

For Immediate Release
June 2, 2015

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Arbor Village Receives Bronze National Quality Award

*-- Sapulpa Oklahoma center recognized by national program
for commitment to quality care --*

(Sapulpa, Oklahoma) – Arbor Village 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/NCAL with a National Quality Award,” said Sandra Kay, Executive Director of Arbor Village. “Improving the lives of the residents and families we care for every day is what brings us joy. This award symbolizes the dedication and commitment we have to the quality journey.”

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.

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

“**Arbor Village** 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. “I encourage **Arbor Village** to continue their quality journey by striving for 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. **Arbor Village** was one of 545 centers to receive the Bronze level award. The award will be presented to **Arbor Village** during AHCA/NCAL's 66th Annual Convention and Exposition, October 4-7, 2015, in San Antonio, Texas.