



FOR IMMEDIATE RELEASE

Prairie Estates Care Center Receives 2022 Customer Experience Award from Pinnacle Quality Insight

ELK POINT, South Dakota – Prairie Estates Care Center, an Elk Point-based provider of skilled nursing care, is proud to announce that they are the recipient of Pinnacle Quality Insight's 2022 Customer Experience Award.™ Qualifying for the award in the categories of Nursing Care, Activities and Admission Process, Prairie Estates Care Center displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Bob Saylor of Prairie Estates describes receiving the awards as an honor. "We are thrilled to receive Pinnacle Awards in these three key areas of care," he said. "I am thankful for our team's efforts in making the transition to long-term care a bit easier and following up with activities our residents enjoy once they move in."

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 2021, a sampling of Prairie Estates' 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 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 Care Center 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 26 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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