



Robin,

This email is to say thank you to you and your team for preparing and guiding our facility through a successful initial Joint Commission survey. I also want to say a special thank you to our assigned accreditation consultant, Eddie Broom. Eddie was very helpful in preparing us, sharing documents, and answering questions whether onsite for consultation visits or via phone or email. He always ended a conversation with "just call me if you have any questions". The reassurance he provided was instrumental in keeping our team positive as we worked hard to achieve initial accreditation in a short period of time.

As you know our facility engaged RB Health Partners, Inc. to prepare for initial accreditation by The Joint Commission. Eddie only had 7 ½ weeks to get us prepared for the initial survey. As the Director of Human Resources, I was thankful to have access to Eddie and the numerous document templates he provided. I didn't have to worry about searching for templates or tools myself and wondering if what I found would meet the HR standards. All it took was an email to Eddie and I received sample tool kits, job specific orientations, competencies, audit checklist... whatever I needed. He also reviewed documents we had in place for compliance with TJC standards.

So again, thank you, your team, and especially Eddie! We had a great initial survey and we know that is in part due to the direction and support we received from RB Health Partners, Inc.!

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