

NEWS RELEASE

Nevada Department of Veterans Services
"SERVING NEVADA'S HEROES"



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Nevada State Veterans Home receives top honors for exceptional patient care

(Boulder City, NV) – The Nevada State Veterans Home in Boulder City, Nevada earned the Pinnacle Quality Insight Customer Experience Award. Also, the 180 bed home that serves veterans, spouses and Gold Star parents received the highest rating from Medicare.gov/nursinghomecompare with an overall rating of 5 out of 5 stars.

Pinnacle Quality Insight is a nationally recognized customer satisfaction firm serving as a senior healthcare advocate for more than 20 years. The Customer Experience Award was established to ensure every resident or patient receives exceptional assistance and care from his or her provider.

Over the past 12 months, Pinnacle Quality Insight interviewed family members with loved ones in the Nevada State Veterans Home. The Home qualified for the Pinnacle Quality Insight Customer Award the previous year but this time the Home achieved more awards overall. This time, the Home received 23 awards in three neighborhoods in 12 areas of customer satisfaction: **Activities, Admission Process, Cleanliness, Communication from Facility, Dignity and Respect, Dining Service, Individual Needs, Nursing Care, Overall Customer Experience, Overall Satisfaction, Recommend to others and Safety and Security.**

Additionally, as of February 1, 2017, the Nevada State Veterans Home maintained its 5 star rating from Medicare.gov. Administrator Linda Gelinger said, "I am so proud of the wonderful team we have at the Home." She added, "The team works hard every single day in honor of our veterans and to ensure our veterans are well cared for."

The 5 star rating has become more coveted in the skilled care industry with an increase in strict criteria by the Federal agency in recent months. To achieve this level of distinction takes dedication and commitment to quality each and every day.

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