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Palm Garden of Winter Haven Earns 2018 Bronze National Quality Award

[Winter Haven, Florida] – **Palm Garden of Winter Haven** has been recognized as a 2018 recipient of the *Bronze – Commitment to Quality Award* for its commitment to improving the lives of residents through quality care. The distinction is the first 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 country that have demonstrated their dedication to improving quality of care for seniors and persons with disabilities.

“We are proud to be honored for our commitment to improving quality,” said Rob Greene, CEO of Palm Garden. “Working together to reach this milestone has made our team even better. We will not stop improving.”

The [National Quality Award Program](#), established by AHCA/NCAL in 1996, is based on the core values and criteria of the *Baldrige Performance Excellence Program*, which also serves as the foundation for the metric-based [AHCA/NCAL Quality Initiative](#). The Baldrige framework helps organizations among different business sectors improve organizational effectiveness and achieve strategy-driven performance.

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*, Palm Garden of Winter Haven may now move forward in developing approaches and achieving performance levels that meet the *Silver - Achievement in Quality Award* criteria.

“I applaud Palm Garden of Winter Haven for taking this important step towards quality improvement,” said the AHCA/NCAL National Quality Award Board of Overseers Chair Alana Wolfe. “I encourage Palm Garden of Winter Haven to continue on its path to achieving superior outcomes.”

The awards will be presented during AHCA/NCAL’s 69th Annual Convention and Exposition in San Diego, California, October 7-10, 2018.

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ABOUT Palm Garden of Winter Haven

Palm Garden is a mission driven, patient centered, provider of post-acute healthcare services consisting of skilled nursing and rehab centers, outpatient rehab clinics, assisted living and memory care, and home care agencies conveniently located across the state of Florida. Our dedicated team of healthcare professionals deliver quality care through innovative nursing and rehabilitation across a continuum of inpatient skilled nursing and rehab, in-home care, and outpatient rehab services. For more information, please visit www.PalmGardenofWinterHaven.com

ABOUT AHCA/NCAL

The American Health Care Association and National Center for Assisted Living (AHCA/NCAL) represent more than 13,000 non-profit and proprietary skilled nursing centers, assisted living communities, sub-acute centers and homes for individuals with intellectual and developmental disabilities. By delivering solutions for quality care, AHCA/NCAL aims to improve the lives of the millions of frail, elderly and individuals with disabilities who receive long term or post-acute care in our member facilities each day. For more information, please visit www.ahca.org or www.ncal.org.