



Contact: Kathleen Caputi
Epoch 5 Public Relations
kcaputi@epoch5.com
631-427-1713

Photo and caption included

Jefferson's Ferry's Vincent Bove Health Center Scores in the Top 15% Nationwide for Exceptional Resident Experience

S. Setauket, NY March 2025... For the seventh year in a row, a survey of Jefferson's Ferry residents and their families has affirmed the excellence of the care residents of the Life Plan Community's skilled nursing care receive. Their feedback places Jefferson's Ferry's Vincent Bove Health Center among the top 15% in the nation, providing "Best in Class" service to its residents. In recognition of this distinction, Jefferson's Ferry received the Activated Insights Customer Experience Award (formerly Pinnacle Quality Insight) for outstanding resident satisfaction and overall achievement in skilled nursing care.

The Activated Insights Award process closely examined skilled nursing care at the Health Center 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.

"Since Jefferson's Ferry opened its doors nearly 25 years ago as Long Island's first Life Plan Retirement Community, we have upheld the highest standards to deliver extraordinary care," said Jefferson's Ferry President and CEO Bob Caulfield. "The Activated Insights Award affirms the outstanding work that our staff performs on a daily basis and is a vote of confidence that all of us take very seriously. Our goal is always to provide residents with the peace of mind to live their best life here. We are deeply grateful to our residents and their families for their trust and support. It's the people who live and work here that make Jefferson's Ferry such a special and vibrant community."

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

“With its basis in direct feedback from our residents and their loved ones, the Activated Insights Award is especially meaningful to our caregivers and other staff,” explained Anthony Comerford, Vice President of Health Service at Jefferson’s Ferry. “The staff and residents form close relationships based on mutual respect, trust, and quality care. It is both important and immensely satisfying to all of us to know that we are consistently hitting the mark, meeting or exceeding the best standards or practices within our industry.”

Activated Insights is a customer satisfaction measurement firm with more than 26 years of experience in post-acute healthcare. Pinnacle conducts over 112,000 phone surveys each year working with 1,800 care providers in all 50 U.S. states, Canada and Puerto Rico.



Photo caption: For the seventh year in a row, Jefferson’s Ferry’s Vincent Bove Health Center received the Activated Insights Customer Experience Award for outstanding resident satisfaction and overall achievement in skilled nursing care. Pictured here, from left to right, Jefferson’s Ferry management: Bob Caulfield, President & Chief Executive Officer; Patti Gallagher, Director of Environmental Services; Dawn Flowers-Leib, Director of Admissions; Richelle Rugolo, RN, Director of Nursing; Kathy Koutouvidis, RN, Assistant Director of Nursing; Heidi Vargas, Culinary Manager; and Anthony Comerford, Vice President of Health Services.

About Jefferson's Ferry www.jeffersonsferry.org

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," which is in the final stage of construction, will provide a life-enriching environment for all new and current residents at every stage of their life. Journey Toward Renewal has added 60 one- and two-bedroom independent living apartments, six distinct dining venues, expanded the Healthy Living Center and Fitness Center, and created a state-of-the-art Rehabilitation Therapy Center. Currently under construction are renovations to common areas in Assisted Living and Skilled Nursing and the construction of a bistro to be located in the Health Center Commons. Also new to Jefferson's Ferry is "The Grove," a Memory Support Neighborhood which provides a high quality of life and care for 20 residents diagnosed and living with Alzheimer's and other dementia-related diseases.

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 ensure 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 Activated Insights Award (formerly known as Pinnacle Quality Insight's Customer Experience Award) for seven years running. 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