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Photo and caption included

Jefferson's Ferry's Vincent Bove Health Center Again Recognized for Exceptional Resident Experience

Resident Survey Scores Jefferson's Ferry in Top 15% Nationwide in Skilled Nursing Care

S. Setauket, NY...February 2024... For the sixth year running, the Vincent Bove Health Center at Jefferson's Ferry Life Plan Community has received the Pinnacle Quality Insight Customer Experience Award for outstanding resident satisfaction and overall achievement in skilled nursing care.

The Pinnacle Award process examines "Best in Class" service in skilled nursing over a 12-month period of study by surveying residents and their families about the quality of 14 target areas: Nursing care, activities, dining services/food quality, cleanliness, laundry services, therapy services, response to problems, dignity and respect, individual needs, would they recommend to others, the overall customer experience and satisfaction by residents or family members. The survey placed the health center in the top 15% of skilled nursing facilities nationwide.

"For more than 20 years, Jefferson's Ferry, Long Island's first Life Plan Retirement Community, has set a high bar for extraordinary care," said Jefferson's Ferry President and CEO Bob Caulfield. "We strive every day to provide the highest quality care experience in a community setting that respects individuality and promotes dignity, privacy, and independence for every resident. The Pinnacle Award is a direct reflection of our families' recognition of the outstanding work that our staff performs on a daily basis and a vote of confidence that all of us take very seriously."

The survey sampling of Vincent Bove Health Center residents and their families takes place over the course of a year with monthly telephone interviews that ask the participants open-ended questions to rate their experiences in the specific categories. Jefferson's Ferry staff receive that feedback each month to gain a better understanding of emerging resident needs and make improvements when necessary.

"The Pinnacle Award is especially meaningful to our caregivers and other staff, as the results come directly from the people they help on a daily basis," explained Anthony Comerford, Vice

President of Health Service at Jefferson's Ferry. "It is important to know that we are consistently hitting the mark, meeting or exceeding the best standards or practices within our industry. Our goal is always to provide residents with the peace of mind to live their best life here. The staff and residents form close relationships based on mutual respect, trust, and quality care."

Pinnacle Quality Insight is a customer satisfaction measurement firm with more than 26 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 U.S. states, Canada and Puerto Rico.



Jefferson's Ferry Receive Pinnacle Award for Outstanding Customer Satisfaction. For the sixth year in a row, the Vincent Bove Health Center at Jefferson's Ferry Life Plan Community has received the Pinnacle Quality Insight Customer Experience Award for outstanding resident satisfaction and overall achievement in skilled nursing care. Pictured here: Jefferson's Ferry's President and Chief Executive Officer Bob Caulfield, Director of Admissions Dawn Flowers-Leib, Director of Housekeeping Patti Gallagher, Culinary Manager Heidi Vargas, Assistant Director of Nursing Kathy Koutouvidis, Director of Nursing Richelle Rugolo, and Vice President of Health Services Anthony Comerford.

About Jefferson's Ferry

Jefferson's Ferry is a not-for-profit Life Plan Community for active adults aged 62 and above, with Independent Living cottages and apartments, assisted living apartments, and a quality

health care center all on one site. A multi-million-dollar expansion and renovation project, “The Journey Toward Renewal,” is part of a larger strategic initiative launched in 2018 to create a life-enriching environment for all new and current residents at every stage of their life. Journey to Renewal has added 60 one- and two-bedroom independent living apartments, provided six distinct dining venues, an expanded Healthy Living Center, Fitness Center, and its state-of-the-art Rehabilitation Therapy Center. A new Memory Support Neighborhood in Assisted Living will provide a high quality of life and care for people diagnosed and living with Alzheimer’s and other dementia-related diseases. Common areas in Assisted Living and the Health Care Center have also been renovated.

Jefferson’s Ferry offers exceptional living and amenities, including indoor pool, computer center, library, recreational areas, gardens, and gazebos. A mix of cultural excursions, civic activities, and a community of residents who help shape Jefferson’s Ferry’s future ensures a spirited and engaged lifestyle.

The Vincent Bove Health Center at Jefferson’s Ferry enjoys a 5-star rating from The Centers for Medicare and Medicaid Services (CMS), and was named a “Best Of” nursing home by U.S. News & World Report. Jefferson’s Ferry has repeatedly earned the industrywide Community Choice Award for resident satisfaction and engagement and has been recognized with the Pinnacle Quality Insight’s Customer Experience Award for six years in a row. FitchRatings has assigned Jefferson’s Ferry a BBB bond rating. Jefferson’s Ferry has consistently been voted Best Retirement Community, Best Nursing Home and Best Assisted Living on Long Island by The Long Island Press and has been recognized for Excellence by the Hauppauge Industrial Association’s Business Achievement Awards program.

For more information visit www.jeffersonsferry.org