



NEWS RELEASE

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

(March 17, 2018) – Heritage at Irene Woods, an Ecumen-managed senior living community in Memphis TN, 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 Heritage at Irene Woods for its Best in Class ratings for Transportation.

By qualifying for the Pinnacle Customer Experience Award, Heritage at Irene Woods 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 Heritage at Irene Woods 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.

Heritage at Irene Woods is located at 4580 Forest Hill Irene Rd., Memphis, TN 38125. For more information visit <https://www.roseseniorliving.com/locations/irene-woods> or call 901-737-4735.

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.