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Dove Healthcare-West Receives Bronze National Quality Award

- skilled nursing facility recognized by national program for commitment to quality care -

EAU CLAIRE, WI – Dove Healthcare-West, 1405 Truax Blvd, 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 Dove Healthcare-West for its 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.

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

“Dove Healthcare-West has laid a strong foundation for continuing on to the Silver and Gold levels,” said Kendall Rosemeyer, Administrator of Dove Healthcare-West. “Our commitment to high standards and a high quality of care is embedded into our mission and expected of all who are part of the team. I am honored to have such great employees who take this commitment seriously and provide the best care possible to those we serve.”

Dove Healthcare-West is a 160 bed skilled nursing facility specializing in short-term rehabilitation, long-term care, and palliative care. For more information, please visit <http://west.dovehealthcare.com/>.