

Fazzi

BE INVINCIBLE

September 30, 2016

Holly Smith
Director of Quality Assurance
Lifespan Home Health
6243 IH-10 West, Suite 375
San Antonio, TX 78201

Dear Holly,

Congratulations!

Based on your overall patient satisfaction results for the year 2015, **Lifespan Home Health** has been named a national best practice agency by Fazzi Associates.

Agencies named as national best practice agencies are proven leaders and have excelled in one of the most important measures of an agency's quality program— patient experience. This is a significant accomplishment that you, your employees, and board should be incredibly proud of.

Based on a comparative analysis of agencies involved in Fazzi Associates' HHCAHPS system for the past year, your results for the Overall Satisfaction and Likelihood of Recommending survey questions place you in the top 25% of Fazzi's National Patient Satisfaction database.

This level of success is commendable and deserving of recognition. Fazzi Associates is therefore pleased to present you with the **Patient Satisfaction Award of Distinction**. This award is presented to home health organizations that have demonstrated superior performance in patient satisfaction in 2015. We also have sent you an image to place with your email signature that displays your achievement!

Please extend our congratulations to the leaders and staff of **Lifespan Home Health**. We look forward to working with you to continually improve the quality of home health care provided to your patients and to patients throughout the country.

Sincerely,



Gina L. Mazza RN, BSN
Partner, Director of Regulatory
and Compliance Services