



FOR IMMEDIATE RELEASE

River Ridge Assisted Living Receives 2022 Customer Experience Award from Pinnacle Quality Insight

BILLINGS, Montana – River Ridge Assisted Living, a Billings-based provider of assisted living 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 categories of Dining Service, Response to Problems, Dignity and Respect, and Move-in Process, River Ridge displays a continued dedication to providing Best in Class senior healthcare services.

Executive Director McKenzie Cotter of River Ridge Assisted Living describes receiving the awards as an honor. “We strive to make the transition to our facility as seamless as possible,” she said. “Know that we were rated highly on our move-in process is gratifying and that our follow-up is also appreciated. We love to hear that our residents are well fed and treated with dignity and respect.”

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 2021, a sampling of River Ridge’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 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 River Ridge Assisted Living

River Ridge offers individualized assistance for the activities of daily living while helping residents maintain and expand their independence. When you enter our comfortable, homey setting, you become part of an extended family of physicians, caregivers and compassionate staff members. Learn more by visiting www.riverridgecare.com

