

Avalon Health Care Operated Facilities Receives 2024 Customer Experience Award from Pinnacle Quality Insight – An HCP Company

Salt Lake City, UT – March 1, 2024 – Seven facilities operated by Avalon Health Care have been honored with the 2024 Customer Experience Award from Pinnacle Quality Insight:

- Franciscan Post-Acute Care Center – Merced, CA
- George E. Wahlen Ogden Veterans Home – Ogden, UT
- Grays Harbor Health & Rehabilitation Center – Aberdeen, WA
- Mervyn Sharp Bennion Central Utah Veterans Home – Payson, UT
- Northern Nevada State Veterans Home – Sparks, NV
- Southern Utah Veterans Home – Ivins, UT
- William E. Christoffersen Salt Lake Veterans Home – Salt Lake City, UT

This recognition reflects the ongoing efforts and exceptional performance of these care centers operated by Avalon Health Care and solidifies their position in the top echelon of care providers nationwide.

“It is our pleasure to congratulate these facilities for their well-deserved achievement in winning the Customer Experience Award,” says Bud Meadows, HCP’s CEO. “As this award is based on feedback from residents and their loved ones, it demonstrates the dedication that Avalon has towards providing its employees with an exemplary working experience while ensuring their clients have well-trained, compassionate caregivers.”

Qualifying for the Pinnacle Customer Experience Award signifies that these seven facilities have consistently ranked within the top 15% of care providers across the nation over the past 12 months. This achievement underscores their unwavering commitment to delivering exceptional experiences to residents, Veterans, and their families.

“We are thrilled that these communities have been given this recognition,” expressed Nicole Smith, Chief Nursing Officer at Avalon Health Care. “Their hard work and dedication to those in their care truly embody the vision we strive for across all Avalon communities.”

Throughout the year 2023, Pinnacle engaged residents and their families in monthly telephone interviews. These conversations included open-ended questions and ratings across various categories. Avalon used this feedback to drive continuous improvement in their care.

To find out more about Avalon Health Care’s commitment to excellence, please visit <https://avalonhealthcare.com> or call (801) 596-8844.

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About Avalon Health Care Group

Avalon Health Care is a premier provider of post-acute care and rehabilitation. Our 30-year care legacy is based on personal integrity and commitment to providing compassionate, responsible, quality services to the communities we serve. We strive to provide industry-leading care in a patient-centered environment.

About Pinnacle Quality Insight

Pinnacle Quality Insight, acquired by HCP in 2023, is a customer satisfaction measurement firm with an extensive 26-year history in senior care and senior living, conducts over 150,000 phone surveys annually. Working with more than 2,500 care providers across all 50 US states, Canada, and Puerto Rico, Pinnacle is a trusted authority in recognizing excellence. For more information, visit <https://pinnacleqi.com/>.