

# 2022

## Mountain Valley of Cascadia



Kellogg, Idaho

Skilled Nursing and  
Post-Acute Rehabilitation

### Mission

To raise the bar on care; to provide a high level of care to residents and families within the region we call home.

### Numbers

68 Residents  
80 Staff members

### Contact

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Administrator  
208-784-1283

### The Journey to Gold

[Mountain Valley of Cascadia](#) is a true student of the Baldrige framework criteria. The award-winning center believes that its systematic processes and consistency through continuous learning and improvement is what makes them excellent. In challenging times, Mountain Valley leaned into proven best practices that resulted in quality care services and outcomes.

Mountain Valley are recipients of the 2005 and 2020 *Bronze - Commitment to Quality* awards, 2007 and 2021 *Silver - Achievement in Quality* awards, and 2011 and 2022 Gold awards. In 2016, the center was the first skilled nursing care center in the nation to earn the Malcolm Baldrige National Quality Award.

AHCA/NCAL National Gold award winning facilities have better [quality metrics](#), surveys, and staffing satisfaction than the rest of the nation. Learn more about the power of the Baldrige-based [AHCA/NCAL National Quality Award Program](#) at [ahcancal.org/QualityAward](http://ahcancal.org/QualityAward).

### Highlights

- **Five-Star Overall Quality Rating:** Mountain Valley has maintained its CMS Five-Star Overall Quality Rating—the highest possible—since inception of the program in 2009 and has been sustained through economic downturns and the national pandemic.
- **Senior Leadership Rounding:** Established as a best practice, Senior Leadership Rounding resulted in quality outcomes and sustained satisfaction and engagement among residents, families, and staff. 100% of employees surveyed would recommend Mountain Valley to others as a good employer and to a family member for care.
- **Resident Satisfaction:** 100% of Mountain Valley residents and family members surveyed have expressed either “very” or “extreme” overall satisfaction levels since 2013, which is above the national industry average by 28% for residents and by 14% for families.
- **Deficiency Free:** Mountain Valley has zero deficiencies from the State of Idaho Department of Health including two COVID-19 focus infection surveys resulting in zero citations.