

Laurels of Charlottesville Earns 2017 Bronze National Quality Award

Charlottesville, VA– The Laurels of Charlottesville has been recognized as a 2017 recipient of the *Bronze – Commitment to Quality Award* for its dedication to improving the lives of residents through quality care. The distinction is one of three progressive award levels through the National Quality Award Program, presented by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), the leading association for long term and post-acute care. The program honors association members across the nation that have demonstrated their commitment to improving quality of care for seniors and persons with disabilities.

“It’s an honor to be recognized for our commitment to delivering quality care,” said Tyler Mackall, Administrator of The Laurels of Charlottesville “Going through the process of achieving the Bronze award has made our organization stronger.”

The National Quality Award Program, which AHCA/NCAL established in 1996, is based on the core values and criteria of the *Baldrige Performance Excellence Program*, which is also the foundation of the metric-based AHCA/NCAL Quality Initiative. The Baldrige program helps organizations in different business sectors improve and achieve performance excellence.

The Award Program has three levels: Bronze, Silver, and Gold. Providers begin the quality improvement process at the Bronze level, where they develop an organizational profile with essential performance elements such as vision, mission statement, and key strengths and challenges. 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*, The Laurels of Charlottesville may now move forward in developing approaches and achieving performance levels that meet the *Silver - Achievement in Quality Award* criteria.

“I commend The Laurels of Charlottesville for embarking on the journey to quality improvement,” said the AHCA/NCAL National Quality Award Board of Overseers Chair Alana Wolfe. “I encourage The Laurels to continue to build on the strong foundation it has created.”