

News

Excellence In Action Award

Crockett County Nursing Home's commitment to quality recognized by health care watch group

ALAMO, TN – Crockett County Nursing Home's commitment to family satisfaction has been recognized by a national organization dedicated to increasing quality in long-term care facilities throughout the country.

Crockett County Nursing Home has been honored with My InnerView's *Excellence In Action* award in recognition of its overall resident and family satisfaction levels, which rank within the top 10 percent of all facilities nationwide. The *Excellence In Action* award honors those nursing homes that achieve high levels of excellence in overall facility quality.

"I can't say enough about how proud we are of our facility and our caregivers for being singled out with this special award," said Sherma Crutchfield, administrator of Crockett County Nursing Home. "Family satisfaction is something we take very seriously, just as we strive for excellence in everything we do. We are very thankful for this award, and I know it will inspire us to continue to dedicate ourselves to providing the excellent care our residents need."



Crockett County Nursing Home
580 West Main
ALamo, TN 38001

September 26, 2007

Dear Administrator,

This letter serves as formal notice that your facility has been awarded My InnerView's *Excellence In Action* award, recognizing your commitment to continuous quality improvement. You have demonstrated world-class performance excellence and have made quality a priority to better serve your customers' needs.

My InnerView's *Excellence In Action* award honors those nursing homes that achieve high levels of excellence in overall facility quality as demonstrated through receiving an AHCA Quality Award or by having overall resident and family satisfaction levels fall within the top 10% of My InnerView's customer database. Your facility's overall satisfaction levels fell within the top 10% of our database this year. Congratulations on your accomplishment.

In honor of this achievement, we will be sending a plaque to your facility to recognize your accomplishment. Only 380 nursing homes out of 16,000 throughout the country are receiving My InnerView's *Excellence in Action* award this year. Congratulations again on this fine distinction.

As always, we look forward to continuing our relationship with you as you continuously strive to improve the quality of care and life that your residents, families, staff and community receive. If there is anything we can do to help you continue your success, feel free to contact us.

Sincerely,

A handwritten signature in black ink, appearing to read 'B. Shiverick', written in a cursive style.

Brad Shiverick
Chief Quality Officer