

## **PRESS RELEASE**

### **Ecumen Prairie Hill and Ecumen Sand Prairie of St. Peter Receives 2018 Customer Experience Award from Pinnacle Quality Insight**

St. Peter, MN. March 27, 2018 – Ecumen Prairie Hill and Ecumen Sand Prairie of St. Peter offer independent living, assisted living and memory care. They are proud to announce being the recipient of Pinnacle Quality Insight's 2018 Customer Experience Award™. Ecumen Prairie Hill qualified for the award in the following categories: Activities, Cleanliness, Move-In Process, Quality of Food, Safety and Security and Variety of Food/Menu Choices. Ecumen Sand Prairie qualified for the award in the category of Transportation Needs.

As a customer satisfaction measurement firm for over 20 years, Pinnacle Quality Insight has established the Customer Experience Award in order to ensure that every resident receives exceptional assistance and care from their provider.

In order to qualify for an award it means that a community has satisfied the rigorous demand of scoring in the top 15% of the nation across a 12-month average. Receiving a Customer Experience Award is a great achievement as Pinnacle conducts over 100,000 surveys each year and works with over 1,500 clients in 47 states. Pinnacle uses the data they receive to create the benchmark that determines the awards.

Lisa Hofferbert, Executive Director, describes receiving the awards as an honor, stating, "At Ecumen Prairie Hill and Sand Prairie we put the needs of our residents first and strive for excellent customer service. It's not just about having spacious apartments, delicious food and activities. It's the people we have on our team who genuinely care about our residents and help make their homes comfortable. We are honored to receive these awards and are grateful to our wonderful residents and their families!"

Throughout its history of serving the community, Ecumen St. Peter has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2017, a sampling of Ecumen Prairie Hill and Ecumen Sand Prairie's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate them in specific categories.

Every month they have gathered their real-time survey results in order to gain a better understanding of resident needs and make improvements when necessary.

#### **About Ecumen Prairie Hill and Ecumen Sand Prairie**

Since 2011, Ecumen Prairie Hill has offered independent living, assisted living and memory care all in a beautiful setting. It's surrounded by wildflowers and

prairie grass, walking paths and spacious grounds. Located near clinics and River's Edge Hospital, Prairie Hill offers health care ease and ready access to nearby parks and trails. There are 43 independent and assisted living apartments and 20 memory care suites that offer maintenance-free living, delicious meals, activities and a friendly staff.

Ecumen Sand Prairie has been serving the St. Peter area since 2001. At Sand Prairie, there are 43 private apartments offering independent living and assisted living. Also included are three delicious meals, activities and friendly caregivers. At both Ecumen Prairie Hill and Sand Prairie staff are on duty 24/7, which helps give residents and their family peace of mind.