

# Eastern Maine HomeCare

## NEWS RELEASE

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### HANCOCK COUNTY HOMECARE & HOSPICE RECEIVES 2008 PATIENT SATISFACTION AWARD OF DISTINCTION

Fazzi Associates, Inc., a national consulting, benchmarking and best practice research firm, has awarded Hancock County HomeCare & Hospice (HCHC) a 2008 Patient Satisfaction Award of Distinction. “We are excited to receive this honor,” says Kathy Lirakis, 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 team and wish to thank them for their dedication to our home care and hospice patients and families.”

Agencies named as national best practice agencies 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, Hancock County HomeCare & Hospice placed in the top 25% of the 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, Hancock County HomeCare & Hospice staff drove 324,345 miles and made 196 ferry trips to provide 17,173 visits to 914 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 help cover the cost of care provided to the uninsured or underinsured.

A part of the Eastern Maine HomeCare Family, and a member of EMHS, Hancock County HomeCare & Hospice works to ensure the highest quality home care is available to those who need it. For more information about its home care and hospice services, please visit Hancock County HomeCare & Hospice at [www.hancockcountyhomecare.org](http://www.hancockcountyhomecare.org) or call 1-800-376-0641.

