



Mary Tess Crotty

Mary Tess Crotty, MA, has led quality improvement efforts within Genesis HealthCare for nearly 25 years, resulting in high GHC participation levels within the AHCA Quality Award program and five Gold Award winners. Mary Tess chaired the AHCA Customer Experience Committee and assisted in the development of the CoreQ Satisfaction Surveys. She served on the CMS QAPI Technical Development Group and designed and implemented the QAPI system for Genesis. Mary Tess began as a Quality Award examiner in 2003, was a Baldrige National Quality Award examiner in 2004 and has served at all levels of the AHCA Quality Award program, including Master Team Leader.