



**For Immediate Release**

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**Contact:** Tim Graves, (512) 458-1257, [tgraves@txhca.org](mailto:tgraves@txhca.org)

Rebecca Reid, (410) 212-3843, [rreid@txhca.org](mailto:rreid@txhca.org)

## **Twenty-Six Texas Nursing Homes Honored With National “Excellence in Action Award” Recognizing Exceptional Customer and Employee Satisfaction**

**Austin, TX** – The Texas Health Care Association (THCA) is pleased to announce that twenty-six nursing homes across the state have been honored with the 2010-11 Excellence in Action Award from My InnerView, a national, independent research firm. This honor recognizes nursing homes that achieve the highest levels of satisfaction excellence, as demonstrated by overall customer or workforce satisfaction scores that fall within the top 10 percent of My InnerView’s database—the largest skilled nursing facility database of its kind in the United States.

“These twenty-six facilities are all valued members of THCA and we applaud the staff and leadership at each for their continued efforts to enhance quality care and satisfaction for residents,” stated Tim Graves, President and CEO of THCA. “Though we have been grappling with a significant Medicare-Medicaid funding squeeze that threatens the sustained provision of quality care throughout Texas, these facilities have demonstrated a commitment to continuous improvement and the promotion of our profession’s mission of providing the highest quality, resident-centered care for frail, elderly, and disabled Americans.”

THCA member facilities recognized with the 2010-11 Excellence in Action Award include:

- Bastrop Nursing Center - Bastrop (Workforce award winner)
- Brazosview Healthcare Center - Richmond (Workforce award winner)
- Clarksville Nursing Center - Clarksville (Customer award winner)
- Clyde Health Care Center - Clyde (Customer and Workforce award winner)
- Cross Timbers Rehabilitation And Healthcare Center - Flower Mound (Workforce award winner)
- Deer Creek Of Wimberley - Wimberley (Customer award winner)
- Desoto Nursing And Rehabilitation - Desoto (Workforce award winner)
- Ennis Care Center - Ennis (Workforce award winner)
- Golden Years Nursing And Rehabilitation Center - Marlin (Customer and Workforce award winner)
- Heritage Trails Nursing and Rehabilitation - Cleburne (Workforce award winner)
- Hillview Manor - Bangs (Workforce award winner)
- La Hacienda Healthcare - Harlingen (Workforce award winner)
- Lakeshore Village Healthcare Center - Waco (Workforce award winner)
- Las Palmas Healthcare Center - McAllen (Customer award winner)
- Linden Healthcare Center - Linden (Customer award winner)
- Live Oak Nursing Center, LP - George West (Workforce award winner)
- McLean Care Center - McLean (Customer award winner)
- Mission Care Centers, All Seasons - Houston (Workforce award winner)
- Mount Pleasant Healthcare Center - Mount Pleasant (Customer award winner)
- Northgate Health and Rehabilitation Center - San Antonio (Customer and Workforce award winner)
- Retama Manor Nursing Center, Edinburg - Edinburg (Workforce award winner)
- Retama Manor Nursing Center, Rio Grande City - Rio Grande City (Workforce award winner)
- The Forum at Park Lane - Dallas (Customer award winner)

- TRISUN Care Center, Coastal Palms - Portland (Customer award winner)
- Upshur Manor Nursing Center - Gilmer (Customer award winner)
- Weston Inn Health Center - Temple (Customer award winner)

This year, 593 of nearly 5,500 facilities were recognized nationally by My InnerView's 2010-11 Excellence in Action Award. Nationally, 410 facilities earned the award based on customer satisfaction and 263 facilities earned the award for workforce satisfaction.

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*Founded in 1950, the Texas Health Care Association (THCA) is the largest long term care association in Texas. THCA represents a broad spectrum of long term care providers and professionals offering long term, rehabilitative and specialized health care services. Member facilities, owned by both for-profit and non-profit entities, include nursing facilities, specialized rehabilitation facilities, and assisted living facilities.*