



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 Vienna Nursing And Rehabilitation Center 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 Vienna Nursing And Rehabilitation Center has qualified for a **Pinnacle Customer Experience Award™** in the following service areas:

- Overall Satisfaction**
- Cleanliness**
- Individual Needs**
- Response to Problems**

The Customer Experience Award™ is awarded to care providers who have achieved best-in-class customer satisfaction standards within their peer group.

Pinnacle congratulates the staff of Vienna Nursing And Rehabilitation Center for achieving this honor.

Chris Magleby
CEO
Pinnacle Quality Insight