

# Episcopal Retirement Homes earns awards, certification, and recognition in 2012

On all measures it has been an outstanding 60th year for Episcopal Retirement Homes (ERH) as it was recognized on multiple levels by industry leaders, the Cincinnati community, its staff, and its residents as the premier provider of quality older adult services and senior living communities in southwest Ohio. To start with, ERH has won the Enquirer Media Top Workplace award for the third straight year, as well as the first and second place for the Reader's Poll for Best Retirement Communities on the east side for the last two years it was awarded.

ERH was also chosen as a regional pilot site by the Greater Cincinnati Hospital Council to develop electronic medical records transfer systems between hospitals and their nursing care centers.

This year, ERH was also recognized by city officials for its commitment to providing quality affordable living communities to lower income seniors by completing its two-year renovation of St. Paul Village in Madisonville. In addition, it will be closing on agreements to purchase four more communities by year end.

## NATIONAL ACCREDITATION

This year both Deupree House and Marjorie P. Lee earned the stamp of approval from an independent organization of outside examiners. The prestigious accreditation was awarded from the internationally recognized Commission on Accreditation of Rehabilitation Facilities (CARF) and the Continuing Care Accreditation Commission (CCAC).

CARF-CCAC is an independent nonprofit accreditor of human services that sets standards of excellence in the industry. Accreditation demonstrates a provider's commitment to continuously improve service quality and to focus on the satisfaction of the persons served. Laura Lamb, Vice President of Residential Housing and Healthcare for Episcopal Retirement Homes, likens the accreditation to winning the Malcolm Baldrige National Quality Award on a corporate level, or getting a Consumer Reports' "Best Buy" designation and a Good Housekeeping "Seal of Approval" on the consumer level.

## HIGH SATISFACTION SCORES AND INTERNATIONAL RECOGNITION

The Ohio Department of Aging 2011 nursing home resident satisfaction survey results came out this year and both Marjorie P. Lee's Lee Gardens and Deupree House's Deupree Cottages scored among the highest in the region with a 96.7% positive score on the key satisfaction measure: "Would you recommend this organization to others?" This rating was particularly meaningful as it was given by those who actually experienced the quality service and care offered by these skilled nursing communities.

In addition, Deupree Cottages was one of only six American nursing homes recognized in the newly published book, *Design for Aging: International Case Studies of Building and Program*, for being among those with "excellent aged-care environments." The book includes a total of 27 nursing homes worldwide and devotes an entire chapter to the Cottages and their innovative design, architectural challenges, and the quality care provided by their non-traditional Person-Centered Care approach.



*Internationally recognized, state-of-the-art nursing care at Deupree Cottages.*



*Marjorie P. Lee – high resident satisfaction scores*



## DOUG SPITLER,

President & CEO of  
Episcopal Retirement  
Homes

Doug Spitler, CEO, summed up the year this way: "We are proud to be recognized on so many fronts for our good work and passion for improving the lives of older adults. It really demonstrates our commitment to staying on the forefront of our industry through continuous improvement and sound financial management."