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## **Maristhill Nursing & Rehabilitation Center Recognizes Customer Service Award Recipients**

RESULTS BASED ON RESIDENT & FAMILY SATISFACTION SURVEY

WALTHAM, MA – (July 24, 2008) **Maristhill Nursing & Rehabilitation Center**, a non-profit provider of rehabilitative services, short-term and long-term care located in Waltham Massachusetts, recently announced the results of a resident and family satisfaction survey.

As part of a larger customer service initiative, which encompasses in-service training and a new employee recognition program to “*catch someone doing something right*,” the survey included questions about being treated with respect and compassion; about being treated as a whole person with attention to physical, emotional, and spiritual needs; and about each family’s overall satisfaction level with Maristhill.



Pictured left-right are award-winners Maureen Fragale, Marie Renee Michel, Marie Lucie Jean-Jacques and Siah Kpakima (standing), and Joana Cherisca, Leonicia Rodriguez and Patricia Orifice.

The surveys were also separated by care unit, and the B floor team (pictured) scored the highest with 100% of respondents giving them high marks in every category. The winning staff-members were then recognized during an award ceremony on July 24<sup>th</sup>, which included a special meal and various events throughout the day.

“All of us at Maristhill are very happy to congratulate the B floor team,” said **Carolyn Fenn**, Administrator. “We join our residents and their families in recognizing the group’s excellent work along with their commitment and positive attitude, which they share with us every day.” Originally founded in 1969 by the Marist Missionary Sisters, Maristhill is a licensed skilled-nursing and rehabilitation center with a highly-recognized

performance record for clinical excellence and quality care. People of all faiths and denominations are welcomed at the 123-bed facility, which is a member of **Covenant Health Systems**, a Catholic health care system sponsoring hospitals, nursing homes, assisted living residences and other health and elder services throughout New England. For additional information about Maristhill Nursing & Rehabilitation Center, please contact Ms. Carolyn Fenn, Administrator, at (781) 893-0240 or visit [www.maristhill.org](http://www.maristhill.org). ###

