

2026

Customer Experience Award

We're a winner!



**CUSTOMER
EXPERIENCE**

**AWARD
2026**

Awarded by

 **Activated Insights**



February 26, 2026

FOR IMMEDIATE RELEASE

WEL-Life at Ogallala Assisted Living Receives 2026 Customer Experience Award from Activated Insights

OGALLALA – WEL-Life at Ogallala Assisted Living is proud to announce that it has received a 2026 Customer Experience Award from Activated Insights, the leading provider of training, recruitment, retention, experience management and recognition tools to improve and grow long-term and post-acute care organizations. This recognizes WEL-Life’s outstanding performance in Overall Satisfaction, Personal Care, Response to Problems, Communication, Individual Needs and Overall Customer Experience and solidifies their position among the top care providers nationwide.

“It is our pleasure to congratulate WEL-Life at Ogallala for their well-deserved achievement in winning the Customer Experience Award,” said Bud Meadows, Chief Executive Officer of Activated Insights. “It’s wonderful to see the hard work that WEL-Life is putting in to provide high-quality care – their effort isn’t going unnoticed. This award allows them to provide proof of quality to potential new clients and caregivers.”

Qualifying for the Customer Experience Award signifies that WEL-Life has consistently ranked within the top 15 percent of care providers across the nation over the past 12 months. This achievement underscores their commitment to delivering exceptional experiences to residents and their families.

“This recognition reflects the trust our residents and families place in us,” said Chad Bos, Executive Director. “Overall satisfaction comes from consistently delivering strong personal care, communicating clearly and responding quickly when concerns arise. Our team works hard to ensure each resident’s individual needs are understood and respected.”

Throughout the year 2025, WEL-Life engaged residents and their families in monthly telephone interviews. These conversations included open-ended questions and ratings across various categories. WEL-Life used this feedback to guide improvements and strengthen the overall customer experience.

“As a nurse, I see firsthand how important it is to truly listen,” said Donette Reinhart, RN Director of Healthcare Services. “When we respond promptly to concerns and tailor care to each individual, families notice. This award affirms that our focus on personal care, communication and meeting individual needs is making a meaningful difference.”

To find out more about WEL-Life at Ogallala’s commitment to excellence, please visit www.wlogallala.com or call 308-284-2620.



QUALITY CARE WITH RESPECT, DIGNITY AND KINDNESS

1610 North Spruce • Ogallala, NE 69153 www.wlogallala.com p: 308.284.2620 f: 308.284.0929

Customer Experience

Each month, Activated Insights conducts thousands of phone-based satisfaction interviews to residents, patients, and their families to evaluate them on 12–16 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™. Providers who maintain high scores across multiple categories throughout the year earn a Best-in-Class distinction for their excellent care.



HOW WE DID IT:

- ✓ Committed to providing quality senior care services by listening to and incorporating patient and resident feedback
- ✓ Score in the 85th percentile or above out of 2,700 care providers and 150,000 satisfaction interviews
- ✓ Using service for one quarter to obtain the Customer Experience Award and one calendar year to obtain Best-in-Class



WEL-Life at Ogallala Assisted Living
1610 North Spruce Street
Ogallala, Nebraska 69153
308-284-2620

We know that trust must be earned.

Customer Experience Award™ and Best-in-Class

What does it mean to be awarded an Activated Insights, Customer Experience Award™?

Activated Insights' Customer Experience Awards are given to providers who excel in providing exceptional customer experiences for their patients and residents.

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What's required to qualify?

- ✔ Must have been using service for at least one quarter to obtain the Customer Experience Award™
- ✔ Must have been using service for over the course of a calendar year to obtain Best-in-Class
- ✔ Must score in the 85th percentile or above
- ✔ Must be committed to providing quality senior living services by listening to and incorporating client feedback

Awarded by:

 **Activated Insights**





Activated Insights
customersupport@activatedinsights.com
877.307.8573 | activatedinsights.com

February 12, 2026

To whom it may concern,

Activated Insights, a nationally recognized customer satisfaction firm, conducted interviews with Wel Life At Ogallala customers over the past year, assessing satisfaction across multiple service aspects.

From the results of these interviews, Activated Insights has determined that Wel Life At Ogallala has qualified for a **Customer Experience Award™** in the following service areas:

- Overall Satisfaction**
- Personal Care**
- Response to Problems**
- Communication**
- Individual Needs**
- Overall Customer Experience**

Earning the Customer Experience Award shows that Wel Life At Ogallala consistently ranks among the top 15% of care providers nationally. This reflects their strong dedication to continuous improvement and exceptional care, securing their position among the top care providers nationwide.

Activated Insights congratulates the staff of Wel Life At Ogallala for this well-deserved honor.

Bud Meadows
CEO
Activated Insights

2026



 **Activated Insights**

CUSTOMER EXPERIENCE AWARD

Activated Insights
recognizes

WEL LIFE AT OGALLALA

for achieving best-in-class
customer satisfaction standards in

OVERALL SATISFACTION

A handwritten signature in black ink, appearing to read "BOW" with a long horizontal stroke extending to the right.

BUD MEADOWS, CEO

2026



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PERSONAL CARE

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RESPONSE TO PROBLEMS

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COMMUNICATION

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INDIVIDUAL NEEDS

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**OVERALL CUSTOMER
EXPERIENCE**

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