

Quality Assurance and Performance Improvement is everyone's responsibility. Any St. Luke Lutheran staff member may submit concerns involving quality of care or quality of life to the Quality Assurance Performance Improvement Committee. In addition, Staff can contact the Nursing Home Administrator, the Director of Nursing, Environmental Services Director, the Corporate Director of Human Resources or the Resident Life Director as well as their immediate supervisor. Concerns can be submitted verbally or in writing. Unfortunately, concerns submitted anonymously cannot not be acknowledged.