



## **WEL-Life at Kalispell Receives 2021 Customer Experience Award from Pinnacle Quality Insight**

KALISPELL, Montana – WEL-Life at Kalispell, a provider of assisted living care, is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2021 Customer Experience Award™. Qualifying for the award in the categories of Overall Satisfaction, Personal Care, Variety of Food/Menu Choices, Quality of Food, Dining Service, Cleanliness, Response to Problems, Communication, Move-in Process, Recommend to Others and Overall Customer Experience, WEL-Life at Kalispell displays a continued dedication to providing Best in Class senior healthcare services.

Executive Director Tricia Dortch describes receiving the awards as an honor. “We are elated to be recognized by Pinnacle. It’s great to have our efforts acknowledged,” she said. “I’m very proud of our employees for all the work they’ve done on a daily basis – especially since we’ve been dealing with a global pandemic. It’s more important than ever that each resident is receiving the care and attention they need.”

Throughout its history of serving the community, WEL-Life at Kalispell has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2020, a sampling of WEL-Life’s customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate the facility in specific categories.

Every month, WEL-Life at Kalispell has gathered its real-time survey results to gain a better understanding of the resident’s needs and make improvements when necessary. By qualifying for the Pinnacle Customer Experience Award™, WEL-Life at Kalispell has satisfied the rigorous demand of scoring in the top 15% of the nation across a 12-month average. Clients have the opportunity to achieve this Best-in-Class distinction on a monthly basis in many categories designed to accurately reflect each resident’s experience.

### **About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 25 years of experience in post-acute healthcare, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,500 care providers in all 50 US states, Canada and Puerto Rico.

### **About WEL-Life at Kalispell**

WEL-Life at Kalispell offers individualized assistance for the activities of daily living while helping you maintain and expand your independence. When you enter our comfortable, homey setting, you become part of an extended family of physicians, caregivers and caring staff members. Learn more by visiting [www.wkalisPELL.com](http://www.wkalisPELL.com).

