

February 5, 2016

## NEWS RELEASE

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# Clarkfield Care Center Receives Customer Experience Award From National Customer Satisfaction Survey Firm

Clarkfield Care Center, a Clarkfield, Minn.-based provider of senior services managed by Ecumen, has received the 2016 Customer Experience Award™ for the fourth year in a row from [Pinnacle Quality Insight](#), a national healthcare customer satisfaction measurement company.

Based on surveys of residents and families, Pinnacle gave its Customer Experience Award™ to Clarkfield Care Center in 15 of its measured categories: overall customer experience, overall satisfaction, nursing care, cleanliness, quality of food, dining service, response to problems, activities, admission process, dignity and respect, safety and security, individual needs, communication from facility, laundry service and recommend to others.

“We are honored to receive this award four years in a row now,” said Murray Finger, administrator of Clarkfield Care Center. “It is especially meaningful because the award is based on ratings by our residents and their families. It represents the trust and confidence they place in the services and care we offer, and it is a reflection of the commitment and expertise of our excellent and dedicated staff.”

By qualifying for the Pinnacle Customer Experience Award, Clarkfield Care Center has satisfied the rigorous demand of scoring in the top 15% of Pinnacle’s national benchmarks across a 12-month average. Over the course of 2015, Pinnacle surveyed a sample of Clarkfield Care Center customers and their families in monthly telephone interviews that include open-ended questions, as well the opportunity to rate specific categories.

Clarkfield Care Center, which is managed by Ecumen and owned by the City of Clarkfield, is located at 805 5th St, Clarkfield, Minn., 56223. In addition to providing nursing home and short-stay rehabilitation care, Clarkfield Care Center also offers outpatient therapy services, adult day services and home care. For more information call 320-669-7561 or visit [clarkfieldcarecenter.com](http://clarkfieldcarecenter.com).

Pinnacle Quality Insights has 20 years of experience measuring customer satisfaction in long-term healthcare. The firm conducts over 100,000 surveys a year and works with more than 2,200 clients in all 50 states, Canada and Puerto Rico.

### About Ecumen

Ecumen is one of the nation’s top 20 largest non-profit providers of senior housing and aging services. Based in Shoreview, Minn., Ecumen operates in 38 cities in Minnesota, North Dakota, Wisconsin, Nebraska, Michigan, Idaho and Tennessee, providing a variety of senior housing options and services including independent living, assisted living and long-term care communities as well as at-home and community-based services. Dedicated to empowering individuals to lead richer, fuller lives, Ecumen prides itself on innovation and radically changing the way aging is viewed and understood. Ecumen, founded more than 150 years ago, was named “Best Places to Work” nine times by the *Minneapolis/St. Paul Business Journal* and one of Minnesota’s Top Workplaces by the *Minneapolis Star Tribune* and *Minnesota Monthly Magazine*. To stay up-to-date on the latest news, find us on Facebook or visit [www.ecumen.org](http://www.ecumen.org).