



FOR IMMEDIATE RELEASE
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12 Aging Services Providers in Minnesota Recognized for Achievement in Quality and Performance Excellence

SAINT PAUL, MN – (Feb. 5, 2020) – LeadingAge Minnesota today recognized 12 aging services providers for their achievements in quality, continuous improvement and performance excellence. Awards of Merit for Performance Excellence in Aging Services were provided to eight providers and four providers were recognized with the advanced Award of Honor. The providers are:

Awards of Merit:

- Carris Health Care Center and Therapy Suites in Willmar
- St. Francis Health Services of Morris
- Vista Prairie at Copperleaf in Willmar
- Vista Prairie at Garnette Gardens in Redwood Falls
- Vista Prairie at Goldfinch Estates in Fairmont
- Vista Prairie at Monarch Meadows in North Mankato
- Vista Prairie at River Heights in South St. Paul
- Vista Prairie at Windmill Ponds in Alexandria

Awards of Honor:

- Benedictine Living Community of Duluth
- Madonna Living Community of Rochester
- Knute Nelson in Alexandria
- Walker Methodist

“Quality improvement in long-term services and supports is a continuous process, bettering our best each day to provide exceptional care and services to older adults,” said Gayle Kvenvold, President and CEO, LeadingAge Minnesota. “Through their dedication to quality and the outcomes they have achieved through Performance Excellence in Aging Services, these providers and their dedicated caregiving staff are delivering quality care, services and support to the older adults they serve.”

To achieve the Award of Merit, an aging services provider must complete an in-depth self-assessment that helps them identify, prioritize and address improvement opportunities in their organization. The organization then must demonstrate that they have effective systems in place that will enable them to better serve older adults, empower staff teams, and achieve and sustain quality efforts more effectively.

The Award of Honor recognizes aging services providers that have achieved the Award of Merit and then implemented an even more mature level of excellence in their organizational operations. These recipients have been reviewed by trained evaluators and deemed as meeting established criteria, describing the systematic and effective processes they have in place for 24 different leadership and

management practices within six key categories: leadership, strategy, customers, measurement, workforce and operations.

Performance Excellence in Aging Services was created by LeadingAge Minnesota in 2017 to help aging services providers innovate and improve the services and supports they provide to older adults. The continuous learning and development program is centered on the values and criteria of the Baldrige Performance Excellence Program, which focuses on seven core areas of achievement and improvement:

- Leadership: How management leads the organization and how the organization leads the community
- Strategy: How the organization establishes and plans to implement strategic directions
- Customers: How the organization builds and maintains strong, lasting relationships with customers
- Measurement: How the organization uses data to support key processes and manage performance
- Workforce: How the organization empowers and involves its workforce
- Operations: How the organization designs, manages and improves key processes
- Results: How the organization performs in customer satisfaction, operational efficiencies, governance and social responsibility

“In our mission to transform and enhance the experience of aging, we must recognize and meet the evolving needs and preferences of our state’s aging population. LeadingAge Minnesota is committed to helping aging services providers reach even higher to achieve and sustain quality and excellence in all that they do,” Kvenvold said.

For more information on Performance Excellence in Aging Services, see [Path to Continuous Quality](#).

About LeadingAge Minnesota

Driven to transform and enhance the experience of aging, LeadingAge Minnesota works alongside its members, caregivers, advocates and consumers to collectively shape the future of aging services and ensure older adults in every community live with dignity, meaning and purpose. Together with more than 60,000 caregivers, LeadingAge Minnesota members provide services and support to nearly 70,000 older adults every day in independent senior housing, assisted living, adult day, home care and skilled nursing settings.

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