



FOR IMMEDIATE RELEASE:

August 14, 2026

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Grand Traverse Pavilions Earns Joint Commission Accreditation

Recognition celebrates the employees behind exceptional care

TRAVERSE CITY, Mich. – Grand Traverse Pavilions has earned accreditation from The Joint Commission, recognizing its commitment to high standards for quality and safety.

The accreditation, along with certification of our memory care skilled nursing services, is an important achievement for the organization, but Grand Traverse Pavilions leadership says the real credit belongs to the employees who make safe, quality care possible every day.

Participation in The Joint Commission accreditation and certification process is voluntary. Grand Traverse Pavilions chose to pursue this additional level of independent review beyond the regulatory requirements of the Centers for Medicare & Medicaid Services (CMS) and the State of Michigan as part of its commitment to quality and safety.

“This is something our entire team should be proud of,” said Darrell Lavender, CEO of the Grand Traverse Pavilions. “This recognition reflects the work our employees do every day. They care deeply about the people we serve, they support one another, and they hold themselves to a high standard. The Joint Commission accreditation confirms what we already know. We have an incredible team doing exceptional work.”

The accreditation follows a review of Grand Traverse Pavilions under The Joint Commission’s standards for nursing care centers, which focus on areas including quality of care, safety and organizational practices.

For Mellissa Hilliard-Johnson, Administrator of Grand Traverse Pavilions, the accreditation is another example of the strength of the team she recently joined.

“One of the first things I noticed when I came to the Pavilions was how much our employees care,” Hilliard-Johnson said. “There is a lot of pride in the work happening here, and you see it in the way people care for our residents and support each other. I am proud to be part of this team and excited about what we can accomplish together.”



The recognition comes after a year of focused work across Grand Traverse Pavilions to strengthen quality, improve systems, and support the employees providing care.

“We have asked a lot of our team over the past year,” Lavender said. “They deserve to take a moment and celebrate this. We certainly are.”

About Grand Traverse Pavilions

Grand Traverse Pavilions is the region's first and only nonprofit Full-Spectrum of Care. Providing services for more than 200 residents, Grand Traverse Pavilions is a community of caring and innovation primarily for our region's low-income seniors, with Rehabilitation and Wellness programs for the entire community. Grand Traverse Pavilions has launched a “Committed to Quality: Quality of Care & Quality of Life” Campaign to support the organizations mission to care for the regions elderly. The Pavilions is a public organization owned by Grand Traverse County and governed by the Grand Traverse County Department of Health and Human Services Board, and is supported by the Grand Traverse Pavilions Foundation a community non-profit charity.

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