

# 2018

## Holly Heights Nursing Center



Denver, Colorado

For-Profit

Independent Owner

Skilled Nursing Facility

### Mission

Provide a warm, nurturing environment which promotes the individuality of residents. Through compassionate caregivers we build a sense of family for each member of our community.

### Numbers

133 Residents  
170 Staff members

### Contact

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Executive Director  
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### The Journey to Gold

Throughout its journey with the AHCA/NCAL Gold Quality Award, Holly Heights Nursing Center has used the Baldrige criteria to watch its community evolve. It has learned that quality is so much more than an award; it is a commitment to learning, growth and improvement. This process has allowed the center to create efficient and effective systems to better serve its residents.

Holly Heights is the first facility in Colorado to receive the Gold Quality Award.



### Highlights

- **Quality Care:** Holly Heights is consistently in the top 10% of the nation on the Quality Measure Composite Score. Holly Heights long stay hospitalization rate is in the top 5% of the nation.
- **Dedication to Residents:** Holly Heights' mission is at the heart of its community, guiding its team in all aspects of care.
- **Strong Leadership:** Holly Heights' stable leadership, with a philosophy of performance excellence, has allowed it to consistently sustain quality outcomes.
- **Customer-Focused:** Its customer satisfaction scores are consistently excellent, as a result of continuous improvement. Currently, the center has an overall customer satisfaction score of 94%.
- **Measurable Results:** The center has successfully decreased its antipsychotic medication usage from 19.6% to 1.7%.
- **Survey Performance:** In September 2018, the center received a deficiency free survey.