



Friendship Villa Receives 2021 Customer Experience Award from Pinnacle Quality Insight

Miles City, Montana – Friendship Villa, a Miles City-based provider of skilled nursing care, is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2021 Customer Experience Award™. Qualifying for the award in the categories of Nursing Care and Communication from Facility, Friendship Villa displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Denise Clark describes receiving the awards as an honor. “During the pandemic we’ve worked very hard to stay in touch with families,” she said. “It’s gratifying to be recognized for our efforts in communication and nursing. Those have both been key components of our care over the course of the past year.”

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 2020, 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 Villa 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 Villa 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 25 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 short- or long-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 Villa, 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 best life. Learn more by visiting www.friendshipvillacc.com.

