

GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE
GOLD SEAL AWARD CRITERIA REVIEW
SUBGROUPS

Subgroup	Chair	Panel Members:
Customer Satisfaction and Homelike Environment	Robert Snyder	Kelly Smith
Long-Term Care Ombudsman and Family/Community Involvement	Judith Plaut	Bobby Rosenthal Judith Plaut Terri Cantrell <i>(new)</i>
Quality of Care Rating and Best Practices/Targeted In-Services	Kimberly Smoak	Judith Plaut Kelly Smith Dulce Cuetara Bobby Rosenthal
Stability and Staffing/Workforce	Kelly Smith	Dulce Cuetara Kelly Smith Robert Snyder

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