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UINTAH BASIN HEALTHCARE

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PRESS RELEASE

The Villa Earns 7 Customer Experience Awards from Pinnacle Quality Insight

March 5, 2018: Uintah Basin Rehabilitation and Senior Villa (The Villa) is proud to announce that it is the recipient of Pinnacle Quality Insight 2018 Customer Experience Awards in seven categories.

By qualifying for the award in the categories of nursing care, dining service, activities, safety and security, laundry service, cleanliness, and admissions, The Villa continues to display its continued dedication to providing Best in Class senior healthcare services, according to Villa Administrator Jeff Chamberlain.

"Pinnacle interviews our rehab patients, long-term residents, and their families each month regarding their satisfaction levels in 16 service areas," Chamberlain said. "Only facilities that score 'best-in-class' for customer satisfaction standards as compared to other facilities qualify for the annual Customer Experience awards."

Throughout its long history of serving the community, The Villa and Uintah Basin Healthcare have placed a strong emphasis on ensuring that the individual needs of every patient and resident are met. Over the course of 2017, a sampling of The Villa's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well as the opportunity to rate The Villa in specific categories.

Each month, The Villa gathers these real-time survey results to gain a better understanding of the needs of its patients and residents and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award, The Villa has satisfied the rigorous demand of scoring in the top 15 percent of the nation across a 12-month average.

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About Uintah Basin Rehabilitation and Senior Villa

Uintah Basin Rehabilitation and Senior Villa (The Villa) is the premier provider of subacute rehabilitation and long-term care services in northeastern Utah. The Villa is operated by Uintah Basin Healthcare to serve the residents of Daggett, Duchesne and Uintah counties. A state-of-the-art skilled nursing facility, The Villa opened in 2008 and has a state license for 90 beds.

About Pinnacle Quality Insight

A customer satisfaction measurement firm with 22 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.



Members of The Villa team are pictured after receiving 7 Customer Experience Awards from Pinnacle Quality Insight.

