



## **WEL-Home Health Red Oak Receives 2021 Customer Experience Award from Pinnacle Quality Insight**

RED OAK, Iowa – WEL-Home Health, a Red Oak-based provider of home health services, is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2021 Customer Experience Award™. Qualifying for the award in the categories of Communications Between Providers and Patients, Addressing Specific Care Issues, Care from the Agency’s Home Health Providers and Recommend this Agency to Family or Friends, WEL-Home Health displays a continued dedication to providing Best in Class senior healthcare services.

Home Health Director Stephanie Wood of WEL-Home Health describes receiving the award as an honor, “We are grateful for the recognition of our ability to provide quality in-home care for our patients,” she said. “We appreciate the recognition from Pinnacle and the positive feedback we’ve received from our patients. We will build on our success going forward.”

Throughout its history of serving the community, WEL-Home Health has placed a strong emphasis on ensuring that the individual needs of every patient are met. Over the course of 2020, a sampling of WEL-Home Health’s customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate WEL-Home Health in specific categories.

Every month, WEL-Home Health has gathered its real-time survey results to gain a better understanding of the patients’ needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award™, WEL-Home Health 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 patient’s experience.

### **About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 25 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 WEL-Home Health**

With the aid of caring WEL-Home Health professionals, patients can spend less time in clinical settings and maintain their independence. We customize schedules to fit the daily needs of those in our care to deliver necessary treatment and help with challenges of daily living.

WEL-Home Health Red Oak provides home healthcare services to all of Southwest Iowa, including Montgomery, Page, Fremont and Mills Counties.

