



Pinnacle Quality Insight
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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



PINNACLE QUALITY INSIGHT

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

BEST IN CLASS

rating in:

KNOWLEDGE OF STAFF




Stan Magleby, Pinnacle Quality Insight



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BEST IN CLASS

rating in:

ACCESSIBILITY OF STAFF




Stan Magleby, Pinnacle Quality Insight



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rating in:

PROMPTNESS/TIMELINESS OF VISITS




Stan Magleby, Pinnacle Quality Insight



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BEST IN CLASS

rating in:

PAIN/SYMPTOM MANAGEMENT




Stan Magleby, Pinnacle Quality Insight



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BEST IN CLASS

rating in:

RESPONSE TO PROBLEMS




Stan Magleby, Pinnacle Quality Insight



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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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2010

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A - PLUS HOSPICE


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

BEST IN CLASS

rating in:

COMBINED AVERAGE




Stan Magleby, Pinnacle Quality Insight

