

News

Excellence In Action Award

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

DYER, TN – Dyer Nursing Home's commitment to quality has been recognized by a national organization dedicated to raising resident and family satisfaction levels in long-term care facilities throughout the country.

Dyer Nursing Home has been honored with My InnerView's *Excellence In Action* award in recognition of its overall commitment to 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.

“We are extremely pleased that our facility and our caregivers have been singled out with this special award,” said Jerry Park, administrator of Dyer 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.”



October 17, 2007

Dear Administrator,

Congratulations on receiving My InnerView's *Excellence in Action* award. As a recipient of the award, you join the elite ranks of only 380 nursing homes throughout the country that received the award this year. Congratulations on this fine achievement.

The enclosed plaque recognizes your commitment to quality and acknowledges your facility as an award recipient. We encourage you to display this plaque prominently within your nursing home. This recognition acknowledges that you have made a commitment to continuous quality improvement. You have demonstrated world-class performance excellence and have made quality a priority to better serve your customers' needs.

As you may recall, a pre-notification letter was sent to you at the end of September describing the criteria that your nursing home met or exceeded in order to receive My InnerView's *Excellence In Action* award. Your dedication to achieve high levels of excellence in overall satisfaction is a wonderful accomplishment. Congratulations to you and your staff.

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,

Brad Shiverick
Chief Quality Officer