



## FOR IMMEDIATE RELEASE

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### Harbor Hospice Named a 2018 Hospice Honors Recipient

[Muskegon, MI.], [May 22, 2018] — Harbor Hospice has been named a 2018 Hospice Honors recipient by [HEALTHCAREfirst](#), the leading provider of Web-based home health and hospice software, billing and coding services, CAHPS surveys 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.

“We are excited to recognize the 2018 Hospice Honors recipients for their hard work and dedication to providing exceptional care,” said J. Kevin Porter of HEALTHCAREfirst. “I congratulate Harbor Hospice on its success in achieving this highest of honors.”

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2016 through September 2017. 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 HEALTHCAREfirst's Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions. HEALTHCAREfirst holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the HEALTHCAREfirst National Performance Score on all 24 of the evaluated questions. Please visit HEALTHCAREfirst's website at [www.healthcarefirst.com](http://www.healthcarefirst.com) to learn more about HEALTHCAREfirst [Hospice CAHPS](#) survey program as well as the [Hospice Honors](#) awards.

President & CEO, Lisa McMichael, credits Harbor Hospice's excellence in the areas of communication, getting timely care, treating patient/family with respect and dignity and providing emotional / religious support for being honored as a 2018 award recipient. 92.4% of our families would recommend Harbor Hospice as compared to 86% of the national average. She said, “It is truly an honor to receive this distinguished award. I am proud of the outstanding team we have delivering such quality care to our community.”

For more information about Harbor Hospice and Harbor Palliative Care please call 231.728.3442 or visit [www.HarborHospiceMI.org](http://www.HarborHospiceMI.org).

For more information about HEALTHCAREfirst, please call 800.841.6095 or visit [www.healthcarefirst.com](http://www.healthcarefirst.com).