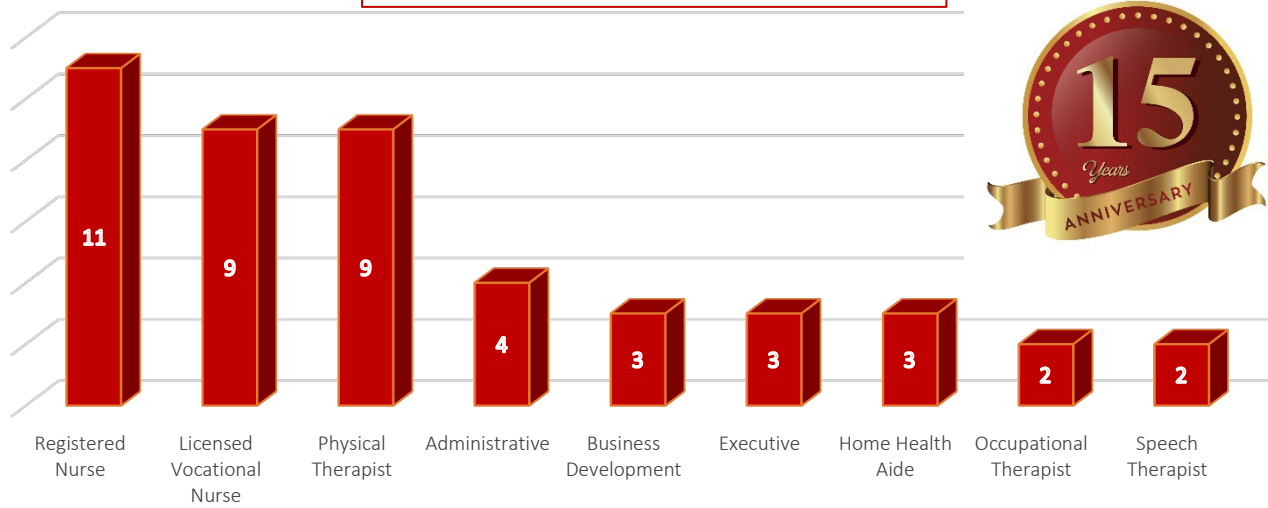


VALUE BASED PROPOSITION STATISTICS

Current Care Team – *A+ Quality of Care!*



QUALITY RATING



CUSTOMER SATISFACTION

**Based on 2023 data*

523 - Collective Clinical Years of Experience

635 - Physician Relationships

2000+ - Lives Impacted

11% - Hospitalization Rate*

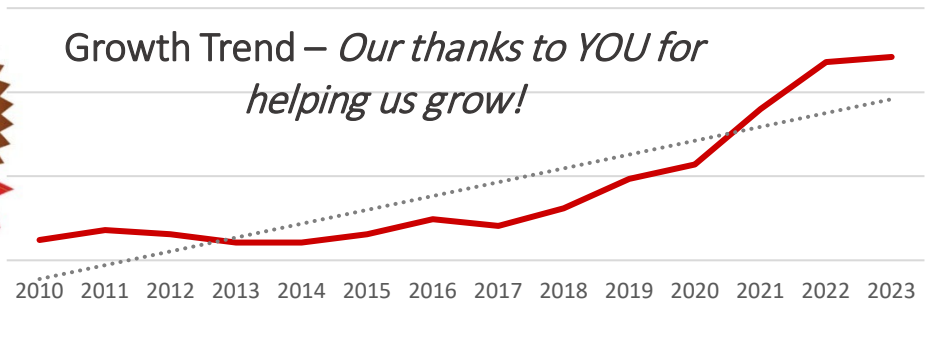
9.83% - Turnover Rate**

* Compared to National Median at 18.2%

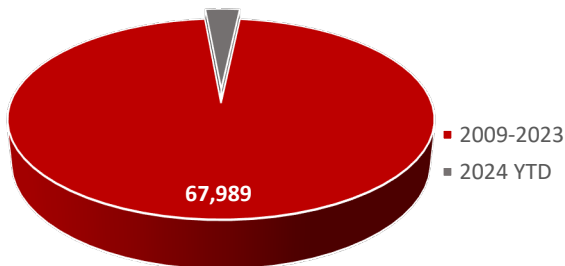
** Compared to the 2023 National Average of 64.9%



Growth Trend – *Our thanks to YOU for helping us grow!*

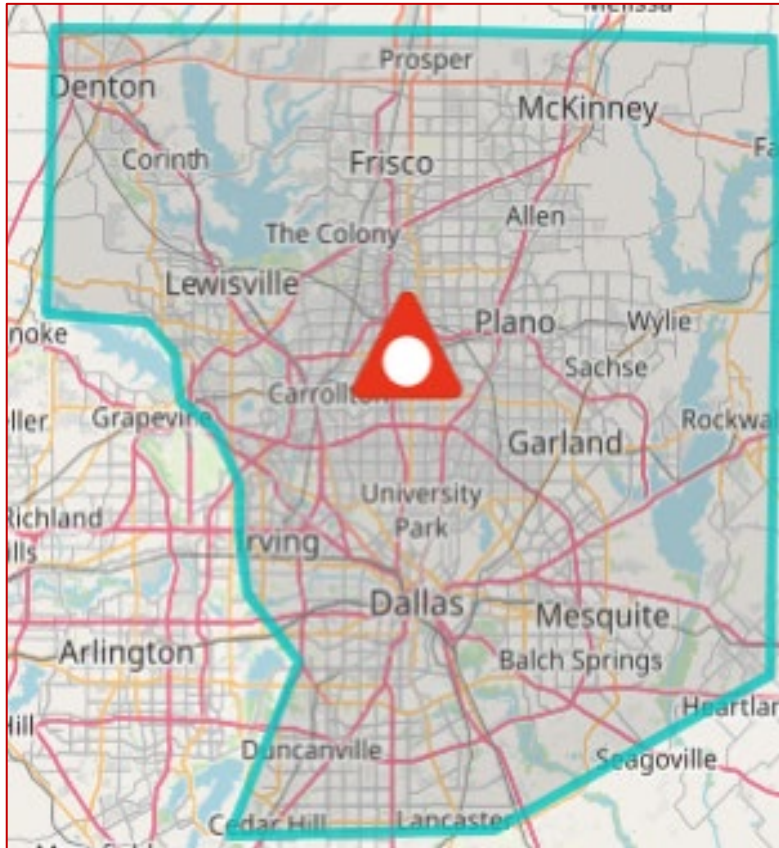


Patient Impressions – *70,155 Patient visits and counting!*



- WE LOVE WOUND CARE! Wound Care Certified Nurses on staff!
- We use REAL TIME HIPPA Compliant Communication platform to mitigate issues BEFORE they become PROBLEMS!
- We have a dedicated Client Care Coordinator so EVERY patient has a Point of Contact they can depend on to take their call!

Current Coverage Area



Current Payors

Medicare

(We specialize in serving Medicare beneficiaries)

BCBS PPO

Cigna PPO

UHC PPO

STAR RATING – About the Quality of Patient Care Star Ratings

The Quality of Patient Care Star Ratings reflect how Home Health Agencies' (HHA) scores compare with one another on measurements of their quality of patient care performance. Across the country, most agencies fall "in the middle" with 3 stars - delivering good quality of care. A Star Rating higher than 3 means that an HHA performed better than average on the measured care practices and outcomes compared to other HHAs. A Star Rating below 3 means that an HHA's performance was below average compared to other HHAs. We are proud to announce that **Higher Standards Home Health** has earned a **5 STAR RATING!**

CMS also publishes Patient Experience of Care Star Ratings, based on responses to the Home Health Consumer Assessment of Healthcare Providers & Systems (HHCAHPS) survey. These ratings summarize patient feedback on their experience with their providing home health care agency. We are proud to announce that **Higher Standards Home Health** has earned a **4 STAR RATING!** Our team realizes that we always have the opportunity to improve and our collective goal for 2024 is to achieve the highest STAR RATING of FIVE STARS!

ZERO DEFICIENCY - In late July 2022, **Higher Standards Home Health** had its state/federal survey. This unannounced survey occurs every three years. We had one surveyor that reviewed our agency's Policy and Procedures, patient charts, quality protocol, safety protocol, emergency preparedness program, employee personnel files, COVID response and protocol, in-home patient observations and much more. We had the pleasure of hosting our surveyor for six days. For the first time in fourteen years, we achieved a **DEFICIENCY-FREE SURVEY**, which means **Higher Standards Home Health** exceeds all federal and state regulations to provide the highest quality care on a daily basis to our home health recipients in our community.

We thank the Higher Standards Home Health team for their incredible dedication and hard work that made this achievement possible. We want to thank the patients that we provide care to for their trust in our team. **Survey Team:** Thank you for recognizing the high-quality environment we strive for every day.

A few testimonials...

"Their professionalism, care and friendliness was so refreshing!" - Rebecca M.

"Very compassionate and knowledgeable! Communication has been excellent!" – Noemi E.

"Higher Standards has been THE most professional home health agency I have ever had, and I've had several. Every person that I have dealt with from nursing to therapy have been exceptional!" – Alice T.

" Their quality of care, knowledge, skill, they're patient and friendly and treat me with care and respect!" – Adelmo S.