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Media Release

Mountain Valley Named as Prestigious 2024 Hospice CAHPS Honors Award Recipient

[Galax, VA] — Mountain Valley has been named a 2024 Hospice CAHPS Honors Award recipient by HEALTHCAREfirst, a leading provider of CAHPS and bereavement survey programs for home health and hospice agencies.

This prestigious annual review recognizes agencies that continuously go above and beyond in providing high-quality care for patients and compassionate caregiver experiences. It acknowledges the highest performing agencies by analyzing the performance of the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey satisfaction and quality measures.

To be considered for this award, the hospice agency must have scored above the HEALTHCAREfirst National Performance Score on the Hospice CAHPS Willingness to Recommend question. If that criteria is met, performance is evaluated utilizing a set of 23 additional quality indicator measures. These scores are then compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in HEALTHCAREfirst's Hospice CAHPS database.

"We began our Annual Hospice Honors Award program more than ten years ago as a way to highlight those agencies that are truly leading the way in providing and demonstrating quality patient care," said Jeremy Crow, Head of RCM and CAHPS Survey, Home Health and Hospice. "We congratulate Mountain Valley on this recognition and are so proud and honored that they have chosen to partner with us in helping drive success for their agency."

Mountain Valley's Chief Clinical Operations Officer, Jenna Campbell, said, "Everyone at Mountain Valley gives insurmountable compassion and care to patients and family members and we couldn't achieve this honor any other way. We are very proud to be awarded this honor for the 10th year in a row. Our organization's growth and success is due to a combined, unwavering dedication from our team members, volunteers, and supporters. At Mountain Valley, we are committed to creating the best experience – Every patient. Every family. Every time."



Mountain Valley is a nonprofit organization providing high quality end-of-life care in 18 counties in North Carolina and Virginia. Through its team of hospice professionals and specially trained volunteers, Mountain Valley addresses the growing need for compassionate hospice care. Mountain Valley also owns and operates two hospice inpatient facilities: The Joan & Howard Woltz Hospice Home in Dobson, NC, and the SECU Hospice Care Center in Yadkinville, NC. Both offer a homelike setting for patients and families alike. The goal for both facilities is to help families be as comfortable as possible as they stay close by their loved one during this time when families are needed most. For more information, visit www.mtnvalleyhospice.org.