

Cedar Valley Hospice credits team for multiple patient care awards

By Stephanie Abel-Hohenzy

It is important to have trusted healthcare professionals by your side when facing a serious illness. You want to receive timely communication, excellent support and continuous education about how to best care for yourself or someone you love. According to Cedar Valley Hospice's family caregivers, this is exactly what they received.

Cedar Valley Hospice has received multiple national honors for patient care: a 5-star rating from Medicare.gov and the CAHPS Honors Award from HEALTHCAREfirst. Both are measured directly from family caregivers' responses to questions on the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Cedar Valley Hospice is the only organization in its 15-county service area to receive both awards, which acknowledge the highest performing agencies that continually provide quality care and positive patient and caregiver experiences. The 5-star rating also helps families research their options when they are looking for hospice care.

"These are special honors because they represent feedback directly from families we have served," said Cedar Valley Hospice Executive Director Michaela Vandersee.

"They do not have to respond to the survey, but so many of them choose to because of the way they feel about Cedar Valley Hospice. Ranking above the national average for satisfaction is a testament to our amazing staff and their commitment every day to *Making Each Moment Matter* for our patients and families."

Now they can add Employer of Choice to their list of accolades, an award Cedar Valley Hospice has won for over 10 consecutive years.

Making Each Moment Matter

Every day, the Cedar Valley Hospice team lives their mission: To enrich lives with knowledge, respect and compassionate care. Their goal is to help patients *Make Each Moment Matter*. They do this by supporting the patient and the family every time they visit – building a trusting relationship, providing diagnosis specific education, pain and symptom management as well as resources needed.

Caregivers can focus on what matters most – spending quality time with their loved one – knowing their Cedar Valley Hospice care team is available when they need them.

Cedar Valley Hospice

The Area's Only 5-Star Hospice



CEDAR VALLEY
HOSPICE®

We care for our team
so they can focus on
Making Each Moment Matter
for you and your family.



319.272.2002 | cvhospice.org | 800.626.2360