

# Your Health Matters

## HOME HEALTH RECEIVES PATIENT SATISFACTION AWARD

For the third year in a row, the Montgomery County Health Department Home Health Agency has been named a national best practice home health agency.

The Patient Satisfaction Award of Distinction is based on an annual Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) survey, which measures patient satisfaction with home health services they received. The HHCAHPS survey is provided to all home health patients covered by Medicare. Patients are asked how well the agency communicated and discussed medicines, pain and home safety; if care was provided in a professional way; how they would rate the agency overall; and how strongly they would recommend the agency to others.

The Montgomery County Health Department Home Health Agency placed in the top 25% of home health agencies in the nation by demonstrating what survey administrator Fazzi Associates calls “superior performance in overall patient satisfaction results.”

Fazzi adds, “We are incredibly proud of these agencies’ significant accomplishments and pleased to be their partner in one of the most important quality initiatives—patient satisfaction.”

We want to thank you for your vote of confidence in our employees. Thank you for taking the time to provide your feedback, recognizing the Montgomery County Health Department Home Health Agency for meeting and exceeding your expectations.

Our home health staff are all local. They provide exceptional, compassionate care, and they love serving their friends and neighbors. Helping our patients live longer, healthier lives gives us great joy and satisfaction!

To learn more about the award, visit <https://www.fazzi.com/hhcahps-2/patient-satisfaction-award-of-distinction/>.

We love taking care of your family, and we work every day to protect, promote and improve health in our community. ■



*Linda Harman*

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