



**PRESS RELEASE
FOR IMMEDIATE RELEASE**

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Clay County Health Department Named as Prestigious 2024 Hospice CAHPS HONORS Recipient

Flora, IL – Clay County Health Department has been named a 2024 Hospice CAHPS Honors Award recipient by HEALTHCAREfirst, a leading provider of CAHPS and bereavement survey programs for home health and hospice agencies. This prestigious annual review recognizes agencies that continuously go above and beyond in providing high-quality care for patients and compassionate caregiver experiences. It acknowledges the highest performing agencies by analyzing the performance of the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey satisfaction and quality measures.

To be considered for this award, the hospice agency must have scored above the HEALTHCAREfirst National Performance Score on the Hospice CAHPS Willingness to Recommend question. If that criteria is met, performance is evaluated utilizing a set of 23 additional quality indicator measures. These scores are then compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in HEALTHCAREfirst’s Hospice CAHPS database.

“We began our Annual Hospice Honors Award program more than ten years ago as a way to highlight those agencies that are truly leading the way in providing and demonstrating quality patient care,” said Jeremy Crow, Head of RCM and CAHPS Survey, Home Health and Hospice. “We congratulate Clay County Health Department on this recognition and are so proud and honored that they have chosen to partner with us in helping drive success for their agency.”

Clay County Health Department’s, Administrator, Jeff Workman said, “We are honored to receive this national recognition once again.” He added, “Our team works hard to ensure that each and every patient and their families experience the end-of-life journey with dignity and comfort”

Clay County Health Department’s Hospice Program provides caring, compassionate care to the terminally ill and their families including 24 hour on-call services. A dedicated team of physicians, nurses, social workers, clergy, health aides and volunteers work together to provide individualized, devoted care.

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