



Care begins with compassion.

415 S. Market Street
Havre de Grace, MD 21078
410-939-5500 *phone*
410-939-3471 *fax*

citizenscarecenter.com

CITIZENS CARE CENTER RANKED AGAIN AS TOP FACILITY IN HARFORD/CECIL COUNTIES, EIGHTH 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 an additional measure, Staff Immunizations.

Citizens Care Center received the highest rating of any Harford County facility with a ranking of #8 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.

Citizens Care Center is currently a **Five-Star** facility per CMS guidelines. Please check out www.medicare.gov/care-compare/, to view the entire list of nursing homes in the area. The facility was also recently voted as Harford's Best Nursing Home as part of The Baltimore Sun's Harford's Best Contest. 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!

STATE OF MARYLAND TOP 10 QUALITY ASSESSMENT AWARD WINNERS
REGENCY CARE OF SILVER SPRING
KESWICK MULTICARE CENTER
STERLING CARE AT HILLHAVEN
FUTURE CARE OLD COURT
FUTURE CARE CHESAPEAKE
CITIZENS NURSING HOME OF FREDERICK COUNTY
ALICE BYRD TAWES NURSING HOME
CITIZENS NURSING HOME OF HARFORD COUNTY
WICOMICO NURSING HOME
EGLE NURSING HOME