

STRATFORD COURT  
OF PALM HARBOR

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March 25, 2021

Dear Robin,

Stratford Court of Palm Harbor wanted to reach out to you and your organization to thank you for your assistance during our TJC certification process. Your assistance was invaluable in helping us achieve our accreditation.

When Stratford Court of Palm Harbor decided to apply for certification, we began to research consultants to assist us through the process. After reviewing several organizations, we decided on RB Health Services.

RB Health Services provided excellent guidance to the team at Stratford Court of Palm Harbor. Our consultant, Staci Goldstein MA, was thorough in her approach. She covered everything we needed from start to finish while providing supportive follow up throughout the process.

Ms. Goldstein began with overall educational meetings about TJC, the regulations and policies required. Comprehensive lists were left with the managers to follow up and use as tools, in order to institute systems and processes designed to improve quality of care, as well as, provide documentation of improvement systems.

Ms. Goldstein was extremely knowledgeable and we were very impressed with her professionalism and demeanor. She met with the team on a regular basis and was available for consultation by phone/ email. We especially appreciate the fact that she was prompt and responsive to our needs and monitored the TJC website to ensure that all deadlines were met.

Finally, we appreciated the consultant being on site during the TJC survey providing additional guidance and support to the team.

Thank you again for assisting our SNF reach this very important milestone.

Sincerely,

A handwritten signature in black ink, appearing to read 'Merrilee Lang', written over a light blue horizontal line.

Merrilee Lang  
Executive Director