



AHCA/NCAL NATIONAL QUALITY AWARDS 2017 RECIPIENTS

The American Health Care Association/National Center for Assisted Living is proud to announce the companies that have earned AHCA/NCAL National Quality Awards in the Silver—Achievement in Quality and Bronze—Commitment to Quality categories. At press time, recipients of the Gold—Excellence in Quality Award had not yet been announced. Gold award recipients will be honored in *Provider's* November issue.



Silver recipient Life Care Center of Wayneville, Mo.



SILVER

Applicants who receive the Silver award provide an extensive assessment of their systematic approaches, performance measures, and sustainable organizational and process results that are linked to the key customer requirements, success factors, and challenges the applicants previously identified in earning the Bronze award.



BRONZE

Applicants who receive the Bronze award are able to describe their vision and mission, outline plans to improve processes within their communities, identify key challenges, and recognize the relationship of these factors with their ability to achieve performance improvement.

2017 AHCA/NCAL NATIONAL QUALITY AWARDS



SILVER

ACHIEVEMENT IN QUALITY



ALABAMA

Burns Nursing Home

ARIZONA

Prestige Assisted Living at Claremont

ARKANSAS

The Crossing at Riverside Health and Rehabilitation

CALIFORNIA

ACC Care Center
Arbor Rehabilitation & Nursing Center
Carmel Mountain Rehabilitation & Healthcare Center
Prestige Assisted Living at Lancaster
Sunrise Assisted Living of Fair Oaks
The Carlisle
Vista Pacifica Center



COLORADO

Brookside Inn
E. Dene Moore Care Center

DELAWARE

Genesis HealthCare Lofland Park Center

DISTRICT OF COLUMBIA

Carroll Manor Nursing and Rehabilitation Center

FLORIDA

Adventist Care Center Courtland
Bayside Health and Rehab
Chautauqua Rehabilitation and Nursing Center
Citrus Hills Health & Rehabilitation Center
Commons at Orlando Lutheran Towers
East Orlando Health & Rehab Center



Silver recipient Summer Hill Assisted Living, Wash.

Grand Boulevard Health and Rehabilitation Center
Hialeah Shores Nursing and Rehabilitation Center
Hunters Creek Nursing and Rehab Center
Lake Mary Health and Rehabilitation Center
Life Care Center of Melbourne
Life Care Center of Palm Bay
Longwood Health and Rehabilitation Center
North Rehabilitation Center
Okeechobee Health Care Facility
Opis Island Lake Center
Orange City Nursing and Rehab Center
Orchard Ridge, Genesis HealthCare
Palm Garden of Clearwater
Palm Garden of Largo
Palm Garden of Ocala
Palm Garden of Pinellas
Palm Garden Sun City
Panama City Health and Rehabilitation
Park Summit
Sabal Palms Healthcare Center
Signature Healthcare at The Courtyard
Sunset Lake Health and Rehabilitation Center
The Forum at Deer Creek

The Lodge Health and Rehabilitation Center
The Rehabilitation Center of Winter Park
The Rohr Home
Wavecrest Health and Rehabilitation Center
West Bay Center of Tampa
West Gables Health Care Center
Westchester Gardens Rehabilitation Care Center
Whispering Oaks
Wood Lake Nursing and Rehabilitation

GEORGIA

Bolingreen Health and Rehabilitation
Brighton Gardens of Dunwoody
Eagle Health & Rehabilitation
Fort Gaines Health and Rehab
Fort Valley Health and Rehab.
GraceMore
Heritage Inn of Barnesville
Lillian Carter Health and Rehabilitation
Lynn Haven Health & Rehabilitation
Magnolia Manor of Marion County
Scepter Rehabilitation and Healthcare Center
The Center for Advanced Rehab at Social Circle

IDAHO

Prestige Assisted Living at Autumn Wind

ILLINOIS

Sunrise of Gurnee

INDIANA

American Village
Ashton Creek Health and Rehab
Bethlehem Woods Nursing and Rehabilitation
Homeview Center of Franklin
Willowdale Village

IOWA

Bedford Specialty Care
Crestview Specialty Care
Maple Heights
Sibley Specialty Care
The Kensington

KANSAS

Galena Nursing Center

LOUISIANA

Autumn Leaves Nursing & Rehabilitation Center
Forest Haven Nursing & Rehabilitation Center
Garden Park Nursing and Rehabilitation

Silver awards are available to previous Bronze earners that markedly placed their earlier established vision statements into common practice.

2017 AHCA/NCAL NATIONAL QUALITY AWARDS

Hilltop Nursing & Rehabilitation Center
New Iberia Manor North
Plantation Manor Nursing and Rehabilitation Center

MAINE

Hawthorne House
Marshall Healthcare Facility

MARYLAND

Brinton Woods Post Acute Care Center
Charlotte Hall Veterans Home
Cherry Lane Nursing Center
Maplewood Park Place
Sunrise of Severna Park

MASSACHUSETTS

Bourne Manor Extended Care Facility
Brudnick Center for Living
Buckley HealthCare Center
Chelsea Jewish Nursing Home
Hillcrest Commons
Holden Rehabilitation & Skilled Nursing Center
Sarah S. Brayton Nursing Center
Sunny Acres Nursing and Rehabilitation Center
Wingate at Norton

MICHIGAN

Alpha Manor Nursing
Belle Oakes Assisted Living Center
Camelot Hall
Christian Park Village
Grayling Nursing and Rehabilitation
Hartford Nursing and Rehab
Hickory Ridge of Temperance
Metron of Cedar Springs
Regency at Grand Blanc
Regency Heights Detroit

MINNESOTA

Country View Senior Living Community
Good Samaritan Society – Specialty Care Community
Koda Living Community
Minnesota Masonic Home Care Center
St. Crispin Living Community
The Villa at Osseo

MISSISSIPPI

Bedford Care Center of Hattiesburg

MISSOURI

Life Care Center of Carrollton
Life Care Center of Waynesville
Nazareth Living Center
The Manor at Elfindale

MONTANA

Cedar Wood Healthcare Community
The Villa Assisted Living
Westpark Village Senior Living Community

NEBRASKA

Brookefield Park
Good Samaritan Society – Linden View Assisted Living
Heritage of Bel-Air
Stone Hearth Estates
The Landing at Williamsburg Village
Villa Assisted Living

NEW HAMPSHIRE

Crestwood Center
Laconia Rehabilitation Center
Genesis HealthCare
Mount Carmel Rehabilitation & Nursing Center

NEW JERSEY

Arbors Care Center
Aspen Hills Healthcare Center

Bridgeway Care and Rehabilitation Center at Hillsborough
Christian Health Care Center
Leisure Park
Seacrest Village

NEW MEXICO

CARC

NEW YORK

Alpine Rehabilitation and Nursing Center
Carillon Nursing and Rehabilitation Center
Elderwood at Waverly
Kingsway Manor Assisted Living
Middletown Park Rehabilitation & HCC
Somers Manor Rehabilitation and Nursing Center
Sunrise of Holbrook

NORTH CAROLINA

Brian Center Southpoint
Liberty Commons Nursing and Rehabilitation Center of Columbus County
Liberty Commons Nursing and Rehabilitation Center of Rowan County
Maple Leaf Health Care
Westfield Rehabilitation and Health Center

NORTH DAKOTA

Sheyenne Care Center

OHIO

Altercare of Canal Winchester
Altercare of Wadsworth
Cloverbrook Health Care Pavilion
Harmar Place
Hennis Care Centre of Bolivar
Logan Acres Senior Community
Parkview Care Center
Patriot Ridge Community
Smithville Western Care Center
Transitional Living Centers
Welcome Nursing Home

OKLAHOMA

Meridian Nursing Home

OREGON

Coast Fork Nursing Center
Creswell Health and Rehabilitation Center
West Hills Village

PENNSYLVANIA

Attleboro Nursing & Rehabilitation Center
Schuylkill Center

Somerton Center, Genesis HealthCare
Sunrise of Dresher
Sunrise of Paoli
Sunrise Senior Living of Presque Isle Bay

RHODE ISLAND

Elderwood of Scallop Shell at Wakefield

SOUTH CAROLINA

NHC Healthcare Clinton
NHC HealthCare Mauldin

SOUTH DAKOTA

David M. Dorsett Healthcare Community
The Inn on Westport

TENNESSEE

Gallatin Center for Rehabilitation and Healing
Shannondale Health Care Center
The Heritage Center
Woodcrest at Blakeford

TEXAS

Riverside Nursing and Rehab Center

UTAH

Bella Terra – Cedar City
Mission at Community Living Rehabilitation & Assisted Living
Uintah Basin Rehabilitation and Senior Villa

VIRGINIA

Heritage Hall – Clintwood
Heritage Hall – Front Royal
Heritage Hall – Grundy
Sunrise of Leesburg
Sunrise of Springfield
The Orchard

WASHINGTON

Prestige Assisted Living at Hazel Dell
Puyallup Nursing & Rehabilitation
Summer Hill Assisted Living

WEST VIRGINIA

Teays Valley Center

WISCONSIN

Frederic Nursing & Rehabilitation
Grand View Care Center

WYOMING

Rawlins Rehabilitation and Wellness

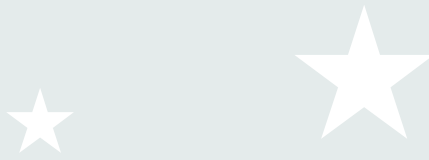


Silver recipient Opus Island Lake Center, Fla.

2017 AHCA/NCAL NATIONAL QUALITY AWARDS



BRONZE COMMITMENT TO QUALITY



ALABAMA

Birmingham Nursing and Rehabilitation Center East
Diversicare of Montgomery
Florence Nursing and Rehabilitation Center
Marshall Manor Nursing and Rehabilitation Center
Mobile Nursing and Rehabilitation Center
Montgomery Children's Specialty Center
NHC Healthcare Moulton
North Hill Nursing and Rehabilitation Center
South Hampton Nursing and Rehabilitation

ARIZONA

Copper Village
Encanto Palms Assisted Living
Immanuel Campus of Care
The Peaks Health and Rehabilitation Center
The Peaks Senior Living Community
Vi at Silverstone

ARKANSAS

Southridge Village Assisted Living – Cabot
Twin Rivers Health and Rehabilitation

CALIFORNIA

Alamitos West Health Care Center
Ararat Nursing Facility
Bel Vista Healthcare Center
Clear View Convalescent Center
Clear View Sanitarium
Prestige Assisted Living at Visalia
Stollwood Convalescent Hospital
The Cove at La Jolla
Villa Valencia
Windsor Gardens Care Center of Hayward

COLORADO

Amberwood Court Rehabilitation and Care Community
Cherry Creek Nursing Center
Cottonwood Care Center
Fairacres Manor
Larchwood Inns Skilled Nursing Center
Springs Village

CONNECTICUT

Beechwood
Chestelm Health & Rehabilitation Center
Farmington Rehab
Newington Rapid Recovery Rehab Center

DELAWARE

Sunrise of Wilmington

DISTRICT OF COLUMBIA

Sunrise on Connecticut Avenue

FLORIDA

Alexander Sandy Ninger State Veteran's Nursing Home
Brighton Gardens of Boca Raton
Brooks Bartram Crossing
Brooks Bartram Lakes
Broward Nursing & Rehabilitation Center
Clifford Chester Sims State Veterans Nursing Home
Community Convalescent Center
Consulate Health Care of Port Charlotte
Diamond Ridge Health and Rehab. Center
Douglas T. Jacobson State Veterans' Nursing Home
Emory L. Bennett Veterans Nursing Home
Evans Health Care Center
Fort Lauderdale Health & Rehab
Glades West Rehabilitation and Nursing Center
Hazel Cypen Tower
Northbrook Health and Rehabilitation Center
Northlake Care Center
Ocean View Nursing & Rehabilitation Center
Palmetto Care Center Palms Rehabilitation and Nursing Center
Plantation Nursing & Rehabilitation Center
Robert H. Jenkins, Jr. Veterans' Domiciliary Home of Florida
Sandalwood Nursing Center
Sandy Ridge Health and Rehabilitation
Sinai Plaza Nursing & Rehab
Southern Lifestyle Senior Living Center
Southern Oaks Care Center



Silver awardee Hickory Ridge of Temperance, Mich.

Springtree Rehabilitation and Health Care Center
Stratford Court of Boca Raton
Tamarac Rehabilitation & Health Center
Terraces of Lake Worth Care Center
Tuscany villa
University Plaza Rehabilitation and Nursing Center
Villages Rehab and Nursing Center

GEORGIA

Ansley Park Health and Rehabilitation
Appling Nursing and Rehabilitation Pavilion
Avalon Health & Rehabilitation
Brentwood Health and Rehabilitation
Cherry Blossom Health and Rehabilitation
Church Home Rehabilitation and Healthcare
High Shoals Health and Rehabilitation
Jonesboro Assisted Living Center
Jonesboro Nursing and Rehabilitation Center

Lake City Nursing and Rehabilitation Center
Magnolia Manor of St. Mary's
Magnolia Manor of St. Simons Assisted Living
Newnan Health and Rehabilitation
NHC HealthCare, Fort Oglethorpe
Oakview Health and Rehabilitation
Oconee Health and Rehabilitation
PruittHealth – Augusta

HAWAII

Kahala Senior Living Community

IDAHO

The Cottages

ILLINOIS

Ambassador Nursing and Rehabilitation
Astoria Place Living & Rehab Center
Brighton Gardens of St. Charles
Burgess Square Healthcare and Rehab Centre
Calhoun Nursing and Rehabilitation Center
Dixon Rehabilitation & Health Care Center

2017 AHCA/NCAL NATIONAL QUALITY AWARDS

Bronze recipients are able to describe their vision and mission and outline plans to improve processes within their communities.

Granite Nursing and Rehabilitation Center
Hamilton Memorial Rehab & Health Care Center
Lakeview Rehabilitation and Nursing Center
Resthave Home SNF
Southpoint Nursing & Rehabilitation Center
Sunrise of Park Ridge
Sunrise of Schaumburg
Sunrise Senior Living of Barrington
Sunrise Senior Living of Bloomingdale
The Grove Evanston

INDIANA

Albany Health and Rehabilitation
Bethel Pointe Health & Rehab
Brownsburg Meadows
Clinton Gardens
Fairway Village
Forum at the Crossing
Lowell Healthcare
Meadowood
North Park Nursing Center
Randolph Nursing and Rehabilitation
Rosewalk Village at Indianapolis
Sanders Glen
Springhill Village
The Laurels of DeKalb
The Waters of New Castle
The Waters of Rising Sun
Washington Healthcare Center
Westview Nursing and Rehabilitation Center

IOWA

Accura Healthcare of Baxter
Accura Healthcare of Cherokee
Accura Healthcare of Newton East
Accura Healthcare of Newton West
Accura Healthcare of Pomeroy
Avoca Lodge Assisted Living
Belle Plaine Specialty Care
Centerville Specialty Care
Chautauqua Guest Home #2
Dunlap Specialty Care
Good Samaritan Society – Manson
Good Samaritan Society Timber Ridge Assisted Living
Homestead of Creston
Homestead of Mason City
IOOF Home and Community Therapy Center
Kingsley Specialty Care
Lyon Specialty Care
Premier Estates of Toledo
Southridge Specialty Care
Sunnycrest Nursing Center

KANSAS

Brandon Woods at Alvarado
Derby Assisted Living
Family Health and Rehabilitation Center
Parkview Heights Skilled Nursing & Rehabilitation
Reeds Cove Health & Rehabilitation
Rose Estates Assisted Living Community
Stratford Commons Memory Care Community
The Atriums Senior Living Community
Victory Hills
Yates Center Health and Rehab

KENTUCKY

Barbourville Health & Rehabilitation Center
Gallatin Nursing and Rehab
Greenwood Nursing and Rehabilitation
Nazareth Home – Clifton
New Castle Nursing & Rehab
Providence Richwood

LOUISIANA

Bernice Nursing and Rehabilitation Center
Chateau Terrebonne Health Care
Cypress Point Nursing and Rehabilitation Center
Greenbriar Community Care Center
Guest House of Slidell
Heritage Healthcare Center
Jo Ellen Smith Living Center
Lacombe Nursing & Rehab Centre
Pilgrim Manor Rehabilitation

Rayne Guest Home
Ridgecrest Community Care Center
Ringeruisiana
Ringgold Nursing and Rehabilitation Center
Riverbend Nursing and Rehabilitation Center
Riviere de Soleil
The Columns Community Care Center
Tioga Community Care Center
Whispering Pines Community Care Center
Willow Ridge Nursing and Rehabilitation Center

MAINE

Clover Health Care
Cove's Edge
Portland Center for Assisted Living
Woodlawn Rehab and Nursing Center

MARYLAND

Forest Hill Health & Rehabilitation Center
Hebrew Home of Greater Washington
Landow House
ManorCare Health Service Largo

MASSACHUSETTS

Bay Path Rehab and Nursing Center
Beaumont of Worcester
Beaumont Rehabilitation & Skilled Nursing Center Natick
Brighton House Rehabilitation and Nursing Center
Colonial Rehab & Nursing Center
Elizabeth Seton Residence
Harbor House Rehab and Nursing Center
John Scott House Rehabilitation & Nursing Center
Leonard Florence Center for Living
Life Care Center of the South Shore
Merrimack Valley Health Center
Stone Rehabilitation and Senior Living
The Pavilion Rehabilitation and Nursing Center
Whitney Place at Westborough
Worcester Health Center

MICHIGAN

Belle Fountain Nursing & Rehabilitation Center
Brighton Gardens of Northville
Father Murray Nursing & Rehabilitation Centre
Genesee Care Center
Hillcrest Nursing & Rehabilitation
Lakeview Assisted Living

Laurels of Carson City
Maple Manor Rehab Center
Medilodge of Hillman
Medilodge of Port Huron
Medilodge of St. Clair
Metron of Forest Hills
Regency at Canton
Regency at Lansing West
Regency at Shelby Township
Royalton Manor
Sunrise of Bloomfield
Sunrise of Cascade
Sunrise of Rochester
Sunrise of Shelby Township
Sunrise on Vernier
WellBridge of Brighton
WellBridge of Novi
Wellbridge of Romeo
Westgate Nursing, Rehabilitation and Assisted Living Community

MINNESOTA

All Saints Senior Living
Arbor Oaks Senior Living
Colonial Manor Nursing Home
Edgebrook Estates Assisted Living
Good Samaritan Society – Albert Lea – Bancroft Creek Estates
Good Samaritan Society – Ambassador
Good Samaritan Society – Battle Lake
Good Samaritan Society – International Falls
Good Samaritan Society – Maplewood
Good Samaritan Society – Mountain Lake
Good Samaritan Society – Pine River
Heritage Place of Roseville
Heritage Pointe Senior Living
Maple Lawn Senior Care
Old Main Village
Pierz Villa
Poplar Creek Estates
Sterling Pointe Senior Living
Sugar Loaf Senior Living
Sunrise of Edina
Sunrise of Golden Valley



Silver recipient E. Dene Moore Care Center, Colo.

2017 AHCA/NCAL NATIONAL QUALITY AWARDS



Silver recipient Patriot Ridge Community, Ohio

Sunrise of Minnetonka
Sunrise of Roseville
The Oaks
Villa at St. Louis Park

MISSISSIPPI

Brandon Nursing and Rehabilitation Center
Camellia Estates
Manhattan Nursing and Rehabilitation Center
Ruleville Nursing and Rehabilitation Center
Senatobia Healthcare & Rehab
Tupelo Nursing and Rehabilitation Center

MISSOURI

Ashley Manor Care Center
Columbia Manor Care Center
Frene Valley of Hermann
Frene Valley of Owensville – A StoneBridge Community
Holden Manor Care Center
Indian Hills – A StoneBridge Community
James River Nursing and Rehab
Jefferson City Manor
Katy Manor
Lakeside Meadows
LaVerna Village Nursing Home
Monterey Park Rehabilitation & Healthcare Center
Nodaway Nursing Home
Oak Tree Villas
Scenic Nursing and Rehabilitation Center
Sunrise of Chesterfield
Sunrise of Des Peres
Sunrise on Clayton

The Bluffs
The Valley – A StoneBridge Community
The Villas – A StoneBridge Community
Westphalia Hills – A StoneBridge Community

MONTANA

Friendship Villa Health Care Community
Heritage Place Healthcare Community
Hillside Health Care Center
Hot Springs Health and Rehabilitation Center

NEBRASKA

Ashland Care Center
Blue Hill Care Center
Brighton Gardens of Omaha
Brookestone Meadows
Crane Meadows Assisted Living
Eastmont Towers
Hillcrest Mable Rose
Jefferson Community Health & Life Gardenside
Nye Pointe Health & Rehab
Prairie View Assisted Living
The Meadows
Waverly Care Center
Welcov Assisted Living at Papillion

NEW HAMPSHIRE

Hackett Hill
Pleasant Valley Nursing Center
Poplin Way Assisted Living

NEW JERSEY

Brighton Gardens of Middletown

Brighton Gardens of Mountainside
Brighton Gardens of Saddle River
Brighton Gardens of West Orange
Brookdale Monroe
Cherry Hill
Juniper Village at Williamstown and Wellspring Memory Care
Mill Gardens at Midland Park
Spring Hills at Somerset
Sunnyside Manor
Sunrise of Basking Ridge
Sunrise of Edgewater
Sunrise of Lincroft
Sunrise of Madison
Sunrise of Randolph
Sunrise of Westfield
The Bristal at Woodcliff Lake
Voorhees Senior Living
Washington Township

NEW YORK

Dominican Village
Sunrise of Fleetwood
Tarrytown Hall Care Center
The Emerald Peek Rehabilitation and Nursing Center
Wingate at Beacon
Wingate at Dutchess

NORTH CAROLINA

Avante at Wilson
Brian Center Health and Rehabilitation Center – Hertford
Brian Center Health and Rehabilitation – Charlotte
Brian Center Health & Rehabilitation – Gastonia
Brian Center of Monroe
Care Concepts dba Wilkes Senior Village
Carolina Care Health and Rehabilitation
Conover Nursing & Rehabilitation Center
Cornerstone Nursing and Rehabilitation Center
Greenhaven Health and Rehabilitation Center
Hendersonville Health and Rehabilitation
PruittHealth – Union Pointe
Quail Haven of Pinehurst
Randolph Health & Rehabilitation Center
Southport Nursing Center
Springbrook Nursing and Rehabilitation Center
The Laurels of Salisbury
Universal Healthcare Brunswick
Whispering Pines Nursing & Rehabilitation Center
White Oak of Waxhaw

NORTH DAKOTA

Tufts Manor
Valley Eldercare Center
Woodside Village

OHIO

Altercare Transitional Care of the Western Reserve
Edgewood Manor of Lucasville I
Edgewood Manor of Lucasville II
Legends Care Center
Mount Vernon Health and Rehabilitation Center
Newark Hills Health and Rehabilitation Center
Norwalk Memorial Home
Sunrise on the Scioto
Swan Pointe Facility Operations
DBA Addison Heights Health and Rehabilitation Center
The Laurels of Athens
The Laurels of Blanchester
The Laurels of Massillon
The Laurels of Mt. Vernon
The Laurels of New London
The Laurels of Toledo
The Laurels of West Carrollton
The Laurels of Worthington
Walnut Grove Health and Rehabilitation Center
Wesley Glen
Whispering Hills Care Center

OKLAHOMA

Country Gardens Assisted Living
Garland Road Nursing & Rehabilitation Center
Golden Age Nursing Home
Golden Oaks Village
Gregston's Nursing Home
Heartsworth House Assisted Living
Perry Green Valley Nursing Home
Ranchwood Nursing Center
The Villages at Southern Hills
Westbrook Healthcare
Woodview Home

OREGON

Gateway 2 Healthier Living
McKay Creek Estates
McKenzie Living
Miramont Pointe
Oregon Veterans' Home Lebanon
Prestige Senior Living Arbor Place
Prestige Senior Living Beaverton Hills
Prestige Senior Living High Desert
Prestige Senior Living Orchard Heights
The Springs at Clackamas Woods
The Springs at Tanasbourne
The Springs at Wilsonville

2017 AHCA/NCAL NATIONAL QUALITY AWARDS

PENNSYLVANIA

Amber Springs at LaurelWood Care Center
 Bala Nursing and Retirement Center
 Donahoe Manor
 Fair Winds Manor
 HCR Manorcare Laureldale
 Juniper Village at Lebanon
 Juniper Village at Meadville
 Juniper Village at Mount Joy
 Juniper Village Wellspring Memory Care at Brookline
 Laurel Center
 ManorCare Health Services Montgomeryville
 ManorCare Health Services – Sunbury
 Mifflin Court, Genesis HealthCare
 Mount Vernon of South Park
 New Eastwood Healthcare and Rehabilitation Center
 Providence Place Drums
 Providence Place of Chambersburg
 Providence Place Senior Living of Pottsville
 Sugar Creek Personal Care
 Sunrise of McCandless
 The Bridges at Bent Creek
 Tiffany Court at Kingston

SOUTH CAROLINA

Blue Ridge in Brookview House
 Laurel Baye Healthcare of Blackville
 Loris Rehab and Nursing Center
 NHC HealthCare, Charleston
 NHC HealthCare, North Augusta
 Palmetto Health Rehabilitation Center
 PruittHealth – North Augusta
 Rice Estate
 RoseCrest Rehabilitation and Healthcare Center
 White Oak Manor of Rock Hill
 White Oak of York

SOUTH DAKOTA

Aberdeen Health and Rehab
 Aspen Grove Assisted Living
 GSS – Luther Manor
 Violet Tschetter Memorial Home

TENNESSEE

Claiborne County Nursing Home
 Dyer Nursing and Rehabilitation Center
 Good Samaritan Society Fairfield Glade
 Humboldt Nursing & Rehabilitation Center
 Life Care Center of Bruceton – Hollow Rock
 Life Care Center of Jefferson City
 Memphis Jewish Home & Rehab

Morningside of Cookeville
 Reeffoot Manor Health and Rehab
 Trousdale Senior Living Center
 UNICOI County Nursing Home
 White House Health Care and Rehab

TEXAS

Accel at Willowbend
 Advanced Rehab & Healthcare of Vernon
 Advanced Rehab and Healthcare of Wichita Falls
 Bangs Nursing Home
 Baylor County Hospital District
 Briarcliff SNF
 Colonial Manor Nursing Center
 Community Care Center of Crockett
 Crowell Nursing Center
 Crown Point Health Suites
 Cuero Nursing and Rehabilitation Center
 El Paso Health and Rehab
 Emerald Hills Rehabilitation & Healthcare Center
 Garnet Hill Rehabilitation and Skilled Care Center
 Granbury Rehab and Nursing
 Gulf Pointe Plaza
 Henderson Health and Rehabilitation
 Heritage House of Keller
 Heritage House of Paris
 Homestead of Denison
 Lakewest Rehabilitation and Skilled Care
 Mesquite Tree Nursing Center
 Northgate Plaza
 Pampa Nursing Center
 Park Manor of Cypress Station
 Park Manor of McKinney
 Park Manor of Quail Valley
 Park Manor of Tomball
 Pine Grove Nursing Center
 Providence Park Nursing and Rehabilitation

Querencia at Barton Creek
 Renaissance at Kessler Park
 Ridgecrest Healthcare & Rehabilitation Center
 SCC at Hunters Pond Rehabilitation and Healthcare
 SCC at Pecan Valley Rehabilitation and Healthcare Center
 Senior Care at Holland Lake
 Senior Care of Denton Post Acute Care
 Senior Care of Stephenville
 Southbrooke Manor Nursing and Rehabilitation Center
 Southeast Nursing and Rehabilitation
 Stonebridge Health Center
 The Buckingham
 The Plaza at Mirador
 The Plaza at Richardson
 The Stayton at Museum Way
 Town East Rehabilitation and Healthcare Center
 Trisun Care Center – Lakeside
 Wesley Woods Health & Rehabilitation
 Whispering Oaks Rehab & Nursing
 White Settlement Nursing Center
 William R. Courtney Texas State Veterans Home
 Williamsburg Village Healthcare Campus
 Windcrest Health and Rehab
 Windsor Nursing and Rehabilitation Center of Seguin
 Yoakum Nursing and Rehabilitation Center

UTAH

Rocky Mountain Care Willow Springs
 Sunrise of Sandy

VERMONT

Holiday House Residential Care

VIRGINIA

Braddock Glen
 Harbourway Assisted Living at Atlantic Shores
 Riverside Convalescent Center-West Point
 Sunrise at Bon Air
 Sunrise of Richmond
 The Laurels of Charlottesville
 The Laurels of Willow Creek

WASHINGTON

Avamere Heritage Rehabilitation of Tacoma
 Prestige Care and Rehabilitation – Sunnyside
 Prestige Senior Living Bridgewood
 Prestige Senior Living Rosemont
 Richland Rehabilitation Center
 Shoreline Health and Rehabilitation
 Tacoma Nursing and Rehabilitation Center

WEST VIRGINIA

Braxton Health Care Center – A Member of the AMFM Family
 Bridgeport Health Care Center – A Member of the AMFM Family
 Cedar Ridge Center, Genesis HealthCare
 Hampshire Center, Genesis HealthCare
 Meadow Garden
 Stone Pear Pavilion
 The Madison, Genesis HealthCare
 Wellsburg Center DBA Valley Haven

WISCONSIN

Bethel Center
 Villa Marina Health and Rehabilitation

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THREE Nursing Care Centers Achieve GOLD

Providers talk about the challenge faced, how people became engaged, and how far they've come.

JOANNE KALDY

While being distinguished as the best of the best is a welcome honor, the rewards of earning the prestigious Gold award in the American Health Care Association/National Center for Assisted Living (AHCA/NCAL) National Quality Award Program go well beyond recognition. The long term/post-acute care centers that achieve this status gain knowledge, insight, skills, and more that will last long after the award ceremony is over.

This year, three facilities received the Gold award: The Alverno Health Care Facility in Clinton, Iowa; Edgemoor DPSNF in Santee, Calif.; and Inova Loudon Nursing and Rehabilitation Center (ILNRC) in Leesburg, Va.

Libby Goodman, MBA, LNHA, administrator at The Alverno, says, "We pursued this to go through the process. The Baldrige criteria break down every aspect of business—who we are, who are competitors are, and who we want to be."

GETTING STARTED

The most important part of the journey for her team was the strategic planning process. "We really worked on this over the years, and it took us a long time to get where we wanted to be." Looking back, she says, "It is fun to reflect on how we got here and how far we've come."

At first, admits Goodman, not everyone on staff understood the process or what the awards meant. "We identified champions for each category, and they each had teams and partners to work with. Over time, more people got engaged and excited about the process," she says. "As they worked through the improvement process, they were able to see results, and that was powerful."

Goodman says her team has been celebrating with events such as an ice cream sundae party and prime rib dinner, and they are honored to be the first center in Iowa to receive the Gold award. The Alverno provides skilled nursing and rehabilitation and is part of the Trinity Senior Living Communities of Livonia, Mich.

A TRUE SUCCESS STORY

Edgemoor DPSNF, a county-run skilled nursing center, cares for the sickest, most complex, most vulnerable population and is a safety net for patients who can't afford or get care elsewhere. Their journey to the Gold award, says Administrator Walter Hekimian, was one of leadership, strategy, customers, and service.

"Under the county's mission, vision, and values, we developed overlapping systems of input and transparency, evolving to make it simpler for staff to understand and contribute. More than a third of staff participate

The Alverno Health Care Facility, Clinton, Iowa



annually in strategic planning.” Finally, says Hekimian, his center’s journey was one of results.

“Despite high numbers of high-risk residents, funded by Medicaid and with an average age of 55 with long lengths of stays, as well as high rates of mental illness and behavioral problems, Edgemoor exceeds benchmarks for quality care, efficiency, and quality of life for its workforce, residents, and customers,” he says.

Rebecca Ferrini, MD, MPH, CMD, Edgemoor’s medical director, admits that the application process was challenging but ultimately illuminating and productive.

“It gave us a much stronger sense of what we’re doing and what our goals are,” she says. “Everything comes together when you put your emphasis on creating a quality organization.” Staff members were “over the moon” when they learned about the award, Ferrini says.

A FOCUS ON PERFORMANCE

“Our quality journey to ‘win the Gold’ was a learning progression as we implemented and improved key work processes, benchmarked against competitors for excellent results, and maintained an atmosphere of continuous quality improvement,” says Pamela Janney, assistant administrator at ILNRC, a hospital-based skilled nursing center owned by a not-for-profit health system.

THE PROGRAM

The AHCA/NCAL National Quality Award Program provides a pathway for providers to journey toward performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program. There are three progressive levels of awards: Bronze—Commitment to Quality, Silver—Achievement in Quality, and Gold—Excellence in Quality. To achieve Gold level status, applicants must show superior performance in areas of the criteria, including leadership, strategic planning, and customer and staff satisfaction. All applications are judged by trained examiners who provide feedback on opportunities for improvement to support continuous learning.

{GOLD}

Throughout the process, she says, feedback reports were reviewed for opportunities for improvement.

“Through a systematic approach, we focused on key performance measures to achieve desired results. ILNRC has learned that it takes a committed team. The entire staff spent countless hours providing quality care to our residents, focusing on service, and improving outcomes.” Janney adds that her facility is especially honored to be the first one in Virginia to earn the Gold award.

The award process to achieve this national recognition as a Gold recipient has been challenging and overwhelming at times, Janney admits, but well worth the final result. She says, “Our facility has achieved a milestone that is celebrated by our employees, residents, families, and community at large.” ■

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JOANNE KALDY is a freelance writer and communications consultant based in Harrisburg, Pa.



Inova Loudon Nursing and Rehabilitation Center, Leesburg, Va.



Edgemoor DPSNF, Santee, Calif.

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Quality Award applications for 2018 for all levels will be accepted online beginning Dec. 7, 2017. For more information on the Quality Award program, visit www.ahcancal.org/qualityaward or email qualityaward@ahca.org.