



## FOR IMMEDIATE RELEASE

### **Friendship Villa Receives 2020 Customer Experience Award from Pinnacle Quality Insight**

MILES CITY, MT – Friendship Villa is proud to announce that they are the recipient of Pinnacle Quality Insight's 2020 Customer Experience Award™. Qualifying for the award in the category of skilled nursing facilities, Friendship displays a continued dedication to providing Best in Class senior healthcare services.

"We are honored to receive this award recognizing our efforts to provide top-notch customer service," said Denise Clark, administrator. "We will continue striving for excellence as we serve the needs of all those entrusted to our care."

Throughout its history of serving the community, Friendship Villa has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2019, a sampling of Friendship Villa's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Friendship in specific categories.

Every month, Friendship Villa has gathered its real-time survey results to gain a better understanding of the resident's needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award™, Friendship has satisfied the rigorous demand of scoring in the top 15% of the nation across a 12-month average. Clients have the opportunity to achieve this Best in Class distinction on a monthly basis in many categories designed to accurately reflect each resident's experience.

#### **About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 24 years of experience in post-acute healthcare, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,500 care providers in all 50 US states, Canada and Puerto Rico.

#### **About Friendship Villa**

Friendship Villa was created to serve those individuals who need long- or short-term specialized care and services because of a health condition, a change in life circumstances, or a life event such as a surgery or hospital stay. At Friendship, you'll feel at home within a community dedicated to assuring your comfort and safety, supporting your health and well-being, and empowering you to live your life. Learn more by visiting [www.friendshipvillacc.com](http://www.friendshipvillacc.com)

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