



**Frederick County  
Government  
Frederick, Maryland**

## *News Release*

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### **CITIZENS CARE & REHABILITATION CENTER RECOGNIZED AMONG TOP-RANKING NURSING CARE FACILITIES IN STATE**

FREDERICK, MD – [Citizens Care & Rehabilitation Center](#) (CCRC) was recently recognized as being among the top 20 percent of long-term care nursing facilities in the state by the Maryland Department of Health and Mental Hygiene (DHMH), which developed a plan to measure accountability to indicate quality care in a pay-for-performance program. CCRC is part of the [LifeSpan Network](#), the largest senior care provider network in the Mid-Atlantic.

County Manager Lori Depies, Frederick County Government, said, “We are delighted that Citizens Care and Rehabilitation Center has been recognized in this prestigious ranking. As the state survey has shown, CCRC staff know it is about doing their best every day. We congratulate the employees at Citizens for their exceptional showing in the ranking among Maryland nursing homes. The employees deserve this kind of recognition for their hard work and dedication to providing family-oriented and high quality health care for our residents.”

DHMH developed a model through which eligible providers such as CCRC received a score based on certain quality measures as follows:

- Maryland Health Care Commission Family Satisfaction Survey (40%): The survey is distributed annually in the fall to families and representatives of Maryland nursing facility residents. The facilities are scored based on responses to questions on whether the nursing home would be recommended, the rating of quality of care, the satisfaction with staff and administration, food and meals, and resident autonomy and rights.
- Staffing Levels and Staff Stability in Nursing Facilities (40%): Comparison of staff hours and facility census enables the program to determine average hours of care per resident per day. In addition to the level of nursing staff in facilities, continuity and stability of nursing staff is considered. Staff levels (20%) and staff stability (20%) comprises 40 percent of the overall score.

(more)

- Minimum Data Set Clinical Quality Indicators (16%): Quality indicators used for long-stay residents from the resident assessment data or minimum data set for use in pay for performance include the percent of high-risk residents who have pressure sores, residents who were physically restrained, have had a catheter inserted and left in their bladder, residents with a urinary tract infection, long-stay residents given an influenza vaccination during the flu season, and long-stay residents who were assessed and given a pneumococcal vaccination.
- Employment of Infection Control Professional (2%): In accordance with state licensing regulations, all Maryland nursing facilities are required to employ a trained infection control professional (ICP).
- Staff Immunizations (2%): In addition to the ICP component, the department measures the percentage of nursing facility staff (all staff classifications) that have been vaccinated against seasonal influenza.

LifeSpan Network is the largest senior care provider association in the Mid-Atlantic, representing more than 300 senior care provider organizations in Maryland and the District of Columbia. LifeSpan's members include non-profit and proprietary independent living, assisted living, continuing care retirement communities, nursing facilities, subsidized senior housing and community and hospital-based programs.

In addition to 24-hour skilled nursing and rehabilitative care, CCRC shares their facility, opened in July 2012, with [Montevue Assisted Living](#). CCRC features a memory care unit, a short-term rehabilitation unit, a ventilator center, a respiratory care unit, outpatient rehabilitation, 74 spacious private rooms, 48 semi-private rooms, de-centralized family-style dining areas and many other specialized services.

CCRC assists residents in achieving and maintaining their highest level of function and quality of life. The rehabilitation and restorative therapy teams offer physical, occupational and speech therapy to increase function and independence. In addition to helping residents manage their activities of daily living, the center helps and encourages all residents to continue to participate in meaningful therapeutic recreational programs and social events.

For additional information about Citizens Care and Rehabilitation Center, visit [www.FrederickCountyMD.gov/citizenscenter](http://www.FrederickCountyMD.gov/citizenscenter) or call 301-600-5600.

For a virtual tour of the facility, visit [www.citizenscareandrehab.com](http://www.citizenscareandrehab.com).

In addition, residents may also contact CCRC Administrator Michael Roles at 301-600-5601 or via e-mail at [mroles@FrederickCountyMD.gov](mailto:mroles@FrederickCountyMD.gov), or Membership Services and Marketing Director Lisa Fichman, LifeSpan, at 410-381-1176 or via e-mail at [lfichman@lifespan-network.org](mailto:lfichman@lifespan-network.org).