



What does it mean to be a 2019 Best of Home Care® Leader in Excellence?

Choosing a “Leader in Excellence” means choosing one of the best home care providers in the nation—as rated by clients and caregivers in third-party satisfaction interviews.

Best of Home Care – Leader in Excellence is the highest award a home care provider can earn from Home Care Pulse, an independent satisfaction research firm. “Leader in Excellence” is awarded based on client and caregiver satisfaction ratings collected by Home Care Pulse in telephone interviews. Recipients of this award represent the top 4-5% of providers participating in the Home Care Pulse Satisfaction Management Program. These home care providers have proven that they provide quality care in nearly every satisfaction category measured by Home Care Pulse. Leaders in Excellence have also qualified for the Best of Home Care® Provider of Choice and Best of Home Care® Employer of Choice awards.

What’s required to qualify?

- ✓ Be a Home Care Pulse Certified – Trusted Provider™ for a minimum of 12 consecutive months.
- ✓ Complete a minimum of two client and two caregiver satisfaction interviews per month during the previous 12 months or qualifying package.
- ✓ Achieve Best of Home Care® Provider of Choice and Best of Home Care® Employer of Choice in at least 6 of 10 combined client and caregiver satisfaction categories during the previous 12 consecutive months.