**FOR IMMEDIATE RELEASE**

**Scotchman Living Center Receives 2023 Customer Experience Award from Pinnacle Quality Insight**

Philip, South Dakota / March 14, 2023 / Philip Health Services announced that Pinnacle Quality Insight presented them with a 2023 Customer Experience Award, with honors in the following categories:

* **Overall Satisfaction & Recommend to Others**
* **Dining Services & Quality of Food**
* **Cleanliness**
* **Individual Needs**
* **Communication & Response to Problems**
* **Dignity & Respect**
* **Activities & Professional Therapy Services**
* **Admission Process**
* **Safety & Security**
* **Overall Customer Experience**

Qualifying for the Pinnacle Customer Experience Award means that the Scotchman Living Center has placed in the top 15% of care providers nationwide across a 12-month average.

“To receive the Pinnacle Customer Service Award for two consecutive years speaks for itself on the commitment, dedication and determination of the team at the Scotchman Living Center. I am honored and blessed to work with such a caring group of hometown individuals. From certified nursing assistants to nurses, housekeepers to dietary staff and even our maintenance team, they all had a part in helping us to obtain this national award. We will continue to provide the absolute best care to our community, family and friends as we move forward this next year. Congratulations to the Scotchman Living Center Team, you have worked hard to deserve this honorable award!” said Denise Buccholz, RN, Director of Long Term Care.

Throughout 2022, Scotchman Living Center residents and their families participated in monthly telephone interviews where they answered open-ended questions and rated Scotchman Living Center in multiple categories.

**About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 26 years of experience in senior care and senior living, Pinnacle conducts over 150,000 phone surveys each year, working with over 2,500 care providers in all 50 US states, Canada, and Puerto Rico.

**About Philip Health Services**

Philip Health Services now encompasses a complete health care facility with a hospital, medical clinic, nursing home, assisted living home and a satellite clinic in Kadoka, as well as many other services. We are proud to offer a care campus close to home.

Philip is situated between the major business hub of Rapid City 90 miles to the west, and the state government center of Pierre 90 miles to the east. Our 800 residents enjoy the safety and friendliness of a small town, with the Badlands, Black Hills, Mount Rushmore, five national parks, and gaming in historic Deadwood just a short drive away. Philip is a full-service community with all the amenities you expect.