

## **Hospice of the North Country staff attending one of its Staff Development Days held six times annually at the American Legion Post 1623 in Lyon Mountain**

**BACK ROW:** Sr. Mary Ann Gour, Spiritual Care Coordinator, Heather Burnell, Payroll and Accounts Payable, Shelley Gibbons, RN, Case Manager, Susan McDonnell, BSW, Family Services Coordinator, Lisa Wilson, Clinical Administrative Assistant, Diane Roberts, Accounts Receivable, Rosa Ganiszewski, Social Worker, LMSW, Jackie Cobb, Clinical Administrative Assistant, Tammy Czora, RN, Patient Care Coordinator. **FRONT ROW:** Rebecca Columbe, Social Worker, LMSW, Lauren Tyler, Chief Financial Officer, Dawn Norcross, MSN, RN, CHPN, Agency Advancement Coordinator, Katie LePage, RN, CHPN, Case Manager, Tracey Tavano, MSN, RN, CHPN, Director of Patient Services, Natalie Whitehurst, Executive Director, Julie Rowe, Training & Operations Administrator/Director of Volunteers, Becky Dominy, RN, CHPN, Case Manager, Joan Berthiaume, RN, CHPN, Agency Advancement Coordinator. **NOT SHOWN:** Jill Battinelli, RN, Case Manager, Rebekah Blow, RN, CHPN, Patient Care Coordinator, Melissa Clark, Nurse Practitioner, Charity Hayes, RN, On-Call, Cathlyn Lamitie, Director of Development and Communications, Dr. Deborah Lang, Medical Director, Steven Murphy, RN Dr. William Pace, Assistant Medical Director, Michelle Rabideau, LPN, Sandra Smith, RN, Case Manager

Hospice of the North Country has been named a 2017 Hospice Honors recipient by Deyta Analytics, a division of [HEALTHCAREfirst](#), the leading provider of Web-based home health and hospice software, outsourced billing and coding services, and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view.

"Hospice Honors is a landmark compilation of hospices that provide the best patient and caregiver experiences," said J. Kevin Porter of HEALTHCAREfirst. "I am extremely proud of Hospice of the North Country for achieving this highest of honors and I congratulate them on their success."

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2015 through September 2016. 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 partnering hospices contained in the Deyta Analytics' Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the Deyta Analytics National Performance Score on 20 of the evaluated questions. Deyta Analytics holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the Deyta Analytics National Performance Score on all 24 of the evaluated questions.

Hospice of the North Country, Executive Director, Natalie Whitehurst, credits the organization's commitment to consistently providing exceptional care and upholding quality standards. "We are honored to receive this national recognition," said Whitehurst. "Our staff is passionate about ensuring each and every patient and their caregivers experience the end-of-life journey with dignity, comfort, and acceptance."

*Hospice of the North Country is a non-profit agency serving Franklin and Clinton Counties on a nondiscriminatory basis in compliance with Federal and State regulations. Hospice care provides comfort to patients in their final days with symptom and pain management as well as comfort and respite for family and friends. Our Mission, in honoring life, is to help people of the North Country die in spiritual, mental, and physical comfort. We support and encourage people and their families to determine their end-of-life care. Hospice of the North Country was formed as a result of the merger of Hospice Care of Clinton County, Inc.*

*and Caring Friends, Inc. in 1992. Hospice of the North Country serves more than 300 patients annually with the highest level of compassion and skill. Hospice of the North Country is a member of the National Hospice and Palliative Care Organization and the Hospice and Palliative Care Association of New York State. Hospice care is a specialized form of treatment and services for individuals with an advanced life-threatening disease and their families. The goal of any treatment being provided to the patient is palliative, supportive measures and management of pain and symptoms.*

### **About HEALTHCAREfirst**

HEALTHCAREfirst provides cloud based technologies and services to improve business and clinical operations for over four thousand home health and hospice providers across the United States. Based in Springfield, MO and one of the fastest growing providers of its kind, the company provides agency and clinical management software, outsourced revenue cycle management services (billing, coding and chart audits), CAHPS surveys, and advanced analytics, in any combination. HEALTHCAREfirst's breadth of solutions offers agencies a single source to improve patient care, create operational efficiencies, increase profitability and simplify CMS compliance. With HEALTHCAREfirst, agencies can focus on patients instead of paperwork. For more information call 800.841.6095 or visit the company's website at [www.healthcarefirst.com](http://www.healthcarefirst.com).