
9. Research Findings and Education – Using and sharing the latest research findings to improve care and services for older adults.
10. Public Trust and Consumer Confidence – Committing to a policy of outreach, openness and authenticity to increase public understanding of quality aging services and earn the trust of the people we serve and their families – as well as the media, the public and policymakers.