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**Mountain Valley Hospice and Palliative Care
Named a 2022 Hospice Honors Recipient**

Mount Airy, NC May 2, 2022 — Mountain Valley Hospice and Palliative Care has been named a [2022 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 2020 through September 2021. 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.

"We at Mountain Valley Hospice and Palliative Care are honored to be recognized by Healthcare*first* for our commitment to providing compassionate, quality care for our patients and unwavering support for their families said Tracey Dobson, CEO and President of



Mountain Valley Hospice & Palliative Care. "As a recipient of the 2022 Hospice Honors, we pledge to continue that same level of commitment in the years to come."

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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 CAHPS surveys, billing, coding and OASIS review, and advanced analytics services to increase 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 LinkedIn, Twitter and FaceBook. <https://www.healthcarefirst.com/>.