



FOR IMMEDIATE RELEASE

Prairie Estates Care Center Receives 2020 Customer Experience Award from Pinnacle Quality Insight

ELK POINT, SD – Prairie Estates Care Center 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, Prairie Estates displays a continued dedication to providing Best in Class senior healthcare services.

“Our team is honored to be recognized for excellence in customer service,” said Bob Saylor, administrator. “We will continue our focus on customer service initiatives to ensure high quality care for those who chose our facility for care.”

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

Every month, Prairie Estates Care Center 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™, Prairie Estates 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 Prairie Estates Care Center

Prairie Estates Care Center 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 Prairie Estates, 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.prairiercc.com

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