

*Dedicated
to quality
long-term care*

January 14, 2008

CENTURY OAK CARE CENTER
7250 OLD OAK BOULEVARD
MIDDLEBURG HEIGHTS, OH 44130

Dear Administrator:

We would like to extend our congratulations on achieving a resident satisfaction survey score over the statewide average of 86.2%, earning a quality incentive point under Ohio's Medicaid reimbursement system. 518 facilities in Ohio, including CENTURY OAK CARE CENTER, achieved this level of satisfaction in 2007.

Ohio is one of only a few states that conduct surveys of resident satisfaction, and rewards facilities for demonstrated quality based on those surveys. While the overall satisfaction with Ohio's skilled nursing facility care is high from both residents and families – a credit to the facilities and staff providing care, and the overall long-term care system in Ohio – your achievement is deserving of special recognition both publicly and through the quality incentive.

We hope you will take this opportunity to reward your staff for a job well done, and to inform your community, friends and families of the success you have achieved. Providing long-term care services is a demanding and sometimes thankless endeavor. It is heartening to see that nursing facility services are valued and appreciated by residents and their families, and that providers are recognized for their efforts.

OHCA will provide a copy of this letter to your state Senator and Representative, and to the Governor's office. Please accept our heartfelt thanks, and best wishes for continued success in 2008!

Sincerely,



Robin Hillier
Chairman



Peter Van Runkle
President and CEO

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