



PINNACLE QUALITY INSIGHT
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January 23, 2023

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 Virginia Gay Nursing And Rehab 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 Virginia Gay Nursing And Rehab has qualified for a **Pinnacle Customer Experience Award™** in the following service areas:

- Overall Satisfaction**
- Nursing Care**
- Dining Service**
- Individual Needs**
- Laundry Service**
- Communication from Facility**
- Response to Problems**
- Recommend to Others**
- Professional Therapy Services**
- Admission Process**
- Safety and Security**
- Overall Customer Experience**

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 Virginia Gay Nursing And Rehab for achieving this honor.

Chris Magleby
CEO
Pinnacle Quality Insight

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

OVERALL SATISFACTION

A handwritten signature in blue ink, appearing to read "Chris Magleby".

CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

NURSING CARE

A handwritten signature in blue ink, appearing to read "Chris Magleby".

CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

DINING SERVICE

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

INDIVIDUAL NEEDS

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

LAUNDRY SERVICE

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

COMMUNICATION FROM FACILITY

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

RESPONSE TO PROBLEMS

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

RECOMMEND TO OTHERS

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

PROFESSIONAL THERAPY SERVICES

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

ADMISSION PROCESS

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CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

SAFETY AND SECURITY

A handwritten signature in blue ink, appearing to read "C. Magleby".

CHRIS MAGLEBY, CEO

2023



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

OVERALL CUSTOMER EXPERIENCE

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CHRIS MAGLEBY, CEO