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Media Release

Mountain Valley Named as Prestigious 2023 Hospice CAHPS Honors Recipient

(Hillsville, VA) — Mountain Valley has been named a 2023 Hospice CAHPS Honors Award recipient by HEALTHCAREfirst, a leading provider of revenue cycle management services, CAHPS and bereavement surveys and advanced analytics for home health and hospice organizations. This prestigious annual review recognizes agencies that continuously provide positive patient and caregiver experiences and high-quality care. It acknowledges the highest performing agencies by analyzing the performance of the Hospice Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey satisfaction and quality measures.

To be considered for the Hospice CAHPS Honors Award, the hospice agency must have scored above the HEALTHCAREfirst National Performance Score on the Hospice CAHPS Willingness to Recommend question. If that criterion is met, performance is evaluated utilizing a set of 23 additional quality indicator measures. These scores are then compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in HEALTHCAREfirst's Hospice CAHPS database.

"We began our Annual Hospice Honors Award program more than ten years ago as a way to highlight those agencies that are truly leading the way in providing and demonstrating quality patient care," said Ronda Howard, Vice President of Revenue Cycle and CAHPS at HEALTHCAREfirst. "We congratulate Mountain Valley on this recognition and are so proud and honored that they have chosen to partner with us in helping drive success for their agency."

Mountain Valley's president and CEO, Tracey Dobson, credits their achievement to the entire Mountain Valley family, including staff, volunteers, donors, and community partners. She said, "We are very proud to be awarded this honor for the ninth year in a row. Our organization's growth and success is due to a combined, unwavering dedication from our staff, volunteers, and supporters. At Mountain Valley, we are committed to creating the best experience for those facing serious illness – Every patient. Every family. Every time."



Mountain Valley is a nonprofit organization providing high quality end-of-life care in 18 counties in North Carolina and Virginia. Through its team of hospice professionals and specially trained volunteers, Mountain Valley addresses the growing need for compassionate hospice care. Mountain Valley also owns and operates two hospice inpatient facilities: The Joan & Howard Woltz Hospice Home in Dobson, NC, and the SECU Hospice Care Center in Yadkinville, NC. Both offer a homelike setting for patients and families alike. The goal for both facilities is to help families be as comfortable as possible as they stay close by their loved one during this time when families are needed most. For more information, visit www.mtnvalleyhospice.org.