



HIGHER
STANDARDS
HOME HEALTH

PRESS RELEASE

ZERO DEFICIENCY - In late July 2022, **Higher Standards Home Health** had its state/federal survey. This unannounced survey occurs every three years. This year, 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 thirteen 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.

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.

CMS also publishes Patient Experience of Care Star Ratings, based on responses to the Home Health Consumer Assessment of Healthcare Providers & Systems (HHCAHPS) survey (Fields Research). 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 opportunity to improve and our collective goal for 2022/2023 to achieve the highest STAR RATING of FIVE STARS!

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.



17430 Campbell Road, Suite 228 Dallas, TX 75252

www.higherstandardshomehealth.com

Office: 214-628-9047 | Fax: 214-628-9049