



FOR IMMEDIATE RELEASE

Cedar Wood Villa Receives 2020 Customer Experience Award from Pinnacle Quality Insight

RED LODGE, MT – Cedar Wood 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, Cedar Wood displays a continued dedication to providing Best in Class senior healthcare services.

“Our entire team is honored by this award. We work very hard to achieve high marks in customer service,” said Margaret Schwend, 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, Cedar Wood 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 Cedar Wood’s customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Cedar Wood in specific categories.

Every month, Cedar Wood 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™, Cedar Wood 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 Cedar Wood Villa

Cedar Wood 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 Cedar Wood, 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.cedarwoodvilla.com

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