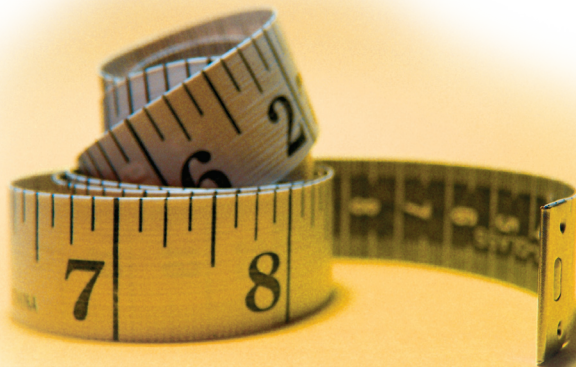


BEST of HOME CARE® 2010



A “Best of
Home Care”
Award
=
The Right
Agency

Why Choose a “Best of Home Care” Agency?

What does it mean to win a “Best of Home Care” award? Simply put, a “Best of Home Care” agency has proven that it cares about quality in both its client and employee interactions.

How We Choose

We are continually looking for measurable ways to prove that agencies care about quality. To date, the best way we have found to do that is through **client and employee satisfaction phone interviews**.

Each year we select **top agencies** that have truly proven that they care about quality, as well as client and employee satisfaction, and award them the distinction of “Best of Home Care.”

Our selection process includes evaluation of the following:

Client Satisfaction – Knowing that clients are satisfied with their services gives you a great indicator that you will be satisfied as well.

- We measure client feedback
- We measure agency improvements in many categories, including the following:
 - Caregiver’s work ethic, timeliness, compassion and more
 - Agency’s effective communication, coordination of caregiver’s schedule, overall quality of service and more

Employee Satisfaction – Happy employees are good employees. If an agency cares enough to take care of its employees, you can be assured that the agency will take care of its clients!

- We measure working environment satisfaction
- We measure caregiver performance improvements
- We measure how well an agency incentivizes and rewards caregivers
- We measure caregiver morale

Make an informed decision in choosing a home care agency. Choose a “Best of Home Care” winner!

“It’s great that they are doing these interviews to improve their quality and our satisfaction!”



Please visit www.homecarepulse.com