



February 7, 2024

**FOR IMMEDIATE RELEASE**

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**WEL-Life at Papillion Assisted Living Receives 2024 Customer Experience Award from Pinnacle Quality Insight – An HCP Company**

PAPILLION, NEBRASKA – WEL-Life at Papillion Assisted Living is thrilled to announce that it has received a 2024 Customer Experience Award from Pinnacle Quality Insight. This recognizes WEL-Life's outstanding performance in the category of **Meeting Individual Needs** and solidifies their position in the top echelon of care providers nationwide.

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

"WEL-Life is home to a great group of diverse and dynamic residents," said Paula Fandry, WEL-Life Executive Director. "Kudos to our awesome team for their achievement in treating each resident as an individual. We work diligently to customize care and make sure we are meeting our residents' needs."

Throughout the year 2023, WEL-Life at Papillion 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 drive continuous improvement in their care.

To find out more about WEL-Life at Papillion's commitment to excellence, please visit [wlpapillion.com](http://wlpapillion.com) or call 402-339-1775.

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**About Pinnacle Quality Insight**

Pinnacle Quality Insight, acquired by HCP in 2023, is a customer satisfaction measurement firm with an extensive 26-year history in senior care and senior living, conducts over 150,000 phone surveys annually. Working with more than 2,500 care providers across all 50 US states, Canada, and Puerto Rico, Pinnacle is a trusted authority in recognizing excellence. For more information, visit <https://pinnacleqi.com/>.



QUALITY CARE WITH RESPECT, DIGNITY AND KINDNESS

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WEL-Life at Papillion  
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We know that trust must be earned.

# Customer Experience Award and Best-in-Class

## What does it mean to be awarded Pinnacle Quality Insights Customer Experience Awards?

***Pinnacle Quality Insight's Customer Experience Awards are given to providers who excel in providing exceptional customer experiences for their patients and residents.***

Each month, Pinnacle 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.



## What's required to qualify?

- ✓ Must have been using service for 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 care services by listening to and incorporating patient and resident feedback

Awarded by:





**PINNACLE QUALITY INSIGHT**  
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**January 31, 2024**

To whom it may concern,

Pinnacle Quality Insight - An HCP Company, a nationally recognized customer satisfaction firm, conducted interviews with Wel Life At Papillion customers over the past year, assessing satisfaction across multiple service aspects.

From the results of these interviews, Pinnacle has determined that Wel Life At Papillion has qualified for a **Pinnacle Customer Experience Award™** in the following service area:

**Individual Needs**

Earning the Pinnacle Customer Experience Award shows that Wel Life At Papillion 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.

Pinnacle congratulates the staff of Wel Life At Papillion for this well-deserved honor.

**Bud Meadows**

CEO

Home Care Pulse

2024



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**WEL LIFE AT PAPILLION**

for achieving best-in-class  
customer satisfaction standards in

**INDIVIDUAL NEEDS**

A handwritten signature in black ink, appearing to read "B Meadows".

BUD MEADOWS, CEO