



WE'RE 5 STARS

A 5 STAR RATING IS THE HIGHEST QUALITY SCORE A HOME HEALTH AGENCY CAN RECEIVE FROM MEDICARE.

It means we provide **excellent care**, have **outstanding customer satisfaction**, and consistently **go above and beyond** to help patients recover safely at home. When you choose a 5-star agency, you're choosing trusted, top-rated professionals who put your health and comfort first.



**PROUD TO BE A TRUSTED PROVIDER
IN OUR COMMUNITY.**



pugetsoundhh.com

HOW AGENCIES QUALIFY FOR 5 STARS

1. PATIENT OUTCOMES

Helping patients move better, manage pain, breathe easier, and avoid hospital visits

2. FAMILY EXPERIENCE

Clear communication, timely care, and overall satisfaction.

3. CONSISTENT EXCELLENCE

Strong, reliable performance compared to national standards.

CAHPS SURVEYS MEASURE:

- RESPECTFUL, COMPASSIONATE TREATMENT
- PAIN AND SYMPTOM RELIEF
- EMOTIONAL AND SPIRITUAL SUPPORT
- COMMUNICATION AND RESPONSIVENESS
- FAMILY GUIDANCE AND OVERALL IMPRESSIONS

WHY IT MATTERS

Being rated among the top 10–20% of agencies nationwide reflects our commitment to clinical excellence, safety, and heartfelt care.



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