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NEWS

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PHCA COMMENDS MEMBER NURSING HOMES FOR EARNING NATIONAL CUSTOMER, WORKFORCE SATISFACTION AWARDS

HARRISBURG --- The Pennsylvania Health Care Association (PHCA) today commended eight of its nursing home members for being awarded My InnerView’s national Excellence in Action award, which recognizes those nursing homes that receive the highest satisfaction ratings from residents, families and employees.

“These awards are a testament to the partnership that Pennsylvania nursing homes have with their frontline caregivers to ensure residents get the personal attention and health-care services they need to live life to the fullest, with dignity, day in and day out,” said Dr. Stuart Shapiro, PHCA President and CEO. “This year’s award winners have demonstrated their commitment to excellence by ensuring that their residents, families and employees find their nursing home to be a great place to live and work.”

The 2009 customer satisfaction award recipients are:

Golden LivingCenter – York Terrace	Pottsville (Schuylkill County)
Meadow View Nursing Center (Guardian Foundation)	Berlin (Somerset County)
Willow Ridge Center (Genesis HealthCare)	Hatboro (Montgomery County)

The 2009 workforce satisfaction award recipients are:

Highland View Health Care (Guardian Eldercare)	Brockway (Jefferson County)
Meadow View Senior Living (Guardian Eldercare)	Montrose (Susquehanna County)
Meadow Crest Nursing Center (Extendicare)	Bethel Park (Allegheny County)
Scottdale Manor (Guardian Eldercare)	Scottdale (Westmoreland County)
Statesman Health and Rehab Center (Extendicare)	Levittown (Bucks County)

My InnerView each year surveys hundreds of thousands of nursing home residents, families and employees across the country in four specific areas pertaining to their nursing home: overall satisfaction, quality of life, quality of care and quality of service.

To ensure accuracy, responses are anonymous and kept confidential. The survey is voluntary, and nursing homes are not named in the overall results, but individual facilities do have access to results so they can see how they measured against other facilities and for quality improvements.

The survey is designed to provide a snapshot of the profession as a whole.

My InnerView chose its Excellence in Action award winners based on responses from the 2008 survey process. Facilities had to achieve a minimum 30 percent response rate, and score in the top 10 percent when participants were asked if they would recommend their nursing home to others as a place to live or work. Only 520 of the nation's nearly 16,000 nursing homes received the recognition.

PHCA is a statewide advocacy organization for Pennsylvania's most vulnerable older residents and their providers of care. Members comprise for-profit and nonprofit providers. PHCA, along with its sister agency, the Center for Assisted Living Management, represents more than 330 long-term care and senior service providers that care for almost 38,000 elderly and disabled individuals.

For more information about PHCA, call 717-221-1800 or visit www.phca.org.

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