

2026

Customer Experience Award

We're a winner!



**CUSTOMER
EXPERIENCE**

**AWARD
2026**

Awarded by

 **Activated Insights**



February 26, 2026

FOR IMMEDIATE RELEASE

Indian Hills Manor Receives 2026 Customer Experience Award from Activated Insights

OGALLALA – Indian Hills Manor 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 Indian Hills Manor’s outstanding performance in Nursing Care and Quality of Food and places the community among the top care providers nationwide.

“It is our pleasure to congratulate Indian Hills Manor 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 Indian Hills Manor 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 Indian Hills 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 dedication of our clinical and dietary teams,” said Chad Bos, Administrator. “Providing strong nursing care while also ensuring residents enjoy quality meals every day requires coordination, compassion and attention to detail. Our team takes pride in delivering both.”

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

“We listen carefully to what residents and families share with us,” said Bos. “Their feedback helps us continually refine both our nursing services and dining experience so that we meet high standards in every area of care.”

To find out more about Indian Hills’ commitment to excellence, please visit www.indianhillsmanor.com or call 308-284-4068.



QUALITY CARE WITH RESPECT, DIGNITY AND KINDNESS

1720 N. Spruce Ogallala, Nebraska 69153 www.indianhillsmanor.com p: 308.284.4068/4069 f: 308.284.8381

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



Indian Hills Manor
1720 North Spruce Street
Ogallala, Nebraska 69153

308-284-4068

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.

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.



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
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February 25, 2026

To whom it may concern,

Activated Insights, a nationally recognized customer satisfaction firm, conducted interviews with Indian Hills Manor customers over the past year, assessing satisfaction across multiple service aspects.

From the results of these interviews, Activated Insights has determined that Indian Hills Manor has qualified for a **Customer Experience Award™** in the following service areas:

Nursing Care
Quality of Food

Earning the Customer Experience Award shows that Indian Hills Manor 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 Indian Hills Manor for this well-deserved honor.

Bud Meadows
CEO
Activated Insights

2026



 **Activated Insights**

CUSTOMER EXPERIENCE AWARD

Activated Insights
recognizes

INDIAN HILLS MANOR

for achieving best-in-class
customer satisfaction standards in

NURSING CARE

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

BUD MEADOWS, CEO

2026



 **Activated Insights**

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recognizes

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QUALITY OF FOOD

A handwritten signature in black ink, appearing to read 'Bud Meadows'.

BUD MEADOWS, CEO