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## UINTAH BASIN HEALTHCARE

FOR IMMEDIATE RELEASE

# PRESS RELEASE

## THE VILLA'S CUSTOMER EXPERIENCE RECOGNIZED *BEST IN CLASS*

*Uintah Basin Rehabilitation and Senior Villa (The Villa) receives 2017 Customer Experience Awards from Pinnacle Quality Insight*

**February 13, 2017** - Uintah Basin Rehabilitation and Senior Villa (The Villa) has earned Pinnacle Quality Insight's 2017 Customer Experience Award in nine categories.

The Villa earned Best in Class awards for: nursing care, professional therapy services, activities, laundry service, cleanliness, meeting individual needs, communications from the facility, responding to problems, and treating patients/residents with dignity and respect.

Villa Administrator Jeff Chamberlain said receiving Best in Class recognition from Pinnacle is an honor that demonstrates his team's ongoing commitment to providing quality care for the residents who call The Villa home and rehab patients who rely on The Villa to help them return home stronger after surgery or illness.

"During the past year we've focused not only on improving the quality of the care we provide, but also on building a team of professionals who are committed to meeting the individual needs of the people we serve," Chamberlain said.

To qualify for the Pinnacle Customer Experience Award, The Villa had to score in the top 15 percent of the nation in each category across a 12-month average. The results were obtained by Pinnacle's sampling of Villa customers and their families over the past 12 months. Customers and their families participated in monthly telephone interviews conducted by Pinnacle that included open-ended questions and the opportunity to rate The Villa in specific categories.

The Villa's management team reviewed its real-time survey results each month to better understand the needs of its patients/residents, and make improvements when necessary. That practice will continue in 2017.

"We earned awards in nine of Pinnacle's 16 categories for our work over the past year," Chamberlain said. "There is no doubt that is an accomplishment worth celebrating. We intend to build on that success this year, working to earn Best in Class honors in all 16 categories."

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### **About Uintah Basin Rehabilitation and Senior Villa**

Uintah Basin Rehabilitation and Senior Villa (The Villa) is part of Uintah Basin Healthcare. A skilled nursing facility with a state license for 90 beds, The Villa provides short-term care for individuals who need physical and/or occupational therapy following surgery or illness, as well as long-term care for those who need assistance with activities of daily living.

### **About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 20 years of experience in post-acute healthcare, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,300 care providers in all 50 states, Canada and Puerto Rico.



Team members from Uintah Basin Rehabilitation and Senior Villa display *Best in Class* Awards for Customer Experience in 9 Categories from Pinnacle Quality Insight.