

## 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.

NC NOVA created uniform guidelines across all long-term care settings. The guidelines spell out the criteria, evidence and outcomes expected in these areas:

- ▲ Supportive workplaces
- ▲ Balanced workloads
- ▲ Training
- ▲ Career development

Any licensed long-term care provider in good standing may seek NC NOVA licensure designation. The process has these steps:

1. Providers submit documentation to show that they meet NC NOVA's rigorous, optional standards.
2. The Carolinas Center for Medical Excellence reviews the application and, if in order, schedules a site visit.
3. Direct care workers and other staff have confidential, on-site interviews.
4. The Carolinas Center for Medical Excellence makes its determination.
5. N.C. Division of Facilities Services issues an NC NOVA license, which is good for two years.

More information about NC NOVA is available from the statewide long-term care provider associations or The Carolinas Center for Medical Excellence.

Applications are found online at [www.thecarolinascenter.org](http://www.thecarolinascenter.org).

## 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.

# RAISING THE BAR in LONG-TERM CARE



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



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## 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.

NC NOVA is a new state program that families and workers alike can use to identify long-term care providers that voluntarily meet higher standards for investing in the training and job satisfaction of frontline caregivers.

### The Benefits:

- ▲ Improved workplace environment, staff relationships and job satisfaction
- ▲ Improved retention of quality direct care workers providing better care
- ▲ Stable, satisfied and well-trained direct care workforce to provide needed care across all long-term care settings
- ▲ Opportunities for personal and professional growth among staff
- ▲ Creation of a team environment to deliver better care
- ▲ Greater satisfaction among residents, clients and their families

## RAISING THE BAR IN LONG-TERM CARE

*NC NOVA is a special state license recognizing long-term care employers that meet higher standards to support their workers on the job.*

*NC NOVA is a set of comprehensive strategies to change workplace culture.*

*NC NOVA licensure tells families this provider is taking steps to keep a highly trained, effective and satisfied team of quality workers who will provide better care.*

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

NC NOVA is endorsed by the Association for Home & Hospice Care of North Carolina; North Carolina Assisted Living Association; North Carolina Association, Long-Term Care Facilities; North Carolina Association of Non-Profit Homes for the Aging; and North Carolina Health Care Facilities Association.

## BETTER JOBS HELP MAKE BETTER CARE

Direct care workers are the backbone of long-term care, and 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
- ▲ Successfully recruit workers who are committed to quality care
- ▲ Show family members that there are real differences among providers

It is the intent of NC NOVA to result in higher reimbursement for providers that attain the special license.

The Division of Facility Services is excited to be a part of the NC NOVA program. We believe the program has great potential to encourage long-term care providers to take the care and services they provide to the next level and show the public they are doing so with the special licensing designation.

— Jeff Horton, DFS-COO