



FOR IMMEDIATE RELEASE

Eagle Cliff Manor Receives 2022 Customer Experience Award from Pinnacle Quality Insight

BILLINGS, Montana – Eagle Cliff Manor, a Billings-based provider of skilled nursing care, is proud to announce that they are the recipient of Pinnacle Quality Insight's 2022 Customer Experience Award.™ Qualifying for the award in the category of Laundry Service, Eagle Cliff displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Corbin Boyd of Eagle Cliff Manor describes receiving the award as an honor. "We are elated to receive the Pinnacle Award," he said. "We strive to provide quality healthcare with respect, dignity and kindness for our residents. Our home-like, family environment embodies both our residents and staff. As the administrator of the facility, we focus on the mantra, 'Our home is your home.'"

Throughout its history of serving the community, Eagle Cliff has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2021, a sampling of Eagle Cliff's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Eagle Cliff in specific categories.

Every month, Eagle Cliff Manor 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,™ Eagle Cliff 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 26 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 Eagle Cliff Manor

Eagle Cliff Manor 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 Eagle Cliff, 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.eaglecliffmanor.com.

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