

STATE OF COLORADO



Colorado Department of Human Services

people who help people

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NEWS RELEASE

FOR IMMEDIATE RELEASE

Aug. 8, 2008

Local Nursing Home receives national honor for resident and family satisfaction *Award recognizes nursing home's commitment to quality*

RIFLE, CO – The Colorado State Veterans Nursing Home in Rifle has won an “Excellence in Action” award for having achieved combined resident and family satisfaction levels within the top 10 percent of all 2007 surveys in the database of My InnerView, an independent national research firm in Wisconsin. The Rifle facility was one of only two nursing homes in Colorado to receive this recognition.

“The emotional support and nursing care my father has received has been absolutely outstanding,” said David Swanson, whose father is a resident of the home. “I specifically want to praise the professionalism, dedication and actions above and beyond the call of a noble cause – taking care of those who served our country in a time of war...”

According to My InnerView, the award recognizes nursing homes that have made a commitment to continuous quality improvement and have successfully made quality care a priority to better serve their residents' needs.

“This year’s award recipients demonstrate their dedication to excellence in quality,” said Brad Shiverick, chief quality officer for My InnerView. “The facilities receiving the Excellence in Action award have achieved high levels of excellence in overall facility quality by having overall resident and family satisfaction levels fall within the top 10 percent of My InnerView’s customer database. This is a substantial accomplishment and these facilities deserved to be recognized.”

The Colorado State Veterans Nursing Home in Rifle was one of only 299 out of more than 4,000 participating nursing homes nationwide to receive this award. Rifle scored in the top 10 percent of facilities on the question, “What is your recommendation of this facility to others?” in terms of the percent of residents and family members rating the nursing home as “excellent.”

The Rifle facility is one of Colorado’s State and Veterans Nursing Homes, which are operated as self-funded enterprises by the Colorado Department of Human Services (CDHS). CDHS oversees

Colorado's 64 county departments of social/human services, public mental health system, system of services for people with developmental disabilities, juvenile corrections system, vocational rehabilitation system and all state veterans' nursing homes, through more than 5,000 employees and thousands of community-based service providers.

About CSVNH in Rifle

The Rifle Veterans Home is located 189 miles west of Denver and 60 miles east of Grand Junction. Located on the western slope of Colorado's Rocky Mountains in the Colorado River Valley. The home is on a culture change journey with an Eden Alternative approach in nursing home care. First and foremost, is our mission to address the three plagues of elders in nursing homes: loneliness, helplessness and boredom. Since love is the antidote to loneliness, something as simple as human companionship and interaction can be a life-saving treatment. For more information, contact 800-828-4580.

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