



FOR IMMEDIATE RELEASE

Red Oak Rehab & Care Center Receives 2022 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 2022 Customer Experience Award.™ Qualifying for the award in the categories of Overall Satisfaction, Dining Service, Quality of Food, Individual Needs, Communication from Facility, Response to Problems, Recommend to Others, Activities, Professional Therapy Services, and Overall Customer Experience, Red Oak displays a continued dedication to providing Best in Class senior healthcare services.

Cheryl Runyan, Administrator of Red Oak Rehab & Care Center describes receiving the awards as an honor, stating that we are very proud of the services we provide, and proof of that is shown by these awards.

Throughout its 50-year 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 2021, a sampling of Red Oak's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Red Oak 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 26 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

Part of the Spearfish-based Lantis Enterprises Group, we pride ourselves on treating our residents with the kindness, dignity and respect they deserve at a time in their lives when they need it the most. We are a 58-bed facility that offers physical therapy, occupational therapy and speech therapy with short- and long-term stays. We treat your family like our family. Learn more by visiting redoakcc.com.

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