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The Laurels of Hendersonville Receives 2019 AHCA/NCAL Bronze National Quality Award

Local skilled nursing facility honored for dedication to improving quality of care for residents and patients in long term and post-acute care

HENDERSONVILLE, N.C. – The Laurels of Hendersonville, a skilled nursing and rehabilitation center operated by Laurel Health Care Company, has been recognized as a 2019 *Bronze – Commitment to Quality Award* recipient by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL).

The award is one of three distinctions possible through the AHCA/NCAL National Quality Award program, which spotlights providers across the nation that have demonstrated their dedication to improving quality of care for residents and patients in long term and post-acute care.

“This honor from AHCA/NCAL is a tremendous endorsement of the exceptional care and service we provide at The Laurels of Hendersonville,” administrator Kelly Bradish said. “Our staff embraces the Laurel Way of Caring and is committed to exceeding the needs and expectations of those we serve every day.”

Based on the core values and criteria of the Baldrige Performance Excellence Program, AHCA/NCAL’s National Quality Award Program, established in 1996, challenges member providers to achieve performance excellence through three progressive levels: Bronze, Silver and Gold. Facilities 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 then demonstrate their ability to implement a performance improvement system to a team of trained examiners.

As a 2019 recipient of the Bronze award, The Laurels of Hendersonville can now advance in further developing comprehensive approaches that meet the criteria required for the *Silver – Achievement in Quality Award*.

“Each one of the award recipients has proven its dedication to improving lives through quality care, and it is a privilege to honor them with this year’s award,” AHCA/NCAL chief executive officer Mark Parkinson said. “We congratulate The Laurels of Hendersonville on this achievement.”

Awards were presented to The Laurels of Hendersonville and other member providers at the 2019 ACHA/NCAL Convention and Expo in Orlando, Fla., last month.

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