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## Press Release

Title: My InnerView's Excellence in Action Awards

Columbia, MD April 22, 2010 – The Beacon Institute announces that three Wellspring nursing homes have received *Excellence in Action* Awards by My InnerView. Using the profession's largest database of satisfaction and quality metrics available, My InnerView provides executives and managers of senior care organizations the tools and information to compare their performance achievements with their peers. **Benzie T. Rice Lutheran Home in Columbia, SC and Franke At Seaside Lutheran Home in Mt. Pleasant, SC** have received workforce satisfaction awards. **The Methodist Home of DC, Washington, DC** has received a customer satisfaction award.

My InnerView's *Excellence in Action* award recognizes those homes that achieve high levels of excellence as demonstrated by having overall customer or workforce satisfaction levels fall within the top 10% of My InnerView's customer database in 2009.

**The Wellspring Program** was one of the first efforts to affect *culture change* and has assisted nursing homes throughout the country in advancing excellence in their settings. *Culture change* represents a new way of thinking about quality of care and quality of life for senior facility residents. The Wellspring Program helps nursing homes establish strong foundations for culture change by establishing a culture of caring; improving clinical competencies; creating a home for residents; and equipping leaders to initiate, guide, and sustain changes.

Wellspring is a program of The Beacon Institute.

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