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Gilchrist Names National 2023 “Hospice Honors” Recipient

Hunt Valley, MD, July 19, 2023 – Gilchrist has been named a 2023 Hospice Honors recipient by HEALTHCAREfirst, a leading provider of billing and coding services, CAHPS surveys and advanced analytics.

Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver’s point of view.


“Hospice Honors recipients are industry leaders in providing quality care and constantly seeking ways to improve,” said Ronda Howard, Vice President Revenue Cycle and CAHPS at HEALTHCAREfirst. “Last year was especially challenging for healthcare which makes this accomplishment even more impressive. We are honored to be aligned with such high performing agencies like Gilchrist and we congratulate them.”

“Of all the awards we win, this one is particularly gratifying to me given that it ultimately comes from those we care for. Their experiences with us are what truly matter. This is the single most meaningful measure of what we do. And so I am genuinely overjoyed by this recognition and profoundly grateful for every member of our Gilchrist team,” said Catherine Y. Hamel, president of Gilchrist.

Award criteria were based on Hospice CAHPS (Consumer Assessment of Health Care Providers and Systems) survey results for an evaluation period of October 2021 through September 2022. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures.

The CAHPS Hospice Survey assesses the experiences of patients who died while receiving hospice care and their primary informal caregivers. The survey treats the patient and caregiver as a single unit of care. The purpose of the survey is to:

- Provide a source of information on patient/caregiver experiences that can be publicly reported to beneficiaries and their family members to help them select a hospice program;
- Support hospices with their internal quality improvement efforts and external benchmarking with other facilities; and
- Provide the Centers for Medicare & Medicaid Services with information for monitoring the care provided by hospices.



The survey produces the following measures of patient experience:

- Hospice team communication
- Getting timely care
- Treating family member with respect
- Providing emotional support
- Providing support for religious and spiritual beliefs
- Getting help for symptoms
- Information continuity
- Understanding the side effects of pain medication
- Getting hospice care training (home setting of care only)
- Overall rating of hospice care
- Willingness to recommend the hospice.

HEALTHCAREfirst's performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all hospices contained in the HEALTHCAREfirst's Hospice CAHPS database.

Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions.

About Gilchrist

Gilchrist is Maryland's leading nonprofit provider of serious illness and end-of-life care. With elder medical care, counseling, and hospice, Gilchrist's life-affirming programs ensure that patients have the best quality of life and the opportunity to live every moment to the fullest.

About HEALTHCAREfirst

HEALTHCAREfirst enables home health and hospice providers to streamline and optimize their business through CAHPS surveys, billing, coding and OASIS review. Thousands of agencies use HEALTHCAREfirst's CAHPS surveys, billing, coding and OASIS review, and advanced analytics services to streamline business efficiencies, simplify CMS compliance, expedite reimbursement and improve patient care. HEALTHCAREfirst is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD). Visit www.healthcarefirst.com or and follow @HEALTHCAREfirst on LinkedIn, Twitter and Facebook.