



## What does it mean to be a 2019 Best of Home Care® Provider of Choice?

*Providers of Choice have a proven track record of delivering outstanding care as rated by their clients in third-party satisfaction interviews.*

The Best of Home Care – Provider of Choice award is based on client satisfaction ratings collected from telephone interviews performed by Home Care Pulse, an independent satisfaction research firm. These home care providers are best-in-class for providing quality care to their clients. This recognition assures that the provider is trustworthy and has proven their ability to provide outstanding in-home care services. Best of Home Care award-winning providers appreciate their clients' feedback and are dedicated to providing the highest level of quality, professionalism and expertise in home care.

## What's required to qualify?

- ✓ Be a Home Care Pulse Certified – Trusted Provider™ for a minimum of 6 consecutive months.
- ✓ Must have 10% of current clients interviewed by Home Care Pulse each month or qualifying package.
- ✓ Must qualify above the 50th percentile within their geographic region in at least 2 client satisfaction categories.

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