

American Association for Elder Care

RATING METHODOLOGY WHITE PAPER

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1. Executive Summary

The American Association for Elder Care is dedicated to advancing the quality of elder-care services through a scientific, fair, and transparent evaluation framework. This white paper outlines the rating methodology and data framework designed to foster public understanding and trust in the evaluation system. The rating system integrates Artificial Intelligence (AI) analytics with expert human review to ensure both objectivity and precision.

2. Data Sources and AI Integration

The rating framework draws upon multiple data sources, including facility-submitted materials, public government databases (such as healthcare and compliance records), resident and family feedback, and both on-site and remote verification data. AI technologies perform OCR recognition, semantic extraction, structured data comparison, and anomaly detection to identify key quality signals efficiently. The AI engine handles the initial scoring and trend analysis, while expert reviewers validate outliers or ambiguous data points to maintain the reliability and integrity of all assessments.

3. Rating Framework and Weighting

The American Association for Elder Care rating model is organized into seven scored dimensions (A–G) and one extended, unscored checklist (H):

- A. Health Monitoring & Testing (Weight 25%)
- B. Care Quality & Staffing (Weight 20%)
- C. Safety Systems & Emergency Response (Weight 15%)
- D. Resident & Family Experience (Weight 15%)
- E. Compliance & Training (Weight 10%)
- F. Innovation & Technology (Weight 10%)
- G. Financial Transparency & Social Responsibility (Weight 5%)
- H. Extended Best-Practices Checklist (Unscored)

Each dimension contains detailed measurable indicators—totaling 167 items in the full form—rated through Yes/No and quantitative metrics for objective evaluation.

4. Scoring and Validation Process

The AI scoring system automatically processes the 167-item form to compute dimensional scores and an overall weighted total. The resulting score is converted into a star rating (★–★★★★★) and a grade label (Outstanding, Excellent, Good, Fair, etc.). Following AI computation, the expert review team investigates anomalies, low-confidence data, and any complaint-triggered items. Facilities may be asked to provide additional evidence or participate in remote/on-site revalidation.

Final results undergo a quality assurance review before publication in the American Association for Elder Care National Registry System.

5. Transparency, Re-Rating, and Complaint Mechanism

To ensure fairness and accountability, the Association maintains an open re-rating and complaint mechanism:

1. Any facility may request re-rating by submitting an updated 167-item form with new evidence;
2. Specific item-level disputes may be filed as complaints with supporting documentation;
3. All review and audit results are recorded and may trigger subsequent AI and expert reanalysis.

6. Ethics, Privacy, and Data Security

The American Association for Elder Care prioritizes privacy protection and ethical compliance in every stage of the evaluation. All processes adhere to U.S. privacy regulations, including HIPAA, and are aligned with international frameworks such as GDPR.

All facility data are encrypted and stored securely, accessible only for evaluation purposes. The AI algorithms undergo continuous bias correction and fairness validation to prevent distortion of results by geographic, financial, or operational factors.

7. Conclusion

The American Association for Elder Care rating methodology represents a data-driven model of professional self-regulation in the elder-care industry. By combining AI-

based analytics with expert human judgment, the framework delivers measurable, evidence-based evaluations that support transparency and continuous improvement. This white paper will be periodically revised to reflect updates in technology, policy, and evaluation standards.