



## **Cedar Wood Villa Receives 2021 Customer Experience Award from Pinnacle Quality Insight**

RED LODGE, Montana – Cedar Wood Villa, a Red Lodge-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 Laundry Service, Cedar Wood Villa displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Brandy Lake describes receiving the awards as an honor. "We have new leadership in the facility, so it's awesome to be recognized for our care and cleanliness," she said. "Those are key items to excel at during a pandemic. We hope to build on our success in the years to come."

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 2020, a sampling of Cedar Wood Villa's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Cedar Wood Villa 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 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 Cedar Wood Villa**

Cedar Wood 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 Cedar Wood 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.cedarwoodvilla.com](http://www.cedarwoodvilla.com).

-30-



QUALITY CARE WITH RESPECT, DIGNITY AND KINDNESS

PO Box 430 - One South Oaks Red Lodge, Montana 59068 [www.cedarwoodvilla.com](http://www.cedarwoodvilla.com) p: 406.446-2525 f: 406.446.2526