



## **Red Oak Rehab & Care Center Receives 2021 Customer Experience Award from Pinnacle Quality Insight**

RED OAK, Iowa – Red Oak Rehab & Care Center, a Red Oak-based provider of skilled nursing care, is proud to announce that they are the recipient of Pinnacle Quality Insight's 2021 Customer Experience Award™. Qualifying for the award in the categories of Nursing Care, Cleanliness, Individual Needs, Response to Problems, Activities and Overall Customer Service, Red Oak Rehab & Care Center displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Cheryl Runyan describes receiving the awards as an honor. "Recognition by Pinnacle Quality Insight is a great testament to our care and services," she said. "Receiving the awards during a global pandemic is even more gratifying. I'm so proud of our employees for their hard work and dedication."

Throughout its history of serving the community, Red Oak Rehab & Care Center has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2020, a sampling of Red Oak Rehab & Care Center's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Red Oak Rehab & Care Center in specific categories.

Every month, Red Oak Rehab & Care Center 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™, Red Oak Rehab & Care Center 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 25 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 Red Oak Rehab & Care Center**

Red Oak Rehab & Care Center 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 Red Oak Rehab & Care Center, 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.redoakcc.com](http://www.redoakcc.com).

