



**Pinnacle Quality Insight**  
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**August 06, 2010**

To whom it may concern,

Over the course of the last twelve months, Pinnacle Quality Insight, a nationally recognized customer satisfaction firm, has interviewed the customers of A - Plus Hospice regarding their satisfaction levels.

Customers were asked to evaluate several aspects of their received services. From the results of these interviews, Pinnacle has determined that A - Plus Hospice has qualified as **Best In Class** for the following service areas:

- Overall Quality of Service**
- Knowledge of Staff**
- Accessibility of Staff**
- Promptness/Timeliness of Visits**
- Pain/Symptom Management**
- Response to Problems**
- Licensed Nurse Services**
- Aide Services**
- Volunteer Services**
- Social Work/Community Serv.**
- Chaplain Services**
- Overall Customer Satisfaction**

The Best In Class rating was determined by comparing A - Plus Hospice in each service area to similar care providers across the country.

Pinnacle congratulates the staff of A - Plus Hospice for achieving excellence in care.

**Stan Magleby**  
*CEO*  
Pinnacle Quality Insight

# PINNACLE QUALITY INSIGHT

**2010**

Pinnacle Quality Insight  
certifies that

**A - PLUS HOSPICE**


is committed to maintaining high levels of  
customer satisfaction and has achieved a

**BEST IN CLASS**

rating in:

**OVERALL QUALITY OF SERVICE**



  
Stan Magleby, Pinnacle Quality Insight



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rating in:

**KNOWLEDGE OF STAFF**



  
Stan Magleby, Pinnacle Quality Insight



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**BEST IN CLASS**

rating in:

**ACCESSIBILITY OF STAFF**



  
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**BEST IN CLASS**

rating in:

**PROMPTNESS/TIMELINESS OF VISITS**



  
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**BEST IN CLASS**

rating in:

**PAIN/SYMPTOM MANAGEMENT**



  
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**BEST IN CLASS**

rating in:

**RESPONSE TO PROBLEMS**



  
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**BEST IN CLASS**

rating in:

**LICENSED NURSE SERVICES**



  
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**BEST IN CLASS**

rating in:

**AIDE SERVICES**



  
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**BEST IN CLASS**

rating in:

**VOLUNTEER SERVICES**



  
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customer satisfaction and has achieved a

**BEST IN CLASS**

rating in:

**SOCIAL WORK/COMMUNITY SERV.**



  
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**BEST IN CLASS**

rating in:

**CHAPLAIN SERVICES**



  
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customer satisfaction and has achieved a

**BEST IN CLASS**

rating in:

**COMBINED AVERAGE**



  
Stan Magleby, Pinnacle Quality Insight

