

## **PRESS RELEASE**

### **Garden Valley Retirement Village Receives 2019 Customer Experience Award from Pinnacle Quality Insight**

[Garden City, KS]. Feb. 26, 2019 – Garden Valley Retirement Community, a Kansas – based provider of senior living, nursing and rehabilitation services, is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2019 Customer Experience Award™. Qualifying for the award in the category of activities, Garden Valley displays a continued dedication to providing Best in Class senior healthcare services.

Marc Riley, executive director at Garden Valley describes receiving the award(s) as an honor, stating that “We have a wonderful team of caring professionals here and am so proud of their dedication to care and service.”

Throughout its 50+ year history of serving the community, Garden Valley has placed a strong emphasis on ensuring that the individual needs of every patient and resident are met. Over the course of 2018, a sampling of Garden Valley customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Garden Valley in specific categories.

Every month, Garden Valley has gathered its real-time survey results to gain a better understanding of the patients and residents’ needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award™, Garden Valley 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 patient and resident experience.

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

A customer satisfaction measurement firm with 23 years of experience in post-acute healthcare, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,700 care providers in all 50 US states, Canada and Puerto Rico.

#### **About Garden Valley**

Garden Valley Retirement Community is an 82-bed skilled nursing and rehabilitation care center as well as a 40-apartment independent living community in Garden City, KS. For more information, or to schedule a tour, please call us today at 620.275.9651.