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News Media: For more information contact Ron Hollowell, Director of Media and Donor Relations, at 216-332-1751.

Villa St. Joseph Receives Bronze National Quality Award For Commitment to Quality Care

(Garfield Heights OH) – Villa St. Joseph has been recognized as a 2014 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.

“I applaud The Village at Marymount and Villa St. Joseph for their commitment to delivering quality care,” said Mark Parkinson, President and CEO of AHCA/NCAL. “This award represents the dedication that each Bronze recipient has given to improve quality in the long term and post-acute care profession.”

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.

“Every day there is something that happens at The Village at Marymount and Villa St. Joseph that reminds me of how proud I am to be a part of this organization,” said Sue Nall, Executive Director. “The focus on mission, dedication to making this a great work place and the care and compassion our staff provides is beyond compare.”

The program 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.

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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*, Villa St. Joseph may now move forward in developing approaches and achieving performance levels that meet the criteria required for the *Silver - Achievement in Quality Award*.

“This award demonstrates that Villa St. Joseph is committed to striving for quality improvement,” said Ed McMahon, Ph.D., Chair of the AHCA/NCAL National Quality Award Board of Overseers. “Villa St. Joseph has laid a strong foundation for continuing on to the Silver and Gold levels.”

The awards are sponsored by AHCA/NCAL Associate Business Members My InnerView, by National Research Corporation 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. Villa St. Joseph was one of 390 centers to receive the Bronze level award. The award will be presented to Villa St. Joseph during AHCA/NCAL’s 65th Annual Convention and Exposition, October 5-8, 2014, in Washington, D.C.

About The Village at Marymount

Sponsored by the Sisters of St. Joseph/Third Order of St. Francis, The Village at Marymount, www.villageatmarymount.org, provides assisted living, skilled nursing, rehabilitation, memory care, hospice and respite care to individuals seeking a Catholic-based care facility. Innovative programs and services, run by compassionate and competent staff members, keep residents living life to the fullest. With direct access to Marymount Hospital, a Cleveland Clinic hospital, residents are assured peace of mind that their care needs will be met.