

NC NOVA is a voluntary

special license awarded to adult care homes, home care agencies and nursing facilities that meet rigorous workplace standards for their direct care workers.

Successful applicants receive a special state license, over and above their operating license, designating them as NC NOVA providers committed to the idea that better jobs mean better care.

NC NOVA designation requires an in-depth, independent review by The Carolinas Center for Medical Excellence:

1. Providers submit an application to show they have met NC NOVA's rigorous, optional guidelines for improving their workplace
2. The application is reviewed and, if it is in order, a site visit is scheduled.
3. Confidential, on-site interviews are conducted with direct care workers and other staff.
4. The Carolinas Center for Medical Excellence makes its determination,
5. If the provider meets the high standards, the N.C. Division of Facilities Services issues an NC NOVA license.

Any licensed provider in good standing may apply for NC NOVA licensure. By taking the extra steps to achieve NC NOVA designation, providers are working to keep a highly trained, effective and satisfied workforce providing better care.

NC NOVA was created

under a \$1.2-million Better Jobs Better Care demonstration grant from The Robert Wood Johnson Foundation and The Atlantic Philanthropies to the N.C. Foundation for Advanced Health Programs. The North Carolina General Assembly adopted the program in July 2006. A diverse team of partners developed North Carolina's innovative program and will monitor its progress:

- ▲ Association for Home & Hospice Care of North Carolina
- ▲ Direct Care Workers Association of North Carolina
- ▲ Duke University Gerontological Nursing Specialty Program
- ▲ Harnett Manor, Lillington
- ▲ North Carolina Assisted Living Association
- ▲ North Carolina Association, Long-Term Care Facilities
- ▲ North Carolina Association of Non-Profit Homes for the Aging
- ▲ North Carolina Department of Health and Human Services
- ▲ North Carolina Friends of Residents in Long-Term Care
- ▲ North Carolina Health Care Facilities Association
- ▲ North Carolina Institute on Aging, UNC-Chapel Hill
- ▲ The Carolinas Center for Medical Excellence

The Paraprofessional Healthcare Institute of New York provided technical assistance to help guide the creation of NC NOVA.



N.C. Department of Health and Human Services
10,000 copies of this public document were
printed at a cost of \$754.60 or \$.075 per copy. 2/07

RAISING THE BAR in LONG-TERM CARE



Recognizing workplace
accomplishments of
Home Care Agencies,
Adult Care Homes and
Nursing Facilities

NC NOVA: A VISION FOR THE FUTURE

The scene is a familiar one across North Carolina: Despite their very best efforts, family members painfully conclude that they can no longer provide some or all the long-term care that a loved one needs.

With NC NOVA, a new state program, families can select long-term care providers that have chosen to meet higher standards by investing in their frontline caregivers.

NOVA providers have:

- ▲ A well-trained, satisfied and stable direct care workforce helping families by caring for their loved ones
- ▲ Improved continuity of care with lower turnover of quality direct care workers
- ▲ Strengthened relationships among workers, residents, families and management
- ▲ Improved workplace environment, staff relationships and job satisfaction
- ▲ Opportunities for staff to enhance their skills and advance their careers
- ▲ A stable, quality direct care workforce available now and for the future

RAISING THE BAR IN LONG-TERM CARE

NC NOVA is a special state license that recognizes long-term care employers that take extra steps to support their workers on the job.

NC Nova covers a comprehensive set of interventions for changing workplace culture, from how managers are trained, to how their workers are empowered.

NC NOVA licensure tells families this provider has met higher workforce standards designed to keep a well-trained, effective and satisfied team of quality caregivers.

BETTER JOBS HELP MAKE BETTER CARE

Direct care workers are the backbone of long-term care. Many providers have adopted strategies to boost the recruitment and retention of a quality workforce.

NC NOVA is built around the idea that improving workplace culture will not only help providers to recruit and retain quality direct care workers, but it also will improve the care that these workers provide.

By embracing NC NOVA, providers can:

- ▲ Reduce staff turnover and burnout
- ▲ Improve worker morale and job satisfaction
- ▲ Successfully recruit workers who are committed to quality care
- ▲ Demonstrate their commitment to keeping a well-trained, effective and satisfied team of quality caregivers.

For more information about NC NOVA, visit the web at: www.ncnova.org
or call N.C. CARE-LINE:
1-800-662-7030 (English/Spanish)
1-877-452-2514 (TTY)