



MEDIA RELEASE

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Mountain Valley Hospice & Palliative Care Named a 2021 Hospice Honors Recipient

Mount Airy, NC October 21, 2021 —

Mountain Valley Hospice and Palliative Care has been named a 2021 Hospice Honors recipient by HEALTHCARE *first*, 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 HEALTHCARE *first*. "We are honored to be aligned with such high performing agencies like Mountain Valley Hospice and we congratulate them on their success."

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2019 through September 2020. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. 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 HEALTHCARE *first*'s Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the HEALTHCARE *first* National Performance Score on 20 of the evaluated questions. HEALTHCARE *first* holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the HEALTHCARE *first* National Performance Score on all 24 of the evaluated questions. Please visit HEALTHCARE *first*'s website at www.healthcarefirst.com to learn more about HEALTHCARE *first*'s Hospice CAHPS survey program as well as the Hospice Honors awards.

Tracey Dobson, President and CEO of Mountain Valley Hospice & Palliative Care said, "our care teams strive daily to provide excellent care to every patient and support their family members. The level of care and compassion we give is priority in every interaction as we consider each patient's individual journey. It's how we live out our mission, vision and values."

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About Mountain Valley Hospice & Palliative Care

Mountain Valley Hospice & Palliative Care provides compassionate hospice and palliative care needs with a team of healthcare professionals and specially-trained volunteers across 18 counties in North Carolina and Virginia. For more information, call 1-888-789-2922 or visit our website at mtnvalleyhospice.org.

About HEALTHCARE *first* HEALTHCARE *first* enables home health and hospice providers to streamline and optimize their business through cloud-based software solutions and services. Thousands of agencies use HEALTHCARE *first*'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. HEALTHCARE *first* is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD). Visit www.healthcarefirst.com or and follow @HEALTHCARE *first* on Twitter.