



## FOR IMMEDIATE RELEASE

Beartooth Manor Receives 2022 Customer Experience Award from Pinnacle Quality Insight

COLUMBUS, Montana – Beartooth Manor, a Columbus–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, Individual Needs, Laundry Service, Communication from Facility, Dignity and Respect, Admission Process and Overall Customer Experience, Beartooth displays a continued dedication to providing Best in Class senior healthcare services.

Christine Preece of Administrator of Beartooth Manor describes receiving the award(s) as an honor. “We are elated to receive this award this year and picked up some new categories, which is a tremendous achievement given what our staff has been dealing with during the pandemic,” she said. “We appreciate all their hard work and dedication to our residents.

Throughout its history of serving the community, Beartooth has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2021, a sampling of Beartooth Manor’s customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Beartooth Manor in specific categories.

Every month, Beartooth 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™, Beartooth Manor 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 Beartooth Manor**

Beartooth Manor 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 Beartooth Manor, 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.beartoothmanor.com](http://www.beartoothmanor.com).

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