

FOR IMMEDIATE RELEASE  
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## NEWS

### Florida Long Term Care Facilities Earn National Quality Improvement Recognition *35 Nursing Homes Honored for Their Exceptional Commitment to Quality Care*

**Tallahassee, FL** – Thirty-five long term care member facilities of the Florida Health Care Association were recently praised nationally for their extraordinary commitment to quality care for frail elders and people with disabilities. The recognition comes from the American Health Care Association and the National Center for Assisted Living (AHCA/NCAL), who in 2009 will present Quality Awards to nearly 500 long term care facilities across the country.

“Recipients of our Quality Award reflect the long term care profession’s commitment to meeting customers’ needs through a process of continuous quality improvement. Increasingly, through programs such as *Advancing Excellence in America’s Nursing Homes* campaign, providers recognize how this translates into enhanced quality of care and quality of life for their residents,” said AHCA/NCAL President and CEO Bruce Yarwood. “Recipients of this prestigious award know that the pursuit of excellence is a continuous journey, and that the satisfaction of residents, families and staff makes the journey worthwhile.”

The AHCA/NCAL Quality Awards consist of an entry level, Step I Award, a more rigorous Step II Award, and a final Step III Award that mirrors the Baldrige National Quality Award criteria. The Quality Awards are independently judged by a Board of Overseers, who recently strengthened the program by developing 11 success factors that serve as a valuable framework and tool for facilities that are initiating a systems-based perspective to achieve sustainable levels of performance excellence. Recipient facilities have made quality outcomes and customer satisfaction top priorities.

Florida has 34 Step I award recipients and one Step II award recipient. Step I awardees developed solid vision and mission statements, and an awareness of their environment and customers’ expectations. Recipients at the Step II level addressed their approaches to the core values and concepts of visionary leadership, focus on the future, resident-focused excellence, management by fact, organizational and personal learning, valuing staff and partners, systems perspective and innovation, and focus on results and creating value.

“Florida long term care providers understand that quality is the cornerstone of their profession, and we are pleased that the American Health Care Association is recognizing these facilities and the staff for the incredible work they do each day to ensure our state’s frail elders receive the highest quality care they expect and deserve,” said Emmett Reed, FHCA Executive Director.

FHCA promotes the AHCA/NCAL Quality Awards process in Florida through the efforts of its Quality Credentialing Foundation, which provides mentoring and collaboration among long term care stakeholders to continue facilities’ improvement in compliance with federal regulations; progress in quality of clinical outcomes; improvement in the Centers for Medicare & Medicaid Quality Improvement Measures and high rates on customer and workforce satisfaction surveys.

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*Representing the Florida Long Term Care Community*

Street Address: 307 West Park Avenue, Tallahassee, Florida 32301-1427

The following facilities earned the Step I and II 2009 Quality Awards.

**Step I Quality Award Winners**

- Palm Garden of Gainesville, Gainesville
- Life Care Center of Estero, Estero
- Palm Garden of Aventura, Aventura
- Palm Garden of Clearwater, Clearwater
- Park Summit Health Care, Coral Springs
- Palm Garden of Pinellas, Largo
- Palm Garden of Jacksonville, Jacksonville
- Life Care Center of Ocala, Ocala
- Palm Garden of Ocala, Ocala
- Life Care Center of Citrus County, Lecanto
- Lady Lake Specialty Care, Lady Lake
- Palm Terrace of Lakeland, Lakeland
- Life Care Center of New Port Richey, New Port Richey
- Palm Garden of Largo, Largo
- North Beach Rehabilitation Center, North Miami Beach
- Hawthorne Health and Rehab of Ocala, Ocala
- Life Care Center of Melbourne, Melbourne
- Palm Garden of Orlando, Orlando
- Palm Garden of Vero Beach, Vero Beach
- Life Care Center of Winter Haven, Winter Haven
- The Gardens Court, Palm Beach Gardens
- Life Care Center of Palm Bay, Palm Bay
- Life Care Center of Port St. Lucie, Port St. Lucie
- Life Care Center of Punta Gorda, Punta Gorda
- Palm Garden of Port St. Lucie, Port St. Lucie
- Palm Terrace of St. Petersburg, St. Petersburg
- Palm Garden of West Palm Beach, West Palm Beach
- Palm Garden of Sun City, Sun City Center
- Rosewood Manor, Pensacola
- Palm Garden of Winter Haven, Winter Haven
- Palm Garden of Tampa, Tampa
- Tuskawilla Nursing and Rehab Center, Winter Springs
- Health Central Park, Winter Garden
- Springwood Care and Rehab Ct., Sarasota

**Step II Quality Award Winner**

- Morton Plant Rehabilitation Center, Bellair

The Quality Award recipients will be honored for their achievement during the FHCA 2009 Annual Conference & Trade Show on Thursday, August 13<sup>th</sup> during the Association's Quality Credentialing Foundation presentation. At the national level, Florida's award recipients will be presented with their award during AHCA/NCAL's 60th Annual Convention and Exposition in October in Chicago, IL.

**ABOUT THE FLORIDA HEALTH CARE ASSOCIATION**

The Florida Health Care Association (FHCA) is a federation which serves nearly 1,000 members and represents over 500 long term care facilities that provide skilled nursing care, short-term rehab, assisted living and other services to the frail elderly and individuals with disabilities in Florida. FHCA was founded on the premise that its members have a moral obligation to the residents they serve, and since 1954 the Association has worked diligently to improve quality of care and quality of life for the state's growing elder care population. For more information about the Florida Health Care Association, visit [www.fhca.org](http://www.fhca.org).

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