



MEMORANDUM

Date: November 7, 2001
To: Board of Directors
From: Joan Irvine and Ann Mitchell
Re: J.C.A.H.O. Survey

The J.C.A.H.O. surveyor just left after spending three days at Montgomery Hospice. Here is the good news:

- The surveyor praised our excellent teamwork.
- Patients and families reported that we do a great job providing hospice care, both at the Casey House and Hospice at Home.
- There were **no** Type One deficiencies.
- Our final score was 92, which our surveyor said was an "A" in the new grading system.

It will take 30-45 days to receive the complete written report, but we are conditionally re-certified. The staff did a wonderful job and we are very proud of them.