



NEWS RELEASE

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

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FOR IMMEDIATE RELEASE

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Nevada State Veterans Home Receives 2018 Customer Experience Award From Pinnacle Quality Insight

(Boulder City, NV) – The Nevada Department of Veterans Services is proud to announce the Nevada State Veterans Home (NSVH) is the recipient of the Pinnacle Quality Insight's 2018 Customer Experience Award. NSVH received 26 awards in three neighborhoods (areas within the home) and "Best in Class" in senior health care services in 14 out of 16 categories.

NSVH Administrator Linda Gelingher said, "It truly is an honor to receive this award and distinction. It demonstrates the hard work, dedication and team work of our staff. They are committed to providing exceptional care and this shows how strongly each of us believes our residents deserve no less, than the very best!"

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

The award is based on resident and family feedback. Over the course of 2017, Pinnacle conducted a sampling of NVSH's residents and their families during monthly telephone interviews that included open-ended questions, as well as the opportunity to rate NVSH in specific categories. Every month, NSVH gathered its real time survey results to gain a better understanding of the residents needs and to make sure the individual needs of each resident was being met.

NVSH is a 180-bed skilled nursing care facility that serves veterans, their spouses and Gold Star parents. Visit our website for more information and to download an application packet to become a resident: <http://www.veterans.nv.gov/page/veterans-home>.

Pinnacle Quality Insight is a customer satisfaction measurement firm with 22 years experience in post-acute health care. Pinnacle conducts more than 150,000 phone surveys each year and works with more than 2,500 care providers in all 50 US states, Canada and Puerto Rico.

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