



502 North Ninth Avenue | Vinton, Iowa 52349 | 319-472-6200

## **VIRGINIA GAY HOSPITAL HOME HEALTH AGENCY RECEIVES 2021 CUSTOMER EXPERIENCE AWARD FROM PINNACLE QUALITY INSIGHT**

6/3/2021

Vinton, IA. June 4, 2021 – Virginia Gay Hospital Home Health Agency 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; Care of Patients, Communications Between Providers and Patients and Care from the Agency’s Home Health Providers. Virginia Gay Hospital Home Health Agency displays a continued dedication to providing Best in Class senior healthcare services.

Katie Cox, Director of Virginia Gay Hospital Home Health Agency describes receiving the awards as an honor. “Our team is delighted to have received the feedback we have from our patients and their family members so we could improve and serve them the best way possible”.

Since 1975, Virginia Gay Home Health Agency has been serving the community and continues to place a strong emphasis on ensuring that the individual needs of every client are met. Over the course of 2020, a sampling of Virginia Gay Hospital Home Health Agency customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate them in specific categories.

Every month, Virginia Gay Hospital Home Health Agency has gathered its real-time survey results to gain a better understanding of the client’s needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award™, Virginia Gay Hospital Home Health Agency has satisfied the rigorous demand of scoring in the top 15% of the nation across a 12-month average. Agencies have the opportunity to achieve this Best-in-Class distinction on a monthly basis in many categories designed to accurately reflect each client’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.

#### **Vinton Family Medical Clinic**

504 North Ninth Avenue  
Vinton, Iowa 52349  
319-427-6300

#### **Van Horne Family Medical Clinic**

205 Main Street  
Van Horne, Iowa 52346  
319-228-8000

#### **Urbana Family Medical Clinic**

1002 West Main  
Urbana, Iowa 52345  
319-433-5000

#### **Atkins Family Medical Clinic**

401 Cardial Avenue  
Atkins, Iowa 52206  
319-446-7800

#### **VGH Home Health**

502 North Ninth Avenue  
Vinton, Iowa 52349  
319-427-6360

#### **VGH Nursing & Rehab**

502 North Ninth Avenue  
Vinton, IA 52349  
319-472-6280



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### **About Virginia Gay Hospital Home Health Agency**

Virginia Gay Hospital Home Health Agency is an important community resource for people of all ages. We offer a comprehensive array of skilled nursing, homemaking, and personal care, including state of the art physical, occupational and speech therapy at the patients' home. Virginia Gay Hospital's Home Health Agency strives to bring exceptional care to you at home, because there is no place like home! For more information call 319-472-6360 or visit us at [myvgh.org/service/home-healthcare/](http://myvgh.org/service/home-healthcare/).

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