



## *Ten Rhode Island Health Care Association Members Receive National Excellence in Action Award for Customer Satisfaction*

Congratulations to the following RIHCA nursing homes who recently received My InnerView's national 2009 Excellence in Action award for their commitment to superior customer satisfaction:

- The Friendly Home, Woonsocket, RI
- Grand Islander, Middletown, RI
- The Holiday Retirement Home, Manville, RI
- Kent Regency, Warwick, RI
- Orchard View Manor Nursing and Rehabilitation, East Providence, RI
- Overlook Nursing and Rehabilitation Center, Pascoag, RI
- Scallop Shell Nursing and Rehabilitation Center, Peace Dale, RI
- Sunny View Nursing Home, Warwick, RI
- Village House, Newport, RI
- West View Health Care Center, West Warwick, RI

The award is presented annually to nursing homes that have superior levels of customer satisfaction as exemplified by the willingness of their residents and families to strongly recommend their facility as a place to receive care. For more information about the award, contact RIHCA at 401-732-9333 or visit My InnerView's Web site: [www.myinnerview.com/resource\\_center/excellence\\_in\\_action/](http://www.myinnerview.com/resource_center/excellence_in_action/)

*Rhode Island Health Care Association...Setting the Pace in Nursing Home Care*