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LOCAL NEWS

ERCC receives National Quality Award

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Submitted photo ERCC recently received a prestigious National Quality Bronze Award from the America Health Care Association and National Center for Assisted Living recognizing their commitment to quality care. Elkins Rehabilitation & Care Center Administrator Tara Shaver, at left, is pictured holding the plaque with Autumn Elza, Director of Nursing.

ELKINS -- Elkins Rehabilitation & Care Center was recently recognized by a national organization for providing excellent care to residents at the facility.

The America Health Care Association and National Center for Assisted Living (AHCA/NCAL) acknowledged ERCC's quality of care with a National Bronze Quality Award. The America Health Care Association and National Center for Assisted Living is an organization that serves as a voice for care centers all over the United States. They represent more than 15,000 facilities.

The National Bronze Quality Award is granted to facilities that meet an excellent quality of care, as well as, granting them access to resources that can assist them in further improvements. According to the AHCA/NCAL website, only seven other facilities in the state received the Bronze Award.

"This is just amazing news for ERCC. We couldn't be happier. This is just the beginning of our road to excellence. But we are up for the challenge," said ERCC's administrator, Tara Shaver.

The Bronze - National Quality Award, is the first step in completing the Commitment to Quality Award Program. Applicants must meet the criteria of Baldrige Model for Performance Excellence. This is where applicants will assess their vision, mission, and what unique strengths and advantages in the industry they have as their baseline. If they reach the criteria, they will have the opportunity to pursue the Silver Award.

Applicants will use the feedback and resources they receive from gaining the Bronze Award to develop approaches that will help improve their performance and effectiveness in obtaining the Silver Award.

The final level is Gold, which is the Excellence in Quality Award. The facility must show absolute peak performance in customer and staff satisfaction, leadership, and strategic planning. Once achieved, they are considered one of the best in the profession.

"We don't plan on stopping anytime soon," she added, "We always try to find ways to improve our care."

"Recognition means nothing if you stop when you reach it. We're always working to improve," Shaver noted.

"By preparing an application, it's clear that your center has dedicated itself to continuous quality improvement and learning which is paramount to organizational success. We hope to see a Silver application from your center next year," said the America Health Care Association and National Center for Assisted Living in their letter to ERCC concerning the Silver Award.