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Harbor Hospice Named a 2020 Hospice Honors Recipient

[Muskegon, MI.], [June 2, 2020] — Harbor Hospice has been named a 2020 Hospice Honors recipient by HEALTHCAREfirst, a leading provider of billing and coding services, CAHPS surveys and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view.

"We are excited to recognize the 2020 Hospice Honors recipients for their hard work and dedication to providing exceptional care," said Misty Skinner, Executive Vice President of Services at HEALTHCAREfirst. "I congratulate Harbor Hospice on its success in achieving this highest of honors."

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2018 through September 2019. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all hospices contained in the HEALTHCAREfirst's Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions. HEALTHCAREfirst holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the HEALTHCAREfirst National Performance Score on all 24 of the evaluated questions. Please visit HEALTHCAREfirst's website at www.healthcarefirst.com to learn more about HEALTHCAREfirst's Hospice CAHPS survey program as well as the Hospice Honors awards.

"This recognition means we are doing exactly what we promise – providing the highest quality, skilled, compassionate care for our patients and families. I am very proud of this achievement and grateful for our dedicated team of professionals and those who come along side us to help support us in this very important work," said Susan Houseman, Interim President and CEO.

For more information about Harbor Hospice and Harbor Palliative Care please call 231.728.3442 or visit www.HarborHospiceMI.org.

For more information about HEALTHCAREfirst, please call 800.841.6095 or visit www.healthcarefirst.com.