

Eastern Maine HomeCare

NEWS RELEASE

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RIVER VALLEY HOMECARE GIVEN 2008 PATIENT SATISFACTION AWARD OF DISTINCTION

Fazzi Associates, Inc., a national consulting, benchmarking and best practice research firm, has awarded River Valley HomeCare the 2008 Patient Satisfaction Award of Distinction. “We are excited to receive this honor,” says Linda Woolley, Regional Director. “This award is a credit to our entire staff of nurses, therapists, home health aides, social workers and office staff. I am proud of our home care team and wish to thank them for their dedication to patients and their families.”

Agencies named as national best practice providers are proven leaders and have excelled in one of the most important measures of an agency’s quality program – patient satisfaction. Based on a comparative analysis of Fazzi Associates’ Patient Satisfaction system, River Valley HomeCare placed in the top 25% of 350 agencies in the patient satisfaction national database. This award is presented to home health organizations that have demonstrated superior performance in patient satisfaction.

In 2008, River Valley HomeCare staff drove 169,091 miles to provide 8000 visits to over 600 patients and their families. Although home care services are paid for by public and private sources, or directly by patients and their families, tax-exempt donations from individuals, businesses and towns help cover the costs of care provided to the uninsured or under-insured.

Nationally recognized as a 2008 Home Care Elite recipient, River Valley HomeCare is part of the Eastern Maine HomeCare family, and a member of EMHS. The agency works to ensure the highest quality home care is available to those who need it, serving communities in Central Maine from Dexter to Augusta and from Unity to Madison. For more information about its home care services, please visit River Valley HomeCare at www.rivervalleyhomecare.org or at 24 Lawrence Avenue in Fairfield or call 453-2499.

