



FOR IMMEDIATE RELEASE

WEL-Life Elk Point Receives 2020 Customer Experience Award from Pinnacle Quality Insight

ELK POINT, SD – WEL-Life at Elk Point, an assisted living community that provides adults with individualized assistance in their activities of daily living, is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2020 Customer Experience Award™. Qualifying for the award in the category of assisted living communities displays a continued dedication to providing Best in Class senior healthcare services.

“We are honored to be recognized for our customer service efforts,” said Bob Saylor, executive director of WEL-Life Assisted Living at Elk Point. “This award affirms our commitment to provide the highest quality care to all those entrusted to our care. Excellence in care and customer service is our top priority.”

Throughout its history of serving the community, WEL-Life Elk Point has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2019, a sampling of WEL-Life’s customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate WEL-Life Elk Point in specific categories.

Every month, WEL-Life Elk Point 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™, WEL-Life Elk Point has satisfied the rigorous demand of scoring in the top 15 percent 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 24 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 WEL-Life Elk Point

WEL-Life Assisted Living at Elk Point offers individualized assistance for the activities of daily living. Our goal is to provide a vibrant community that residents are proud to call home. Features include fresh-made, home-style meals and a roster of fun activities and events. Learn more by visiting www.wlelpoint.com

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