



For immediate release
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Shepherd's Cove named 2018 Hospice Honors recipient

Albertville – Shepherd's Cove Hospice recently received the distinction as a 2018 Hospice Honors recipient by HEALTHCAREfirst. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality, as measured from the caregiver's point of view.

HEALTHCAREfirst is the leading provider of web-based home health and hospice software, billing and coding services, Consumer Assessment of Healthcare Providers and Systems surveys and advanced analytics.

"We are excited to recognize the 2018 Hospice Honors recipients for their hard work and dedication to providing exceptional care," said J. Kevin Porter, of HEALTHCAREfirst. "I congratulate Shepherd's Cove Hospice on its success in achieving this highest of honors." Award criteria were based on Hospice CAHPS survey results from October 2016 through September 2017. CAHPS evaluates a hospice's performance on a set of 24 quality indicator measures. Performance scores are aggregated from all completed surveys. The individual scores were then compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in the HEALTHCAREfirst's Hospice CAHPS database.

Hospice Honors recipients include hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions. Visit www.healthcarefirst.com to learn more about HEALTHCAREfirst Hospice CAHPS survey program, as well as the Hospice Honors awards.

About Shepherd's Cove Hospice

Shepherd's Cove Hospice walks with families and individuals of all ages as they journey through end of life and the stages of grief, helping them understand what to expect and bringing peace, comfort, and hope. We are a trusted leader in providing exceptional care tailored to the patient's needs, whether it is at their bedside or in the Shepherd's Cove Hospice short-term care facility. Shepherd's Cove is dedicated to creating an unmatched legacy of service in Northeast Alabama through hospice care, community bereavement programs, and state-of-the-art team training that ensure an uncompromising high quality of care.

About HEALTHCAREfirst

HEALTHCAREfirst provides web-based technologies and services to improve business and clinical operations for over four thousand home health and hospice providers across the United States. Based in Springfield, MO and one of the fastest growing providers of its kind, the company provides agency and clinical management software, outsourced revenue cycle management services (billing, coding and OASIS Review), CAHPS surveys, and advanced



analytics, in any combination. HEALTHCAREfirst's breadth of solutions offers agencies a single source to improve patient care, create operational efficiencies, increase profitability, and simplify CMS compliance. With HEALTHCAREfirst, agencies can focus on patients instead of paperwork. For more information, please call 800.841.6095 or visit the company's website at www.healthcarefirst.com

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