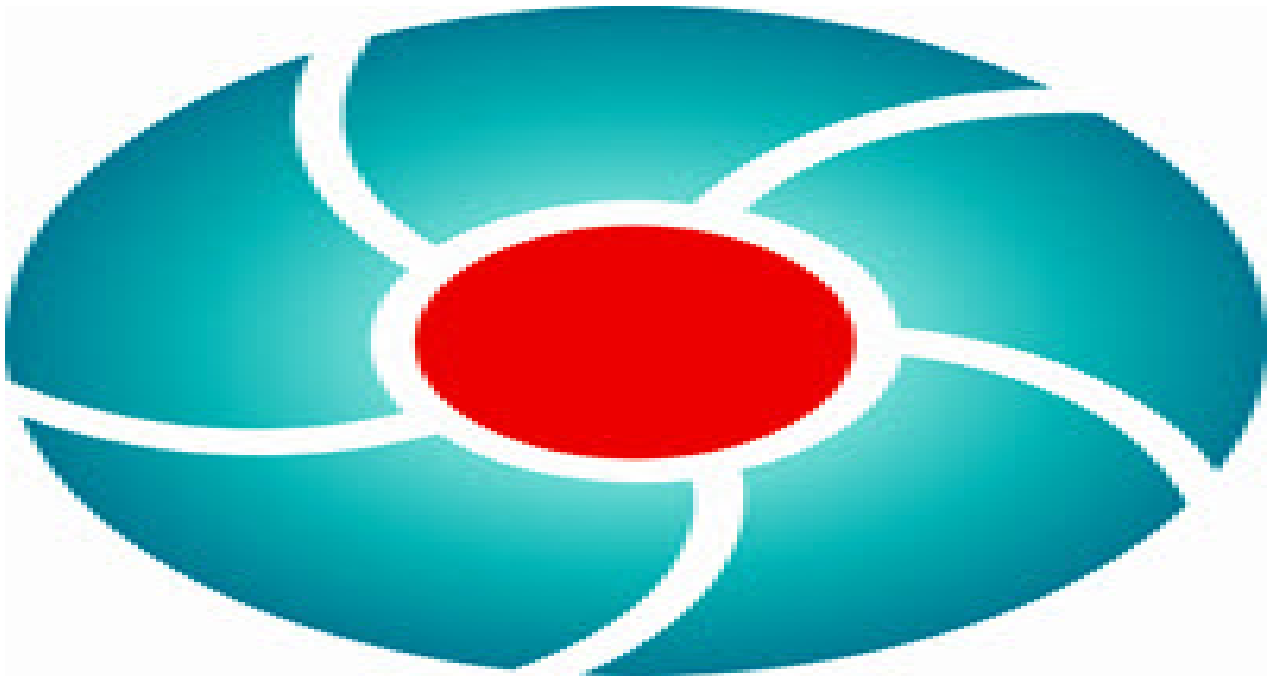




Capital Health Home Care in Ashtabula Recognized for Outstanding Customer Service by CMS

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ASHTABULA, OHIO ? Capital Health Care Network?s Medicare-certified home health care provider in Ashtabula, Capital Health Home Care, improved its CMS (Centers for Medicare and Medicaid Services) ranking in patient satisfaction moving from 4 to 5 stars in the quarterly report released in January of 2017.

This rating gives Capital Health Home Care in Ashtabula the highest possible ranking for patient satisfaction. Stars for patient satisfaction are assigned based on information gathered from HHCAHPS (Home Health Consumer Assessment of Healthcare Providers and Systems) Surveys, and calculated by comparing the information gathered for all agencies.

The CMS star rating system provides consumers with independently generated information, published quarterly, to help them make more informed service provider decisions. A second benefit of the CMS star rating is that providers are encouraged and accountable to continuously improve the quality of their services.

?We have been serving this community since 1984 and we have always had strong outcomes and star ratings. To be awarded five out of five is really impressive. We seriously could not be prouder,? said Lisa

Brown, COO of Home Care and Hospice at Capital Health Care Network. Debbie Boyle, Administrator at Capital Health Home Care in Ashtabula, attributes the success to teamwork. "It's all about teamwork. We understand that each of us has a contribution to make and every interaction counts in shaping our patient's experience," Boyle said.

Consumers can see side by side comparisons for quality of care measured by clinical outcomes and patient experience for all Medicare-certified home health care providers at www.medicare.gov.

Capital Health Home Care in Ashtabula belongs to the Home Health Care Division of the Capital Health Care Network. Their goal is to deliver personalized one-on-one care at home as long as it is medically possible, safe, and in the best interest of clients.

To learn more about Capital Health Home Care in Ashtabula, visit www.capitalhealthhomecare.com.

Capital Health Home Care in Ashtabula

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Capital Health Care Network

Capital Health Care Network is a continuum of care which includes home care agencies, assisted and independent living communities, skilled nursing centers, outpatient rehabilitation services and hospice care.

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