

Care Champion AWARD

ANAHEIM HEALTHCARE CENTER

For a valued employee recognized for their service and creating exceptional care experiences with our guests and team members.

Congratulations!

Striving to deliver quality care and unparalleled hospitality: This CNA informed me that the tray lids that come out on the dinner tray are not a good representation of who we are as a facility. His care and attention to detail, in addition to his passion on this part of our service was inspiring and made me feel good and proud to work for Anaheim Healthcare.



Javier Lopez Rodriguez

September 2017

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A family member expressed concern that when she leaves on vacation her loved one's clothes will come up missing. So Micaela, from housekeeping, offered to pick up the resident's clothes regularly so that there would be no chance of the clothes going missing. Micaela takes initiative and works things out like this on her own. When I circled back to follow up with the family member, I was happy to hear the family told me not to worry about it because she felt confident with the agreement her and Micaela had worked out. It has been two weeks and there has been no issues. Thank you Micaela for going above and beyond to make families feel confident in the services we provide.



Micaela Quiroz

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Loreni is always helpful and attentive with her patients. There was a patient that was refusing to shower and she took the time to talk and engage with him to convince him to allow her to assist him with taking a shower. I believe that it was her compassion and empathy that gained the patient's trust, and she continues to go above and beyond to establish a connection with all of her patients.

From a patient: Loreni is truly always there when you need her. When I wake up I already have my coffee waiting for me the way I like it. As far as I'm concerned she deserves a raise for being just a wonderful cna.



Loreni Ruano

September 2017