



RAISING THE BAR IN

- ▲ Home Care Agencies
- ▲ Adult Care Homes
- ▲ Nursing Facilities

What is NC NOVA?

NC NOVA is a special state license awarded to home care agencies, adult care homes and nursing facilities that voluntarily meet higher standards to support their direct care workers on the job. NC NOVA is the first program of its kind in the United States.

Who are direct care workers?

Direct care workers are nurse aides, personal care attendants and other unlicensed paraprofessionals who give some or all of the loving care that a person's family can no longer provide every day.

Why was NC NOVA created?

Direct care workers provide 90 percent of the hands-on long-term care delivered in North Carolina. NC NOVA was created to help long-term care employers find and keep quality direct care workers to meet current and future demand.

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How does NC NOVA matter?

The NC NOVA license says this provider meets higher standards to keep a well-trained, effective and satisfied team of quality caregivers. It's good for loved ones when satisfied workers stay on the job longer. Care outcomes are enhanced when there is a consistent care provider.

How does NC NOVA work?

First, an employer seeks to achieve NC NOVA's rigorous but voluntary standards for workplace culture. Then the Carolinas Center for Medical Excellence conducts an independent review to see if the employer has met the standards. If it has, the N.C. Division of Facilities Services issues the special NC NOVA license.

What is workplace culture?

Workplace culture covers such areas as training managers to supervise their workers and empowering workers to find ways of providing better care.

How was NC NOVA created?

The N.C. Foundation for Advanced Health Programs developed NC NOVA using a grant from The Robert Wood Johnson Foundation and The Atlantic Philanthropies. The North Carolina General Assembly passed the law creating NC NOVA in July 2006.

Who supports NC NOVA?

Consumers, direct care workers, employers, researchers and state officials are among the many supporters of NC NOVA.

How can I learn more?

Go to www.ncnova.org or call CARE-LINE at 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (TTY).

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