



## **15<sup>th</sup> Consecutive Year Hatton Prairie Village Receives Customer Experience Award**

Our residents and family members are surveyed monthly by Pinnacle Quality Insight to see how they feel about HPV and the services we provide. Pinnacle is a nationally recognized customer satisfaction firm and is used by more than 1100 long term care facilities in the U.S. conducting over 100,000 surveys a year.

We are evaluated in 11 areas – Nursing Care, Dining Service, Cleanliness, Individual Needs, Communication, Response to Problems, Dignity and Respect, Recommend to Others, Therapy Services, Safety and Security and Overall Customer Experience. In all 11 areas HPV received 12-month average scores of 5 (highest score) in all categories.

Again this year, Pinnacle Quality Insight has awarded Hatton Prairie Village best-in-class Customer Experience Award among nursing homes in the U.S., top 15% of facilities in the country. We believe this reflects the excellence and dedication of our employees and we thank you for choosing HPV as your loved one's home.

