



Pinnacle Quality Insight
64 E. Winchester Ste. 300
Salt Lake City, Utah 84107

801.293.0700 (phone)
866.381.6037 (fax)

February 18, 2011

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 Sellersburg Health And Rehabilitation Centre 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 Sellersburg Health And Rehabilitation Centre has qualified as **Best In Class** for the following service areas:

First Impression
Facility Cleanliness
Timely Follow-Up
Recommend to Others

The Best In Class rating was determined by comparing Sellersburg Health And Rehabilitation Centre in each service area to similar care providers across the country.

Pinnacle congratulates the staff of Sellersburg Health And Rehabilitation Centre for achieving excellence in care.

Stan Magleby
CEO
Pinnacle Quality Insight

PINNACLE QUALITY INSIGHT

2010

Pinnacle Quality Insight
certifies that

SELLERSBURG HEALTH AND REHABILITATION CENTRE

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

BEST IN CLASS

rating in:

FIRST IMPRESSION




Stan Magleby, Pinnacle Quality Insight



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2010

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certifies that

SELLERSBURG HEALTH AND REHABILITATION CENTRE


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BEST IN CLASS

rating in:

FACILITY CLEANLINESS




Stan Magleby, Pinnacle Quality Insight



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rating in:

TIMELY FOLLOW-UP




Stan Magleby, Pinnacle Quality Insight



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rating in:

RECOMMEND TO OTHERS




Stan Magleby, Pinnacle Quality Insight

