



FOR IMMEDIATE RELEASE

Embassy Rehab & Care Center Receives 2022 Customer Experience Award from Pinnacle Quality Insight

SERGEANT BLUFF, Iowa – Embassy Rehab & Care Center, a Sergeant Bluff-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 Dining Service, Activities and Safety and Security, Embassy displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Patricia Peck of Embassy describes receiving the award(s) as an honor. “I am so proud of our team and appreciate all of their efforts in providing care for our residents,” she said. “We are committed to creating a home-like environment with lots of the special things our residents enjoy such as good food and fun activities.”

Throughout its history of serving the community, Embassy 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 Embassy’s customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Embassy in specific categories.

Every month, Embassy 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,™ Embassy 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 Embassy Rehab & Care Center

Embassy Rehab & Care Center was created to serve those individuals who need long- or short-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 Embassy, 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 life. Learn more by visiting www.embassyrc.com

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