

## **PRESS RELEASE**

### **Gallatin Nursing and Rehab Receives 2017 Customer Experience Award from Pinnacle Quality Insight**

Warsaw, KY. February 2, 2017 – Gallatin Nursing and Rehab in Warsaw, KY – a based provider of skilled nursing facility, is proud to announce that they are the recipient of Pinnacle Quality Insight's 2017 Customer Experience Award™. Qualifying for the award in the categories of Overall Satisfaction, Nursing Care, Dining Service, Quality of Food, Individual Needs, Laundry Service, Communication from Facility, Response to Problems, Dignity and Respect, Recommend to Others, Activities, Admission Process, Safety and Security and Combined Average. Gallatin Nursing and Rehab displays a continued dedication to providing Best in Class senior healthcare services.

Stacie Darnold, Administrator of Gallatin Nursing and Rehab describes receiving the awards as an honor, stating that the staff is dedicated to our mission. The mission of Gallatin Nursing and Rehab is committed to excellence in serving the community. We have numerous dedicated individuals that strive to be the best and that is evident by the amount of awards we received based on 2016 surveys.

Throughout its 27 year history of serving the community, Gallatin Nursing and Rehab has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2016, a sampling of Gallatin Nursing and Rehab customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Gallatin Nursing and Rehab in specific categories.

Every month, Gallatin Nursing and Rehab has gathered its real-time survey results in order to gain a better understanding of the resident's needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award™, Gallatin Nursing and Rehab 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 20 years of experience in post-acute healthcare, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,300 care providers in all 50 US states, Canada and Puerto Rico.