



Florida Governor's Panel Awards Gold Seal of Excellence to The Palace

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The Palace Management Group, Miami, recently received Florida's highest honor in nursing home care for its community, The Palace Nursing & Rehabilitation Center.

The Gold Seal Award, presented by The Governor's Panel on Excellence in Long Term Care, recognizes Florida nursing homes that exhibit excellence in care management and quality of life for their residents.

The two-year award's performance criteria included:

- evidence of financial soundness and stability
- high quality of care ranking among other nursing homes
- excellent record with the State Long-Term Care Ombudsman Program
- no "conditional" licenses nor Nursing Home Watch List appearances in the past 30 months
- demonstrated evidence of community involvement

Additionally, in presenting the award, the panel reviewed The Palace Nursing & Rehabilitations' best practices which included: a pain management program, a wound care program, a fall prevention program, the Loving Hands Program for residents with terminal conditions, a customer service department that focuses on hospitality management and promoting customer satisfaction by creating a positive resident experience through customer service and an excellent staff retention percentage.

The Palace's continuum of care also includes The Palace Suites independent living; The Palace Royale, a "catered living" community; The Palace Renaissance, an assisted living community; The Palace Gardens, an assisted living community in Homestead; The Palace at Weston, luxury living for those 55 and over; and Palace Tel-Aviv, a continuing care retirement community in Israel.

For information about The Palace's communities, go to www.ThePalace.org.

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