

Four Seasons Home Care Receives 2020 Best of Home Care® – Leader in Excellence Award

Hendersonville, NC. Four Seasons Home Care (FSHC) announced today that it received the distinguished 2020 Best of Home Care –Leader in Excellence Award from Home Care Pulse, the leading firm in quality assurance for home care. The Leader in Excellence Award is the highest recognition awarded by Home Care Pulse and is given to select home care businesses that consistently rank among the very highest in 10 or more quality metrics. As a Leader in Excellence, Four Seasons Home Care is now ranked among the top 15% of home care providers participating in the nationwide Home Care Pulse Satisfaction Management Program.

This accomplishment demonstrates Four Seasons Home Care’s long-term dedication to excellent care and quality improvement. To qualify for this award, 10% of FSHC’s clients and caregivers were interviewed each month by Home Care Pulse. Over a 12-month period, Four Seasons Home Care received high client and caregiver satisfaction ratings in areas such as caregiver training, compassion of caregivers, communication, scheduling, client/caregiver compatibility, etc. Using feedback from clients and employees, as well as quality benchmarks from Home Care Pulse, the leadership and care teams at FSHC set goals to reach the highest level of excellence possible.

“We are so honored to have earned the Leader in Excellence, Provider of Choice and the Employer of Choice awards for a 2nd year in a row.” says Mary Jo Powers, Director of FSHC. “These awards are a reflection of the wonderful care and service our caregivers and administrative team give to our clients every single day. It is also a reflection of the emphasis we, as an agency, place on hiring, training, and retraining the best caregivers. We are excited to already be working on earning this achievement 3 years in a row!”

The Best of Home Care – Leader in Excellence Award highlights the top-performing home care businesses in the nation. Home Care Pulse believes that by honoring these providers, families looking for in-home care for a loved one will be able to recognize and choose a trusted home care provider.

“Our goal at Home Care Pulse is to empower home care businesses to reach their goals and deliver the best home care possible,” says Erik Madsen, CEO of Home Care Pulse. “It’s thrilling to see the efforts that Four Seasons Home Care is making to provide outstanding care and employment. Four Seasons Home Care has worked extremely hard to qualify to provide high-quality care and this award allows them to provide proof of quality to potential new clients and caregivers.”

“Four Seasons is dedicated to providing the very best care for all who need it,” says Four Seasons President and CEO, Dr. Millicent Buke Sinclair. “We are blessed with tremendous employees who genuinely care about everyone they are privileged to serve. Our commitment to excellence in care for 40 years continues strong today as we expand our Home Care Services and further our service guarantee across our entire care continuum. Every single moment matters, and we are so grateful to be able to help families in their time of need by providing services through Four Seasons Home Care for as little as one hour up to twenty-four hours a day. Thank you for joining with us in celebrating this major accomplishment and community-commitment.”

To find out more about Four Seasons Home Care’s commitment to excellence, please visit FourSeasonsCFL.org or call (828) 696.0964

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About Four Seasons Home Care

Four Seasons has had the honor of providing care to patients and families across Western North Carolina for over 40 years. Four Seasons acquired Compassionate Home Care in 2016 to bridge the gap between families needing an extra layer of support with daily activities before an illness progressed to needing more extensive care. Several years later, Compassionate Home Care was rebranded to become Four Seasons Home Care. Our mission at Four Seasons is to Co-Create the Care Experience and that is exemplified with the work of and mission of FSHC, to Positively Impacting Lives. For more information about Four Seasons Home Care please call (828) 696.0964 or visit us online at www.FourSeasonsCFL.org

About Home Care Pulse

Home Care Pulse is the home care industry's leading firm in satisfaction research and quality assurance. On behalf of home care businesses across North America, Home Care Pulse gathers unbiased satisfaction ratings from clients and caregivers and detailed feedback to ensure the best in-home care possible can be provided. Powerful online reports allow businesses to identify needs and take action to increase satisfaction, reduce caregiver turnover, and address client needs. For more information, please call Home Care Pulse at (877) 307-8573 or visit homecarepulse.com.

