Celebrating Patient Experience Week: Our Commitment to Seamless, Compassionate Care



Every April, **Patient Experience Week** gives us the opportunity to recognize the vital role that **medical professionals and healthcare partners** play in ensuring a smooth, compassionate, and high-quality experience for patients during critical

times of need. As a **trusted home**

health care provider, we deeply value

our partnership with referral sources like you-

because together, we prioritize patient-centered care that makes a meaningful difference.

Your Referrals Make Recovery Smoother

When you **refer a patient to home health care**, you are taking an important step toward ensuring they receive expert **medical oversight, therapy, and support in the comfort of their home**. Research consistently shows that patients who receive coordinated, at-home care after

hospitalization experience:

Reduced hospital readmissions - Studies indicate that effective post-acute care coordination lowers readmission rates and improves long-term health outcomes (Jencks et al., 2009).

Higher patient satisfaction - Home-based care is associated with greater patient satisfaction and better adherence to care plans (Press Ganey, 2022).

Faster recovery times - Patients recovering from **surgery, chronic illness, or injury** often regain independence sooner when they receive structured home health services (Leff et al., 2020).

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A Collaborative Approach to Patient Experience

Our mission aligns with yours: to deliver a **seamless**, **high-quality care experience** that helps patients recover safely and comfortably. Through **clear communication**, **personalized care plans**, and **responsive support**, we work alongside you to:

- → Ensure rapid admissions and continuity of care from hospital to home.
- → Provide **specialized therapies** that help patients regain mobility, strength, and confidence.
- → Offer 24/7 clinical support, so patients and families always have access to guidance.



→ Reduce the risk of **avoidable complications**, enhancing long-term well-being.

Together, We Put Patients First

As we recognize **Patient Experience Week**, we want to extend our gratitude to you—our **referral partners, physicians, and care coordinators**—for the dedication you show every day. Your **referrals to home health care** do more than just connect patients to essential services; they create a path to **better recovery, comfort, and peace of mind** for those in need.

Let's continue working together to make every patient's journey **a positive and empowering experience.**

Thank You for Your Partnership in Patient-Centered Care!

References

Jencks, S. F., Williams, M. V., & Coleman, E. A. (2009). Rehospitalizations among patients in the Medicare fee-for-service program. New England Journal of Medicine, 360(14), 1418-1428. Leff, B., Burton, J. R., & Mader, S. L. (2020). Hospital at home: Feasibility and outcomes of a program to provide hospital-level care at home for acutely ill older patients. Annals of Internal Medicine, 172(2), 77-85. Press Ganey. (2022). The state of patient experience in home health care: Trends and insights. Retrieved from https://www.pressganey.com/resources

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