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United Hebrew's Assisted Living Communities Earn National Recognition for Quality Care

Willow Gardens Memory Care, Willow Towers Assisted Living Receive AHCA/NCAL Bronze Quality Award

"This program is the standard of excellence in our industry."

(New Rochelle, NY–June 16, 2023)...Searching for a supportive assisted living community for your loved one can be challenging because such facilities are not nationally regulated. What's more, not all obtain the same state licensures, nor do they have the same standard of care.

So, it will come as good news to Westchester families that two local communities have been recognized among the nation's best: Willow Gardens Memory Care and Willow Towers Assisted Living, both located on United Hebrew's campus of senior care, have received the 2023 National Bronze Quality Award from the American Health Care Association (ACHA) and the National Center for Assisted Living (NCAL), a leading industry association for long-term and post-acute care.

"This recognition is a testament to our unwavering commitment to providing exceptional care and enriching the lives of our residents through quality improvement," says Nora O'Brien, PT, DPT, executive director. "Of course, it's all about our people. Our staff cares very much about the work that they do, and this honor reflects the dedication and effort they put into providing our residents with a vibrant lifestyle in a welcoming community."

Willow Gardens and Willow Towers are among an elite group to be recognized: Just nine assisted living communities in New York State and 57 across the nation have also received the Bronze honors. The award is the first of three progressive award levels through the National Quality Award Program, presented by the AHCA/NCAL.

United Hebrew applied to be a part of the voluntary national program. Absent a federal mandate, the AHCA/NCAL National Quality Award Program aims to set national benchmarks for quality and provide a pathway for providers of senior care services to journey towards performance excellence. The program is a rigorous three-level evaluation process that is carefully assessed by trained experts against nationally recognized standards for organizational excellence. These standards, rooted in the Baldrige Performance Excellence Program, empower organizations to continually excel, ultimately enhancing the quality of life and care for residents and employees.

Says O'Brien, "As the standard of excellence in our industry, this recognition signifies that we are performing well against national quality standards. Now, we're building upon a strong foundation and will track and measure our progress toward the next level, a Silver Quality Award. Of course, achieving quality is about more than meeting requirements; the real reward is knowing that we are providing the very best possible experience for our residents."

Rita Mabli, United Hebrew President & CEO, said: "We're so proud of our staff for embarking on this journey and for serving as a model assisted living community in New York State and across the nation. The program helps us remain competitive as an organization, and helps provide the outstanding and compassionate care our residents and their families deserve."

The awards will be presented during the AHCA/NCAL Convention & Expo, October 1-4, 2023 in Denver, Colorado.

About United Hebrew of New Rochelle

United Hebrew of New Rochelle (uhgc.org) is a vibrant not-for-profit, non-sectarian, multiservice campus of comprehensive care nestled on 7.5 acres. United Hebrew has been serving the Westchester metropolitan area since 1919, and today, serves more than 1,000 residents and clients daily on its Harry and Jeannette Weinberg Campus and within the Westchester community. Services include: Long-Term Skilled Nursing (The Kramer and Skalet Pavilion); Burke Rehabilitation at United Hebrew; Willow Towers Assisted Living (The Beverly and Alfred J. Green Pavilion), Memory Care at Willow Gardens (The Malcolm and Patricia Lazarus Pavilion); The Phoenix Neighborhood and Griffen Program at Willow Towers; and Nightingale Neighborhood at United Hebrew; Independent Senior Housing at Soundview (Low-Savin Residence) and Meadow Lane Senior Apartments); Health at Home (Certified Home Health Agency); and Private Geriatric Care Management Services (Raven Care Advocates). For more information, call (914) 632-2804 or visit www.uhgc.org