

NEWS RELEASE

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



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Southern Nevada State Veterans Home Receives Highest National Award Stemming from Resident/Family Survey

(Boulder City, NV) – The Southern Nevada State Veterans Home (SNSVH) in Boulder City, Nevada earned the 2019 Pinnacle Quality Insight Customer Experience Award, scoring in the top 15% of the nation across, over a 12-month average.

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 in 2017 and 2018, but this time the SNSVH achieved higher scores overall. This time, the Home received *14 out of 14 "Best in the Class" nationwide, out of 16 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.***

SNSVH Administrator Linda Geling 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 ensuring our veterans are well cared for every single day."

SNSVH is a 5-star quality rated facility, earning the highest rating possible from Medicare.gov. SNSVH is a 180-bed skilled nursing care facility located in Boulder City, Nevada. It serves veterans, their spouses and Gold Star parents offering 24-hour skilled nursing care with a clinical team committed to "Caring for Nevada's Heroes." It is a State-owned and State-operated facility receiving support from the US Department of Veterans Affairs. SNSVH is Medicare/Medicaid certified.

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For more information on SNSVH visit: <https://veterans.nv.gov/benefits-and-services/southern-nevada-state-veterans-home-boulder-city-nv/>

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