

VNA Space Coast receives back-to-back 5-star rating in patient satisfaction

MELBOURNE, Florida – (Wednesday, July 26, 2017) – VNA Space Coast Home Health recently received its second 5-star rating this year by the Centers for Medicare & Medicaid’s (CMS) ‘Home Health Compare’ in patient satisfaction. Home Health Compare provides the public information about the quality of care and patient satisfaction provided by “Medicare-certified” home health agencies throughout the nation. VNA also received a 4.5 star rating for quality of patient care, a category measured by nine criteria ranging from timely initiation of care to improvement of pain interfering with activity. The star-ratings were designed by CMS to empower patients to make educated and informed decisions when it comes to choosing a home health care provider.

“We strive to provide the highest quality care to all of our patients and families in collaboration with their physicians,” said VNA President & CEO, Mary Linn Hamilton. “It is with great pride that our efforts are demonstrated by these ratings to reflect this high level of quality. While the majority of home health agencies in the nation are in the 3-3.5 star category, our 5-star rating is achieved by only 2% of agencies nationwide. I am so proud of what we are able to accomplish, which would not be possible without all of our staff supporting each other.”

VNA’s patient satisfaction survey results revealed the agency is rated above state and national averages for: providing care in a professional way; communicating with patients; discussing medications, pain and home safety with patients; overall agency care; and how likely patients are to recommend the agency to friends and family. VNA Space Coast has been providing non-profit home healthcare in Brevard County since 2000. To learn more about how the VNA cares for Brevard County please visit www.vnatc.com, or call 321-752-7550.

About VNA Home Health

Since 2000, VNA Home Health has been providing home healthcare services throughout Brevard County. A 501(C)(3) non-profit, the organization also provides community wellness services such as flu vaccinations, no-cost blood pressure/blood sugar screenings, speakers on health-related topics for local community groups, and attends and sponsors several health expos throughout Brevard County. VNA Home Health is affiliated with VNA Home Health & Hospice, which has been serving Indian River County for over 42 years. For more information about VNA services, call 321-752-7550 or visit www.vnatc.com



PHOTO CAPTION: VNA Space Coast received 5 out of 5 stars in patient satisfaction for the second time this year.

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