



## FOR IMMEDIATE RELEASE

### **River Ridge Assisted Living Receives 2020 Customer Experience Award from Pinnacle Quality Insight**

BILLINGS, MT – River Ridge, 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.

“This is a great honor for our team in Billings and affirms our commitment to providing the highest quality care to our residents,” said Jennifer Jacobsen, executive director of River Ridge. “We will continue serving the needs of all those entrusted to our care with the goal of providing top-notch service.”

Throughout its history of serving the community, River Ridge Assisted Living 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 River Ridge in specific categories.

Every month, River Ridge 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™, River Ridge Assisted Living 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 River Ridge Assisted Living**

River Ridge offers individualized assistance for the activities of daily living while helping you maintain and expand your independence. When you enter our comfortable, homey setting, you become part of an extended family of physicians, caregivers and caring staff members. Learn more by visiting [www.riverridgecare.com](http://www.riverridgecare.com)

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1415 Yellowstone River Road • Billings, MT 59105 [www.riverridgecare.com](http://www.riverridgecare.com) p: 406.252.0003 f: 406.245.4219