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PRESS RELEASE

Four Veterans Homes Recognized with the "2024 Pinnacle Customer Experience Award"

Texas State Veterans Homes Continue to Provide the Highest Level of Service

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Austin — Today, Texas Land Commissioner and Veterans Land Board Chairwoman Dawn Buckingham M.D., along with the the Texas Veterans Land Board (VLB), announced that four Texas State Veterans Homes have been honored with the prestigious "2024 Pinnacle Customer Experience Award" for providing exceptional care and support to our nation's Veterans. Pinnacle Quality Insight— an HCP Company — bestows Customer Experience Awards upon providers who excel in delivering exceptional customer experiences for their patients and residents.

"We are immensely proud of our Texas State Veterans Homes for their commitment to providing outstanding care to our nation's veterans," said Commissioner Buckingham. "This recognition highlights the dedication and compassion of our staff, and we are honored to receive the 2024 Pinnacle Customer Experience Award."

"It is our pleasure to congratulate these four homes for their well-deserved achievement in winning the Customer Experience Award," said Bud Meadows, HCP's CEO.



Clyde W. Coper Texas State Veterans Home in Bonham, Texas

The four Texas State Veterans Homes honored with the "2024 Pinnacle Customer Experience Award" include:

- Ambrosio Guillen Texas State Veterans Home in El Paso
- Watkins-Logan Texas State Veterans Home in Tyler
- Ussery-Roan Texas State Veterans Home in Amarillo
- Clyde W. Coper Texas State Veterans Home in Bonham



Ussery-Roan Texas State veterans Home in Amarillo, Texas

Each month, Pinnacle conducts thousands of phone-based satisfaction interviews with residents, patients, and their families, evaluating them on 12 to 16 service categories. Providers are rated on communication, dignity, safety, food quality, and more. Those who score in the top 15% of each service category earn a Customer Experience Award.

The Texas Veterans Land Board is dedicated to serving Texas Veterans and their families by providing favorable terms on loans for housing, land, and home improvements, along with providing long-term care Veterans Homes and State Veterans Cemeteries.



Ussery-Roan Texas State Veterans Home in Amarillo, Texas

The VLB currently operates nine, soon to be 10, Texas State Veterans Homes offering long-term skilled nursing care for qualified Veterans, their spouses, and Gold Star parents. Eligible Veterans with a 70% or more service-connected disability rating can live in one of our Veterans Homes at no cost.

To learn more about the VLB's Texas State Veterans Homes visit: vlb.texas.gov/veterans-homes.