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**Press release**

**Philip Health Services Receives 2022 Customer Experience Award from Pinnacle Quality Insight**

Philip, SD. January, 27th, 2022 – Philip Health Services a Philip, SD– based Community Health System, is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2022 Customer Experience AwardTM. Qualifying for the award in the category of Nursing Home Care. The Scotchman Living Center displays a continued dedication to providing Best in Class senior healthcare services.

Jeremy Schultes, CEO of Philip Health Services describes receiving the award(s) as an honor, stating that “Denise Buchholz, Director of Nursing and the entire Scotchman Living Center team have served our residents and families with extraordinary care, especially during the Covid pandemic. I have the most respect for our team of caregivers”.

Throughout its nearly 70-year history of serving the community, Philip Health Services has placed a strong emphasis on ensuring that the individual needs of every patient are met. Over the course of 2021, a sampling of Scotchman Living Center customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Philip Health Services in specific categories.

Every month, Scotchman Living Center has gathered its real-time survey results to gain a better understanding of the patient’s needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award™, Scotchman Living 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 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 Philip Health Services**

Philip Health Services encompasses a complete health care facility with a hospital, medical clinic, assisted living center, nursing home and a satellite clinic in Kadoka to serve the rural community.

The Scotchman Living Center and Paulsen Family Memory Care (previously known as the Philip Nursing Home) is a 30-bed long-term care center. Philip Health Services recently added an additional memory care unit. The Scotchman Living Center offers residents 24-hour nursing services to the residents it serves.