



Villa Springfield Health & Rehabilitation Center Wins Talk of the Town Customer Satisfaction Awards

/EINPresswire.com/ Long-term care and rehabilitation facility receives back-to-back [Talk of the Town Awards](#) for earning high customer and patient satisfaction ratings.

Earning the highest rating of 5 stars for two straight years, [Villa Springfield](#) Health & Rehabilitation Center has won its second CMUS Talk of the Town Customer Satisfaction Award in the Health & Medical — Nursing Homes & Rehabilitation Centers category.

The Talk of the Town Awards, presented by Talk of the Town News, Customer Care News magazine and Celebration Media U.S. (CMUS), honor companies and professionals that provide excellent customer service as reported by their customers through no-cost, user-review websites, blogs, social networks, business rating services, and other honors and accolades. This data is analyzed by a team of researchers who calculate a company's CMUS Power Rating™. Only those that receive a 4-star to 5-star rating receive the CMUS Talk of the Town Customer Satisfaction Award.

Initially opened in 1985, and then purchased in 1997 by Covenant Care, Villa Springfield is a 110-bed, [long-term care facility](#) with a state-of-the-art rehabilitation wing. "We offer 24-hour skilled and rehabilitation services with the goal to help individuals regain their highest level of independence, improve their current abilities or make their stay as comfortable as possible," says Michele Hemphill, marketing director for Villa Springfield.

Serving more than just patients' physical needs is an important goal for Villa Springfield. Patient and customer satisfaction are incorporated into all employees' training and daily activities. "We believe that all employees are responsible to deliver the best customer service in the area," says Hemphill. "We have a program that is problem solving at the bedside, which is done so that a small issue can be resolved in a timely fashion. We also have customer surveys that our residents, families and staff fill out quarterly. Customer service in-service programs are also done upon hire and four times a year."

The Talk of the Town Customer Satisfaction Awards are a point of pride for the team at Villa Springfield. "Villa has won many awards, but this one is very dear to us as it is from the customers and they mean the most to all of us," says Hemphill.

In addition to receiving consecutive Talk of the Town Awards, Villa Springfield is ranked in the top 10 percent of nursing facilities in the nation. The center's facilities include a state-of-the-art therapy gym staffed by ACP-certified therapists who work directly for Villa. "In 2010 and 2011 we sent home more than 420 residents through our homeward-bound therapy programs. This year so far we have sent home 199," says Hemphill.

Villa Springfield gives back to the community in more ways than serving the long-term care and physical therapy needs of local residents. The facility offers a wellness center that is free and open to the public. It also supports several nonprofit organizations including the Second Harvest Food Bank, the Salvation Army and veterans' associations.

Villa Springfield is located at 701 Villa Road in Springfield. For more information, call 937-399-5551 or go online at www.villaspringfieldrehabcenter.com.

About the Award and Sponsors:

This is the fourth year CMUS, Talk of the Town News and Customer Care News have honored companies for achieving high levels of customer satisfaction with the Talk of the Town Awards. Businesses eligible to receive the award include, but are not limited to, beauty salons, spas, restaurants, bakeries, dentists, auto repair facilities, veterinarians, home repair and improvement contractors, florists, hospitals, and physicians.

For more information about the award or its sponsors, please contact CMUS and Talk of the Town News at 877-498-6405 or go online to www.talkofthetownnews.com.

About Celebration Media U.S.: Celebration Media provides companies with valuable information on improving customer care through its publishing division, which produces Customer Care News, and its research department, which provides businesses with information on customer service best practices. This commitment has led to the creation of the Talk of the Town Awards program, which is dedicated to identifying companies that are excelling in high-rated customer service feedback and offering them valuable marketing opportunities to leverage their award, while also giving consumers a tool to find the top consumer-rated businesses in the United States and Canada.

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