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## **Jefferson's Ferry Recognized for Exceptional Resident Experience in Skilled Nursing and Assisted Living**

*Resident Survey Scores Jefferson's Ferry in Top 15% Nationwide for Third Year Running*

**S. Setauket, NY...March 10, 2021...** Jefferson's Ferry Life Plan Community was recently honored for outstanding resident satisfaction and overall achievements in the health care industry. For the third year in a row, The Vincent Bove Health Center at Jefferson's Ferry received Pinnacle Quality Insight's Customer Experience Award. This award recognizes Jefferson's Ferry's dedication to providing "Best in Class" service in Assisted Living and Skilled Nursing, scoring in the top 15% of assisted and skilled nursing facilities nationwide over a 12-month period of study. Jefferson's Ferry excelled in the categories of Nursing Care, Cleanliness, Individual Needs, Recommendation to Others, Activities, Admission Process, Safety & Security, and Overall Customer Experience.

"It is especially meaningful to earn this important award for our work over the last year against the backdrop of COVID," said Jefferson's Ferry President and CEO Bob Caulfield. "The Pinnacle Award is a direct reflection of the outstanding work that our employees perform every day, and in 2020, under extraordinary circumstances. It's always gratifying to know that our residents recognize our staff's unwavering commitment to their well-being and to providing the highest level of quality service no matter what the circumstances."

Over the course of 2020, a sampling of residents of the Vincent Bove Health Center at Jefferson's Ferry and their families participated in monthly telephone interviews that asked open-ended questions to rate their experiences in specific categories. Every month, Jefferson's Ferry staff evaluated the results from the telephone interviews to gain a better understanding of resident needs and make improvements when necessary.

"We always consider the work we do for our Assisted Living and Skilled Nursing residents as 'front line' as our staff and residents form such close relationships," explained Anthony Comerford, Vice President of Health Service. "In 2020 this quality of care took on a new meaning, as we adjusted to uphold even more stringent health and safety protocols while maintaining that close relationship. The mutual respect and trust that we share with our residents made these changes much more manageable."

“While we don’t do our work with the goal of winning awards, achieving what amounts to the highest recognition from the where it matters the most, our residents, well it doesn’t get any better than that. Our goal is to always to provide our residents with the means and peace of mind to live their best life here at Jefferson’s Ferry. It is especially meaningful to know that we are consistently hitting the mark, even when faced with unprecedented challenges,” added Caulfield.

Pinnacle Quality Insight, a customer satisfaction measurement firm with 23 years of experience in post-acute healthcare, conducted more than 150,000 phone surveys among approximately 2,700 care providers in all 50 states, Canada and Puerto Rico.

**About Jefferson’s Ferry ([www.jeffersonsferry.org](http://www.jeffersonsferry.org))**

Jefferson’s Ferry is a nonprofit Life Plan community for active adults age 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 currently under construction. 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 Toward Renewal will add 60 one- and two-bedroom independent living apartments, expand the Healthy Living Center, Fitness Center, and its state-of-the-art Rehabilitation Therapy Center. Expanded dining options are also planned. A new Memory Care building 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 will be 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 earned the industrywide Community Choice Award for resident satisfaction and engagement and has been recognized with Pinnacle Quality Insight’s Customer Experience Award for the last three years. FitchRatings has assigned Jefferson’s Ferry a BBB bond rating. Jefferson’s Ferry has consistently been voted Best Retirement Community 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](http://www.jeffersonsferry.org)