



NEWS RELEASE

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Rose Senior Living Receives Customer Experience Award From National Customer Satisfaction Survey Firm

(March 17, 2018) – Rose Senior Living – Clinton Township, an Ecumen-managed senior living community in Clinton Township, has received a 2018 Customer Experience Award™ 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 Rose Senior Living for its Best in Class ratings for Customer Experience in the Move in Process.

“We are so honored to receive this award,” said Rose Senior Living, Executive Director for Rose Senior Living – Clinton Township. “It is especially meaningful because it measures us against national benchmarks based on ratings by our residents and their families.”

By qualifying for the Pinnacle Customer Experience Award, Rose Senior Living – Clinton Township has satisfied the rigorous demand of scoring in the top 15% of Pinnacle’s Best in Class national benchmarks across a 12-month average. Over the course of 2017, Pinnacle surveyed a sample of Rose Senior Living – Clinton Township customers and their families in monthly telephone interviews that included open-ended questions, as well the opportunity to rate specific categories.

Pinnacle Quality Insights has 22 years of experience measuring customer satisfaction in long-term healthcare. The firm conducts over 150,000 surveys a year and works with more than 2,500 care providers in all 50 states, Canada and Puerto Rico.

Rose Senior Living – Clinton Township is located at 44003 Partridge Creek Blvd.

Clinton Twp., MI 48038. For more information visit

<https://www.roseseniorkiving.com/locations/clinton-township> or call 586-840-0840.

About Ecumen

Ecumen is one of the nation’s top 25 largest non-profit providers of senior housing and aging services. Based in Shoreview, Minn., Ecumen operates 36 communities in 8 states — Minnesota, North Dakota, Wisconsin, Michigan, Idaho, Ohio, Indiana and Tennessee. Ecumen provides a variety of senior housing options and services including independent living, assisted living, short-term rehabilitation and long-term care communities as well as at-home and community-based services including home care and hospice. 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” 10 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.