

Aspen Home Healthcare Scores Big in Patient Satisfaction Ratings Among the Highest in the Nation

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The results for patient satisfaction surveys are in, and Aspen Healthcare received some of the highest ratings in the nation. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys, administered by the Agency for Healthcare Research and Quality, provide a standardized way to gauge patients' satisfaction with their at-home care.

The results of the survey are broken down into five categories: (1) overall rating of care, (2) likelihood to recommend, (3) patient care (whether the agency was informed, gentle, respectful, and courteous), (4) communication, and (5) specific care issues. Aspen Healthcare scored above the national average in all five categories. With regards to patient care, communication, and the likelihood of the patients to recommend Aspen Healthcare to a friend or loved one, Aspen scored among the top 10% in the nation.

"We are extremely pleased to see how satisfied our patients are with their care," comments Aspen Healthcare administrator Michael Jouett. "Our staff works so hard to keep our patients happy, and these latest survey results are the fruits of their labor."

Based in Lewisville, TX, Aspen Healthcare sets itself apart from other home healthcare agencies in the Metroplex by offering specialized care for patients in need of pulmonary rehabilitation. Their Medicare-certified team includes highly trained nurses, respiratory therapists, physical, occupational and speech therapists, as well as social workers.

"In our industry, we get to know our patients on a meaningful level. They invite us into their homes and trust us with their care," Jouett says. "As our agency grows, our patients' satisfaction will remain our top concern. We look forward to serving our community for a long time to come."

ABOUT ASPEN

Aspen Health Care Services, headquartered in Lewisville Texas, was founded in 2006 and is emerging as a leading regional provider of home health services in Dallas and Fort Worth and surrounding areas. The constellation of services provided by Aspen includes nursing, physical and occupational therapy, speech therapy, medical social services, elderly sitting and home health aide services.

For more information, visit Aspen's web site at AspenCares.com