

NEWS RELEASE

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Milwaukee-area Retirement Community Receives Exclusive Top Honors

Greenfield, Wis – Choosing a care provider for an older adult is one of the most important and difficult decisions a loved one may need to make. But now that Southeastern Wisconsin is home to one of the country's most highly regarded healthcare facilities...the choice just got a little easier.

Clement Manor has earned the Step III Quality Award, the most prestigious recognition of quality performance from the American Health Care Association (AHCA) and National Center for Assisted Living (NCAL).

“The best possible care, service, environment and staff is what it's all about,” said Richard Rau, CEO at Clement Manor. “Our residents and their families have put their trust in us, which is something we don't take lightly. Our company-wide values encourage all of us to look for ways to continuously improve. We're thrilled to be nationally recognized for our service with such a prestigious honor.”

Clement Manor is one of only three facilities in the United States to receive the 2008 Step III Quality Award, the highest level of performance excellence recognized by the AHCA and NCAL. Step III is based on the Baldrige National Quality Award criteria, the nation's premier recognition for quality achievement. Clement Manor showed superior results in seven categories: focus on customers, analysis and knowledge management, workforce focus, strategic planning, measurement, process management and results.

Clement Manor will accept the award during the AHCA/NCAL's 59th Annual Convention and Exposition October 5-8, 2008 in Nashville, Tenn.

After 26 years of serving the community, Clement Manor continues to improve upon its values of respect, collaboration and quality service. In 2004, Clement Manor was awarded Facility of the Year by the Wisconsin Health Care Association. That same year, it received the AHCA/NCAL Step II Quality Award, the first Wisconsin facility to be acknowledged with the award. In 2008, Clement Manor was one of only seven facilities in Wisconsin to earn an Excellence in Action Award from My InnerView, a renowned quality management firm.

Clement Manor is a faith-based continuing care retirement community in Greenfield, Wis. offering assisted and independent living, short/long term care, lifelong learning programs, adult day services and more. For more information on Clement Manor, please visit www.ClementManor.com.

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