



Bridger Rehab & Care Center Receives 2021 Customer Experience Award from Pinnacle Quality Insight

BOZEMAN, Montana – Bridger Rehab & Care Center, a Bozeman-based provider of skilled nursing care, is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2021 Customer Experience Award™. Qualifying for the award in the category of Professional Therapy Services, Bridger Rehab & Care Center displays a continued dedication to providing Best in Class senior healthcare services.

Administrator Jennifer Bailey describes receiving the award as an honor. “Our therapy department assists our residents in living their best-possible lives,” she said. “It’s gratifying to be recognized for our efforts helping folks receive rehabilitation in our facility.”

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

Every month, Bridger Rehab & Care Center 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™, Bridger Rehab & Care 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 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 Bridger Rehab & Care Center

Bridger Rehab & Care Center was created to serve those individuals who need short- or long-term specialized care and services because of a health condition, a change in life circumstances, or a life event such as a surgery or hospital stay. At Bridger Rehab & Care Center, you’ll feel at home within a community dedicated to assuring your comfort and safety, supporting your health and well-being, and empowering you to live your best life. Learn more by visiting www.bridgercc.com.

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