

**I. Why Certification**

**A. Stakeholders**

**B. Our Homes**

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**II. Background**

**A. PDC Defined**

**B. Finding Culture Change**

**C. ABCM Corporation**

**D. Authenticity/Credibility**

**III. The Journey Begins**

**A. Steering Team**

**B. Core Values**

1. *Shared Vision*

2. *Individualized Lifestyle*

3. *Relationships*

4. *Empowerment*

5. *Homelike Environment*

6. *Lifelong Learning*

7. *Customer Service*

8. *Positive Work Environment*

**C. Standards & Benchmarks**

**IV. Program Parameters**

**A. Measuring a Culture**

**B. Supporting Evidence**

**C. Certification Specifics**

*1. Reviewers*

*2. Timelines*

*3. Amendments/Appeals*

*4. Length of Certification*

*5. Awards*

*6. Recertification*

*7. Resources*

**V. The Homes' Journeys**

**A. Time & Resources**

**B. PDC Coordinator  
& Steering Team**

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**VI. ABCM Outcomes**

**A. Nursing Home Compare**

**B. Resident Satisfaction**

**C. Employee Satisfaction**

**VII. Developing Your Own Certification Program**

**A. Commitment**

**B. Program Development**

*1. Steering Team*

*2. Core Values*

*3. Standards*

*4. Benchmarks*

*5. Measurements*

*6. Measurement Tools*

*7. Amendments/Appeals*

*8. Time Frames*

*9. Review Process*

*10. Award*

**VII. Developing Your Own Certification Program (cont.)**

**C. Tools**

*1. Guidelines*

*2. Resources*

**D. Home's Certification**

*1. Coordinator*

*2. Steering Team*

*3. QAPI*

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**VIII. Conclusion**