

# 2021

## MAINE VETERANS' HOME- BANGOR

### MISSION

"Caring for those who served."

### NUMBERS

150 beds (120 NF/SNF and 30 AL)

280 staff members

### CONTACT

Greg Urban,

Administrator

[gurban@mainevets.org](mailto:gurban@mainevets.org)

Work: 207-942-2333

Cell: 207-478-9473



**Bangor, Maine**

**Independent Not For Profit**

**Assisted Living, Long Term Care, Skilled Nursing and Rehabilitation, Memory Care**

### Highlights

- **Star Rating:** Maine Veterans' Home (MVH) – Bangor has maintained a 5-star rating for four consequent years in overall and RN staffing.
- **Recognition:** Maine Veterans' Home (MVH)- Bangor is the only organization in the state of Maine to receive the AHCA/NCAL National Gold Quality Award. There are three centers who achieved a Quality Award in Maine, and all recipients are MVH organizations. MVH– Bangor has used no contract nursing through the last 16 years, including the pandemic. MVH-Home rehabilitation team was published in GerNotes 2018 for innovative “Bed Height Decision Tree” to establish safe guidelines for room set up to reduce fall risk.
- **Employee Retention:** Maine Veterans' Home – Bangor has had the same DNS and Administrator for the last 17 years.

### The Journey to Gold

Our journey toward excellence is greatly enhanced through our participation in the Gold Quality Award Program. The experience has enabled us to identify our strengths and weaknesses more accurately and address them more effectively. Our ability to survive and succeed throughout a pandemic is in large part due to our commitment to excellence and experience in the Gold Quality Award Program.