



**For immediate release**  
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## **Shepherd's Cove receives national Elite award**

Albertville – Shepherd's Cove Hospice was recently named a 2019 Hospice Honors Elite recipient by HEALTHCAREfirst, a leading provider of billing and coding services and advanced analytics.

This annual review recognizes agencies that continuously provide the highest level of quality care as measured from the caregiver's point of view. It acknowledges the highest performing agencies based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) hospice satisfaction survey.

"We are excited to recognize the 2019 Hospice Honors recipients for their hard work and dedication to providing exceptional care," said Misty Skinner, Executive Vice President of Services at HEALTHCAREfirst. "I congratulate Shepherd's Cove on its success in achieving this highest of honors."

Award criteria were based on Hospice CAHPS survey results from October 2017 through September 2018. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a national performance score calculated from all hospices in the HEALTHCAREfirst's Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the national performance score on 20 of the evaluated questions. The special Hospice Honors Elite recognition honors hospices scoring above the national performance score on all 24 of the evaluated questions.

Shepherd's Cove Hospice CEO Rhonda Osborne credits the "caring, compassionate and knowledgeable" staff in being awarded this honor for two years in a row.

"Shepherd's Cove prides ourselves in that our heart sets us apart," she said. "Our philosophy is to care for those who choose our services as we would want our own families cared for – whether that is physical or psychosocial care. I am extremely proud of our care teams and the administrative teams who support them."

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