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**Hospice of Stanly Named as Prestigious 2021 Hospice Honors Elite Recipient**

***Hospice of Stanly exceeded the***

***National Performance Score on every evaluated question***

**August 31, 2021** (ALBEMARLE, NC) -- Hospice of Stanly has been named a 2021 Hospice Honors Elite recipient by HEALTHCAREfirst (a leading provider of billing and coding services), patient satisfaction surveys, and advanced analytics.

This prestigious annual review recognizes agencies that continuously provide the highest level of quality care as measured from the caregiver’s point of view. It acknowledges the highest performing agencies by analyzing the performance of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) hospice survey satisfaction measures.

“Hospice Honors Elite recipients are industry leaders in providing quality care and constantly seeking ways to improve,” said Ronda Howard, Vice President Revenue Cycle and CAHPS at HEALTHCAREfirst. “We are honored to be aligned with such high performing agencies like Hospice of Stanly and we congratulate them on their success.”

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2019 through September 2020. 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. The organization designates a special recognition, Hospice Honors Elite, to honor hospices scoring above the National Performance Score on all 24 of the evaluated questions. Please visit HEALTHCAREfirst’s website at www.healthcarefirst.com to learn more about the Hospice CAHPS survey program as well as the Hospice Honors awards.

Lori Thayer, Executive Director of Hospice of Stanly credits the consistently high-quality care offered at the organization for achieving the Honors Elite status.

“In addition to the quality of care provided by Hospice of Stanly, I believe our staff is the factor that earned the Honors Elite status,” explained Thayer. “Our staff are both empathetic and highly-skilled. They have a strong desire to serve the community and our patients in such a way as to make a real and positive impact at such a vulnerable time.”

If you would like more information about hospice services, please visit [hospiceofstanly.org](https://hospiceofstanly.org/donate-3/) or call 704.983.4216.

**About Hospice of Stanly & the Uwharrie**

Hospice of Stanly & the Uwharrie, a nonprofit organization, was founded through the grassroots efforts of people in the community and it continues to be governed locally by a board of directors. Through the generosity of many, Hospice of Stanly has been able to provide care to more than 6,600 terminally ill residents since 1981. The organization provides compassionate care, comfort, and support for patients and their families. More information about hospice and advance care planning is available from Hospice of Stanly & the Uwharrie by calling 704.983.4216 or by visiting [hospiceofstanly.org.](https://hospiceofstanly.org/)

**About HEALTHCAREfirst**

HEALTHCAREfirst enables home health and hospice providers to streamline and optimize their business through cloud-based software solutions and services. Thousands of agencies use HEALTHCAREfirst’s CAHPS surveys, billing, coding and OASIS review, and advanced analytics services to streamline business efficiencies, simplify CMS compliance, expedite reimbursement and improve patient care. HEALTHCAREfirst is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD). Visit www.healthcarefirst.com or and follow @HEALTHCAREfirst on Twitter.

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