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Professional Healthcare Resources Named as a Top Agency of the 2014 HomeCare Elite

Lanham, MD, October 20, 2014 — Professional Healthcare Resources today announced that it has been named a Top Agency of the 2014 HomeCare Elite™, a recognition of the top-performing home health agencies in the United States. Now in its ninth year, the HomeCare Elite identifies the top 25 percent of Medicare-certified agencies and highlights the top 100 and top 500 agencies overall. Winners are ranked by an analysis of publicly available performance measures in quality outcomes, best practice (process measure) implementation, patient experience (Home Health CAHPS®), quality improvement and consistency, and financial performance. In order to be considered, an agency must be Medicare-certified and have data for at least one outcome in Home Health Compare. Out of 9,994 agencies considered, 2,501 are elite.

The award is sponsored by OCS HomeCare by National Research Corporation, the leading provider of home health metrics and analytics, and DecisionHealth, publisher of the most respected independent newsletter in the home health profession, *Home Health Line*.

“The 2014 HomeCare Elite winners demonstrate a commitment to providing high quality care in their home health communities and we recognize them for their remarkable achievements,” said Mary Oakes, Senior Vice President of Post-Acute at National Research. “We congratulate **Professional Healthcare Resources** on being recognized as a top home care agency.”

Professional Healthcare Resources, Joe Shannon, Director of Sales and Market, credits the clinical team’s long-standing commitment to serve each patient like they are family with the agency’s ability to achieve recognition as one of the HomeCare Elite. **“The nurses, therapists and everyone else involved in our Lanham branch consistently deliver on our mission of quality home health care,”** said Joe Shannon.



“HomeCare Elite recognition is a significant acknowledgement. In today’s healthcare ecosystem, it is imperative that our seniors have access to quality home healthcare in order to ensure better patient outcomes and improve overall cost, and therefore, home healthcare continues to remain an integral part of the care continuum. The winners of the HomeCare Elite Award are proving that a heightened focus on clinical outcomes, patient experience, and financial management lead to success,” said Marci Heydt, Product Manager for the post-acute care business group of Decision Health.

The entire list of 2014 HomeCare Elite agencies can be downloaded by visiting the National Research Corporation website at www.nationalresearch.com/homecareelite.

About Professional Healthcare Resources

Founded by a nurse, Professional Healthcare Resources is a family-owned and operated company dedicated to helping thousands of Maryland, Virginia, and DC patients improve the quality of their lives. We offer high quality care in a spirit of respect, compassion and dignity. From skilled nursing to therapy to personal care and hospice, we help those recovering from recent hospitalization or illness, those facing their final days, or those who just need some assistance with the activities of daily life. Please browse our web site for testimonials in every section. Patients, employees, caregivers and others all share their personal stories and experiences with Professional Healthcare.

About National Research Corporation

For more than 30 years, National Research Corporation (NASDAQ: NRCIA and NRCIB) has been at the forefront of patient-centered care. Today, the company’s focus on empowering customer-centric healthcare across the continuum extends patient-centered care to incorporate families, communities, employees, senior housing residents, and other stakeholders.

Recognized by *Modern Healthcare* as the largest patient satisfaction measurement firm in the U.S., National Research is dedicated to representing the true voice of patients and other healthcare stakeholders. This integration of cross-continuum metrics and analytics uncovers insights for effective performance improvement, quality measurement, care transitions, and many other factors that impact population health management.

National Research is headquartered in Lincoln, Nebraska. For more information, call 800-388-4264, write to info@nationalresearch.com, or visit www.nationalresearch.com.

About DecisionHealth®

For over 25 years, DecisionHealth has served as the home care industry’s leading source for analysis, guidance and tools that improve revenue cycle performance, profitability and regulatory compliance. Agencies nationwide turn to DecisionHealth for education and training, coding and billing solutions, and ongoing expert guidance through its family of subscription-based services. DecisionHealth also certifies home health agency professionals in coding and OASIS-C through its Board of Medical Specialty Coding & Compliance, and provides custom consulting services to agency leaders through its DecisionHealth Professional Services unit. For product information, call 1-855-CALL-DH1 or visit www.decisionhealth.com

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