

**GOVERNOR’S PANEL ON EXCELLENCE IN LONG-TERM CARE**

**GOLD SEAL AWARD CRITERIA REVIEW**

**SUBGROUPS**

<b>Subgroup</b>	<b>Criteria – Statute/Rule</b>	<b>Chair</b>	<b>Panel Members:</b>
Customer Satisfaction and Homelike Environment	Section 400.235(5)(c), F.S. Rule 59A-4.200(2)(a), F.A.C.	Kelly Smith	Kelly Smith Teresa Scott Bob Asztalos
Long-Term Care Ombudsman and Family/Community Involvement	Section 400.235(5)(d), F.S. Rule 59A-4.200(2)(a)4.,a., F.A.C.	Judith Plaut	Bobby Rosenthal Terri Cantrell
Quality of Care Rating and Best Practices/Targeted In-Services	Section 400.235(5)(g), F.S. Rule 59A-4.200(2)(a)4., c., F.A.C.	Kimberly Smoak	Judith Plaut Kelly Smith Dulce Cuetara Bobby Rosenthal
Stability and Staffing/Workforce	Section 400.235(5)(e), F.S. Rule 59A-4.200(6), F.A.C.	Kelly Smith	Dulce Cuetara Bob Asztalos Melissa Vergeson

*Revised: December 2024*