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## CITIZENS CARE CENTER RANKED AS TOP FACILITY IN HARFORD/CECIL COUNTIES, SEVENTH OVERALL IN STATE OF MARYLAND

Citizens Care Center is pleased to share that recently the Maryland Department of Health released its annual quality assessment performance scores for nursing homes in the state. The Department assesses each facility on accountability measures that indicate quality care or a commitment to quality of care. The quality measures used in determining each nursing home's rank were: Resident/Family Satisfaction Survey completed by the Maryland Health Care Commission, Actual Staffing Levels/Hours reported for each facility, Staffing Stability within in each facility, Clinical Care and Resident Outcomes as obtained via Minimum Data Sets and the final measure, Staff Immunizations.

Citizens Care Center received the highest rating of any Harford County facility with a ranking of #7 for the entire state. A total of 204 nursing homes in Maryland were assessed and ranked according to their scores. Citizens also ranked higher than any facility in neighboring Cecil County. The center's performance and ranking are a direct testament to the commitment of the entire staff to provide quality care and solid customer service.

As we begin 2025, Citizens Care Center will strive to continue to improve in all areas of resident care and satisfaction. Citizen's philosophy is that care begins with compassion. The genuine care and understanding Citizens has for each resident is what sets us apart from other centers.

### Congratulations to Maryland's FY2025 P4P Winners!

Top 10 P4P Award Winners
ALICE BYRD TAWES NURSING HOME
COFFMAN NURSING HOME BY FAHRNEY-KEEDY
CITIZENS NURSING HOME OF FREDERICK COUNTY
STERLING CARE AT HILLHAVEN
REGENCY CARE OF SILVER SPRING
RESORTS AT CHESTER RIVER MANOR CORP
CITIZENS NURSING HOME OF HARFORD COUNTY
EGLE NURSING HOME
FUTURE CARE NORTH POINT
WICOMICO NURSING HOME