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Fifteen Touchstone Communities Receive 2019 Customer Experience Award from Pinnacle Quality Insight

[San Antonio, Texas] – Touchstone Communities, a Texas based provider of skilled nursing and long-term care, is proud to announce that 15 communities received the Pinnacle Quality Insight's 2019 Customer Experience Award™. Each community qualified for the award across several varying categories such as Overall Customer Experience, Nursing Care, Dining Service, Cleanliness, Safety and Security, and many others. Touchstone's communities display a continued dedication to providing best in class senior healthcare services.

Bryon Sehlke, president of Touchstone Communities, describes the honor of being recognized by Pinnacle, stating "Our communities strive to deliver excellent service in all our interactions. It's a daily effort on this front, so being recognized by Pinnacle is extra special. I'm thankful for all the team members who go above and beyond in our communities as they are the reason we provide great service and are recognized in this manner. It's an honor to receive the 2019 Customer Experience Award from Pinnacle Quality Insight."

Throughout its 25 year history of serving the community, Touchstone Communities has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2018, a sampling of Touchstone's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Touchstone communities in specific categories. Every month, Touchstone 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, Touchstone 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.

The fifteen communities are Ussery-Roan Texas State Veterans Home, The Heights of Tomball, The Heights of Tyler, Lamun-Lusk-Sanchez Texas State Veterans Home, Mid Valley Skilled Nursing & Rehabilitation Center, Las Palmas Skilled Nursing & Rehabilitation, The Heights on Huebner, The Heights of Gonzales, Frank M. Tejada Texas State Veterans Home, The Enclave, Del Rio Nursing & Rehabilitation Center, The Heights of Bulverde, The Heights of Atascosa, Alfredo Gonzalez Texas State Veterans Home, and The Heights of Alamo.

About Pinnacle Quality Insight

A customer satisfaction measurement firm with 23 years of experience in post-acute health care, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,700 care providers in all 50 US states, Canada and Puerto Rico.

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ABOUT TOUCHSTONE COMMUNITIES

Headquartered in San Antonio, Touchstone Communities® provides health care services including skilled nursing, rehabilitation, memory and behavioral care, and respite care. With approximately 2,000 team members, Touchstone Communities® operates 17 communities in Texas in Alamo, Bulverde, Cotulla, Del Rio, Gonzales, Houston, La Vernia, Laredo, Mercedes, Pleasanton, Porter, San Antonio, Tomball, and Tyler. Touchstone also manages long-term care communities for veterans on behalf of the State of Texas located in Amarillo, Big Spring, Floresville, McAllen, and Temple. For more information, visit Touchstone-Communities.com.

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