

'It's All About Dedication'

The reason Alamitos West Health Care Center is a four-star facility -- and is on its way to being a "five-star facility" -- is because of its Executive Director Pradeep Muley and his team.

Because of Muley and his impeccable staff of professionals, Alamitos West Health Care Center was recognized as a 2017 recipient of the prestigious Bronze Commitment to Quality Award by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), which honors long term and post-acute care providers that have demonstrated their commitment to improving the quality of senior care.

"Bronze award recipients advance our mission of improving lives by delivering solutions for quality care," says Mark Parkinson, President and CEO of AHCA/NCAL. "We applaud their efforts to enrich the lives of those in the long term and post-acute care communities we serve."

The National Quality Award Program is centered on the core values and criteria of the Baldrige Performance Excellence Program.



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The Goodman Group, which has managed Alamitos West for 39 years, has been a national leader in senior living and health care since 1965. Its collection of 13 managed skilled nursing and assisted living senior facilities across the U.S. "epitomize quality and excellence worthy of national awards," says Mark Moyer, Regional Director of Operations for The Goodman Group.

Muley and his team are a product of The Goodman Group's commitment to "providing the highest quality of care and services to its seniors," Moyer says.

Muley's staff includes Marilyn Elgincolin, Director of Nursing; Eileen Adams, Director of Business Development; Linda Hardin, Payroll Coordinator; Jandra Hobgood, Receptionist; and Carlo Lopez, Director of Staff Development.

"Pradeep and the Alamitos West team are the reason the health center turned into a four-star facility and is on its way to being a five-star facility," Moyer says. "It's all about dedication. No one is more dedicated than Pradeep and his team. When I say dedication, *I mean dedication*. Pradeep is not a 9-to-5 administrator. He is 'a whatever is needed' administrator.

"I can't tell you how many times we talked deep into the night over issues that other facilities would not consider serious, but as a Goodman Group managed facility, we take everything seriously," Moyer adds.

"Pradeep is a very hands on administrator who is very detail oriented. His management style is superb. He doesn't get rattled very easily, which is a great quality to have in this industry. He is fair and

dedicated, and rolls up his sleeves to get to work.”

Muley has been a healthcare executive and administrator for nearly three decades, the last 15 years with The Goodman Group. He realized very early in his life that he loved helping the older generation and he feels “fulfilled” in his every day work.

As a certified Occupational Therapist as well as a certified Nursing Home Administrator, Muley was originally hired by The Goodman Group as Director of Rehabilitation for its managed Clearwater, Fla. senior facility.

Moyer recognized early on that Muley would be a solid leader – that’s why he convinced him to get his administrator’s license several years ago. During that time, Muley was appointed as the Executive Director of one of The Goodman Group’s



“We’re special because of our commitment, dedication, skilled experience and knowledge in taking care of our seniors,” he says. “Personally, I love to

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managed Largo, Fla. senior communities.

Muley turned it into an award-winning facility, leading to Moyer’s decision to make him Executive Director at Alamitos West.

Family members of the residents simply rave about Muley and his staff. Take the daughters of one former resident who wrote this to Muley:

“Your compassion and medical knowledge helped to ease our fears and concerns about our mother’s final months of life. Since there was constant communication regarding Mom’s daily routine, we felt a great sense of comfort, knowing that Mom was content and comfortable ... We feel at peace in knowing that our mom was content and comfortable in her 10-month stay at your facility. Your exemplary hard work and dedication were evident and helped ease the pain and comfort us in the tragic loss of our beloved mother.”

Muley and his team take overwhelming pride in keeping Alamitos West performing at such a high standard. And they envision only greater results ahead.

take care of people and our staff loves to as well. They are amazingly committed and dedicated. This is their life. There is a great reward in helping the people at our facility and making their lives comfortable.

“Our mission and commitment is to enrich the quality of life by creating a sustainable, nurturing and professional environment with very caring personalized service. That mission is why we are in the position we are today.”

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