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Brookside Skilled Nursing Receives Bronze National Quality Award

*-- San Mateo center recognized by national program
for commitment to quality care --*

(San Mateo, CA) – Brookside Skilled Nursing Center has been recognized as a 2015 recipient of the *Bronze – Commitment to Quality Award* for its 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 program honors centers across the nation that have demonstrated their commitment to improving quality care for seniors and individuals with disabilities.

“It is a great honor to be recognized by AHCA with this National Quality Award,” said Elaine Zolfarelli, Administrator of Brookside Skilled Nursing. “Improving the quality of lives of the residents and families we care for every day is our passion. This award validates our efforts to provide excellence in clinical care and services and our commitment to continuous quality improvement.”

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*. The program assists providers of long term and post-acute care services in achieving their performance excellence goals. Brookside was originally recognized as Step 1 Award Recipient in 2004.

The program now has three levels: Bronze, Silver, and Gold. Centers 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*, **Brookside Skilled Nursing** may now move forward in developing approaches and achieving performance levels that meet the criteria required for the *Silver - Achievement in Quality Award*.

“Brookside has demonstrated its commitment to providing quality care and I commend them for that,” said the AHCA/NCAL National Quality Award Board of Overseers Chair Christine Boldt.

The awards are sponsored by AHCA/NCAL Associate Business Members My InnerView and PointRight. My InnerView represents the true voice of nursing home and assisted living residents, families, and employees with the most insightful quality measurement solutions and satisfaction surveys in the healthcare continuum. PointRight is the recognized leader in data-driven analytics for health care and insurance. **Brookside** was one of 545 centers across the country to receive the Bronze level award this year. The award will be presented to **Brookside Skilled Nursing** during AHCA/NCAL's 66th Annual Convention and Exposition, October 4-7, 2015, in San Antonio, Texas.