



Georgia War Veterans Nursing Home receives 2021 Customer Experience Award in 14 categories: A best finish

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AUGUSTA, Ga. (March 17, 2021) – [Georgia War Veterans Nursing Home](#) is once again the recipient of Pinnacle Quality Insight's 2021 Customer Experience Award in 14 distinct categories. Qualifying for the award in multiple areas of patient care represents a continued dedication to providing exemplary senior health care services.

This is the fifth time Georgia War has been recognized with this award over the past seven years.

"It's an honor for our staff to be recognized for the excellent patient care they provide to our veterans on a daily basis," said Carlton Deese, executive director of Georgia War Veterans Nursing Home. "As this has not been a typical year, this achievement serves as validation of our staff's continued efforts and commitment to provide excellent care to our nation's heroes."

Over the course of 2020, a sampling of Georgia War patients and their families participated in monthly telephone interviews that included open-ended questions, as well the opportunity to rate Georgia War in specific categories.

Every month, Georgia War Veterans Nursing Home gathered its real-time survey results in order to gain a better understanding of patient needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award, Georgia War Veterans Nursing Home has satisfied the rigorous demand of scoring in the top 15% of the nation in 14/16 survey categories. Clients have the opportunity to achieve this Best in Class distinction on a monthly basis, with multiple categories designed to accurately reflect each patient's experience.

About Pinnacle Quality Insight

A customer satisfaction measurement firm with over 25 years of experience in long-term healthcare, Pinnacle conducts over 150,000 surveys a year and works with over 2,500 care providers in 50 states, Canada and Puerto Rico.

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The Georgia War Veterans Nursing Home in Augusta is a 192-bed skilled nursing care facility located adjacent to the campus of Augusta University and the Charlie Norwood Veterans Affairs Medical Center. Georgia War Veterans Nursing Home is operated under an interagency agreement between the Georgia Department of Veterans Service and Augusta University.

AU Health is Georgia's only public academic health center, where world-class clinicians are bringing the medicine of tomorrow to patient care today. As the primary teaching affiliate of the Medical College of Georgia, AU Health provides the most comprehensive routine-to-complex care at AU Medical Center, which houses the region's only Level 1 trauma center, as well as Children's Hospital of Georgia, historic Roosevelt warm Springs Rehabilitation and Specialty Hospitals, Georgia War Veterans Nursing Home, and more than 100 primary and specialty care clinics across the state.

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