



LeadingAge Transparency Principles

Transparency in aging services is essential to building trust and ensuring quality. Our transparency principles reflect our vision for an America that values older adults and those who serve them. LeadingAge has developed these principles to guide our members and uphold the association's mission, focusing on key areas such as ownership, pricing, accountability, quality, and access. These principles are intended for diverse audiences, including policymakers, consumers, the public, other associations, and members, distinguishing LeadingAge in the field.

By implementing these transparency principles throughout the continuum of aging services, LeadingAge seeks to foster trust and create a comprehensive framework that prioritizes the well-being of older adults.

- Aging services providers should offer clear, realistic, upfront, explanations of the cost of housing, care, and services. They should communicate when, why, and how those costs could change so older adults and their families fully understand financial implications when selecting a provider.
- Aging services providers should offer information regarding their owners, operators, and management to help older adults, their families, and other stakeholders understand potential connections to other providers, including through partnerships.
- Aging services providers should offer results of federal, state, and local quality assessments, as well as physical and management inspections to provide transparency regarding the quality of their services.
- Aging services healthcare providers should offer information on staffing, health outcomes, and patient/resident satisfaction to help consumers make informed choices.
- Aging services providers should establish regular channels for consumers to provide feedback and report concerns, with a commitment to responding and addressing issues promptly.

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