

NATIONAL QUALITY AWARD PROGRAM

Inspiring Excellence Since 1996



3 Olympia Group Facilities Receive 2016 Bronze National Quality Award

Olympia Group strives to exceed expectations and deliver nothing short of exceptional quality. 3 of their facilities- Ambassador Nursing & Rehabilitation Centre, Regency Nursing & Rehabilitation Centre and St. Joseph's Nursing & Rehabilitation Centre have all been recognized as 2016 recipients of the *Bronze – Commitment to Quality Award* for their dedication to improving the lives of residents through quality care. The award is the first of three distinctions possible through the National Quality Award Program, presented by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), the leading association for long term and post-acute care. The program honors providers across the nation that have demonstrated their commitment to improving quality of care for seniors and those with disabilities.

Implemented by AHCA/NCAL in 1996, the National Quality Award Program is centered on the core values and criteria of the *Baldrige Performance Excellence Program*, which is the foundation of the metric-based AHCA/NCAL Quality Initiative. The program assists providers of long term and post-acute care services in achieving their performance excellence goals.

The program has three levels: Bronze, Silver, and Gold. Providers begin the quality improvement process at the Bronze level, where they develop an organizational profile with essential performance elements such as vision and mission statements and an assessment of customers' expectations. Bronze applicants must also demonstrate their ability to implement a performance improvement system. Trained Examiners review each Bronze application to determine if the center has met the demands of the criteria. As a recipient of the *Bronze - Commitment to Quality Award*, Ambassador, Regency & St. Joseph's may now move forward in developing approaches and achieving performance levels that meet the criteria required for the *Silver - Achievement in Quality Award*.

The awards will be presented during AHCA/NCAL's 67th Annual Convention and Exposition in Nashville, Tennessee, October 16-19, 2016.

Congratulations to Olympia Group's outstanding staff for their hard work and dedication.