



**National Alliance
for Care at Home**

allianceforcareathome.org

Quality Connections FAQ

What is Quality Connections?

Quality Connections is a national program designed to support care at home providers in delivering high-quality, person-centered care. The program's goals are to enhance the knowledge and skills of care at home staff through education, tools, resources, and opportunities for engagement and interaction among care at home professionals.

QC is an educational program that encourages participants to achieve milestones through education, application, performance measurement, and innovation activities. These activities are intended to promote an understanding of performance improvement, high-quality care delivery, and service excellence among the full care at home team. QC is not an accreditation or certification. Participants are not required to demonstrate competence in care delivery, nor does the Alliance assess or validate the care provided by participating organizations.

How is the program structured?

The QC program contains four pillars: education, application, measurement, and innovation. Each pillar contains activities that contribute to continuous quality improvement. An organization must complete a minimum of four activities within each pillar during the year to complete the program.

Beginning in the 2025 program year, QC participation will be measured annually rather than quarterly, based on program year dates. This change reduces the pressure for organizations to complete activities within program quarters, allowing teams to plan education and performance improvement activities throughout the year based on their organization's needs.

While QC was originally designed to support hospice and palliative care providers, its content will expand throughout 2025 to include more activities applicable to each of the Alliance's service lines.

How much does it cost to participate in QC?

The QC program is a benefit of the Alliance membership. All Alliance member organizations can participate at no additional cost.

What is expected of a QC participant?

QC participants are encouraged to achieve milestones by participating in education, application, performance measurement, and innovation activities that promote performance improvement, high-quality care delivery, and service excellence.

How do we get started?

It's easy! Beginning in the 2025 program year, any member of your staff can access the Quality Connections portal using their Alliance login and password. Organizations will no longer log in using a dedicated QC email account – participation will be based on Alliance member logins.

QC follows a program year, typically operating spring through winter. Your organization can begin QC at any time.

New users are encouraged to start with the Foundations activity group. Foundations is a collection of four activities – one from each QC pillar – designed to introduce participants to the program structure and provide a sample of the type of content available. The completion of activities in Foundations will count toward progress in each pillar!



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How are organizations recognized for their participation in QC?

Participating organizations who achieve at least one ring will be highlighted in Alliance communications including email, social media, conference communications, and industry newsletters.

My organization has several locations. Does each location need to independently complete QC activities, or can we receive credit for each location for activities completed at the corporate level?

Quality Connections activities are designed to engage the entire interdisciplinary team. While the Alliance recognizes that some organizations follow a corporate QAPI structure, each site or location must complete QC activities independently in order to receive credit.

Although activities may be administered or organized at the corporate level, staff at each location should complete them to ensure that program goals for enhancing knowledge and skills among care at home staff are met.

Each staff member is tied to a specific location through their Alliance login. If your organization has multiple sites, staff members will be able to access the QC account associated with their designated location.

QC ring achievement is based on the activities of each location. Locations within a multisite organization may have varying ring achievement levels at the end of the program year. Each location will receive marketing materials corresponding to its achievement.

Who completes activities in the QC program?

Beginning in the 2025 program year, every member of your team can log in to the QC portal to complete activities using their Alliance login and password. Organizations will no longer log in using a dedicated QC email account – participation will be based on Alliance member logins. This change makes it easier for organizations to ensure the full team benefits from the educational activities found in Quality Connections.

I have additional questions. Does the Alliance offer individualized support?

Absolutely. Members should reach out to qualityconnections@allianceforcareathome.org with any questions. The Alliance team is happy to schedule a detailed walkthrough of the portal, address specific questions, or provide general support as needed.



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