Westmont Care Center Receives 2021 Customer Experience Award from Pinnacle Quality Insight

LEWISTOWN, Montana – Westmont Care Center, a Lewistown-based provider of skilled nursing care, is proud to announce that they are the recipient of Pinnacle Quality Insight's 2021 Customer Experience Award™. Qualifying for the award in the categories of Individual Needs and Activities, Westmont Care Center displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Stephen Osborne describes receiving the awards as an honor. "During the pandemic, our activities program has been a crucial component to our residents' well-being," he said. "I'm very proud of our employees for all the work they've done to engage our residents in social activities and their daily efforts to see that each resident is receiving the care and attention they need given the restrictions we've had."

Throughout its history of serving the community, Westmont Care Center has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2020, a sampling of Westmont Care Center's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Westmont Care Center in specific categories.

Every month, Westmont Care Center 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™, Westmont Care Center 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 25 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 Westmont Care Center
Westmont Care Center was created to serve those individuals who need short- or long-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 Westmont Care Center, 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 best life. Learn more by visiting www.westmontcare.com.

-30-