

2020

Heritage of Bel-Air



Norfolk, Nebraska

Long Term Care
Skilled Nursing and Rehabilitation

Mission

Dignity in Life

Numbers

90 Residents

151 Staff members

Contact

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Administrator

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The Journey to Gold

The quality journey has strengthened the systematic processes that lead to improved evaluation, learning, and innovation. These improvements have increased the quality in all aspects of the day-to-day operations and in turn have resulted in greater team and customer satisfaction.

Highlights

- **Five Star:** Heritage of Bel-Air has maintained a 5-star rating since 2017.
- **National Recognition:** Following the achievements of the Bronze Quality Award (2015) and the Silver Quality Award (2017), Heritage of Bel-Air achieved the Gold Award status with its first application attempt in 2020. The facility was the first facility in Nebraska to achieve the Gold status.
- **No Contract Labor:** Heritage of Bel-Air has remained free of contract labor for over 14 years.
- **Antipsychotic Usage:** Heritage of Bel-Air has outstanding quality measure results, to include a long-term anti-psychotic usage rate that began at 23.2% in 2014 and has been reduced and remained under 4% for 3 years.
- **Employee Satisfaction:** Heritage of Bel-Air's innovative appreciation and recognition programs have assisted with improvement of the employee's satisfaction—Increasing the overall job satisfaction from 29% in 2016 to 85% in 2020.