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## **RECOGNIZED FOR HEALTH CARE SERVICE EXCELLENCE: WESTERN RESERVE AREA AGENCY ON AGING (WRAAA)**

The WRAAA is proud to announce it has been awarded the prestigious Case Management for Long-Term Services and Supports - 3 Year Accreditation by the National Committee for Quality Assurance (NCQA) of Washington, D.C. An independent, non-profit organization, NCQA is the national leader, unrivaled, in health care accreditation for physicians, insurance companies and health care provider organizations. For WRAAA, this prestigious award acclaims staff excellence in comprehensive, performance skills and quality health care delivery to seniors 60 years+ and individuals with disabilities throughout its five county service region. WRAAA achieved this distinction through research, development and adaptation of community care innovations.

The NCQA assesses candidate 'award worthiness' through a rigorous and rigid accountability process of established, evidence-based standards that include: fundamental design operation; service efficiency and effectiveness; substantiated performance metrics; and consequential, sustained relevancy. "This accreditation is quite an accomplishment given NCQA's strict guidelines. I am very pleased that this demonstration of our commitment to serving our customers was acknowledged by such a prominent, industry authority," stated WRAAA's Chief Executive Officer, Dr. E. Douglas Beach.

According to Sheila Dessau, Sr. Director of Clinical Services, "Health care centered on older adults and individuals with disabilities ordained WRAAA's pursuit of this certification process. Our Agency followed NCQA's demanding protocols to ensure this target population's daily needs are met and sustained through the highest professional degree of integrity and compassion. Meeting NCQA standards assures customers' families that their loved ones' well-being is in good hands with WRAAA staff members. This award certification is an avowed statement, to WRAAA partner organizations *and* others who provide care management services, of this Agency's commitment to supply the maximum level of independence to its customers who require home-based care support services."

"Our Agency staff achieved this 3-year NCQA Certification Award through diligence, dogged perseverance and uncompromising, best practices' consistency. As an industry leader serving older adults for more than 30 years, this award exemplifies a unified commitment to "Gold Standard" service guaranteeing WRAAA customers the highest standard of independent living," averred Dr. Beach.

*A private, nonprofit corporation serving Cuyahoga, Geauga, Lake, Lorain and Medina counties, the Western Reserve Area Agency on Aging (WRAAA) administers waiver and managed care programs that provide long-term care services and support to older adults and individuals with disabilities to live healthy, safely and independently within their own homes.*

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