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Rocky Mountain Health Care Services Recognized for Customer Service, Named Best Workplace

COLORADO SPRINGS, CO – Rocky Mountain Health Care Services (RMHCS), a nonprofit that serves seniors in Colorado Springs through its Rocky Mountain Program of All-Inclusive Care for the Elderly (PACE), landed two prestigious awards in 2021.

The Better Business Bureau of Southern Colorado presented its 2021 Excellence in Customer Service Award to Rocky Mountain PACE. Award recipients undergo a rigorous and time-consuming vetting process and are considered exceptional at providing customer service and positively impacting the community at large.

In addition, RMHCS was named the top workplace for employers with 300 or more employees in the Gazette Best Workplaces Program. Rankings are sourced from staff within the nominated companies, providing a free workplace analysis based on employee surveys to analyze the health and engagement of an organization.

The goal at PACE is to enrich the lives of senior participants, empowering them to live vibrant and independent lives. The foundation of providing this experience starts with the staff, said Nate Olson, CEO. “We have a real focus on our team members and realize that if we can hire the best individuals and help them be the best ‘them,’ then we know our participants are going to receive great care.”

“Every single one of the staff has the heart for what we do here,” said RMHCS employee Rebecca Ward. “They have compassion for our participants. I couldn’t ask for a better team to work with.”

Employees who voted RMHCS a best place to work also praised the benefit packages, including unique opportunities such as a Leadership Bootcamp program, one-on-one coaching opportunities, and education licensing fee reimbursement. RMHCS offers a choice of health care plans, a progressive time-off program, a 5 percent matching 403b savings plan, longevity bonuses, flexible health savings and spending accounts, short-term and long-term disability, and an employee assistance program that provides resources and financial assistance.

“PACE allows health care to be done the way it’s supposed to be done,” Olson said. “And after 30 years, I am so happy that I found PACE.”

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Rocky Mountain PACE is a unique model of care that provides coordinated medical services to adults age 55 and older. A program of Rocky Mountain Health Care Services, the nonprofit aims to help seniors live better by focusing on independence, health and mental well-being. The health care provided includes primary and specialty care, rehabilitation and medical transportation, as well as socialization and activities through the Day Center.

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