

New England Home Care Earns 4-Star CMS Home Health Care Provider Rating During a Time of Crucial Debate on Health Care Costs

Cromwell, CONN. (July 17, 2017) At a time when health care consumes nearly one fifth of our nation's gross domestic product, according to recent reports, and is expected to increase in the next two decades, the quality and coordination of care as well as the involvement of families in care regimens is more important than ever. New England Home Care (NEHC), has fully embraced this challenge and is pleased to announce that it has earned a 4 Star Center for Medicaid and Medicare Services (CMS) rating for providing care that significantly exceeds national benchmarks in client satisfaction and quality measures.

In its more than 30 years in business, NEHC has helped thousands of individuals newly discharged from the hospital to understand, manage and follow their post-discharge regimens. NEHC's formula boils down to a healthy dose of hiring the very best clinicians and aides but also seeking those employees with a passion for caring. "We see the individual behind the sickness and we want our clients to know that we believe in them and we are there for them," says Kimberly Nystrom, President of New England Home Care. "From day one of service, our staff is laser focused on optimizing recovery at all stages. Our employees are well trained not only on the skills required to handle complex clinical situations, but also to see their work through the lens of a family member."

NEHC is also is accredited by the Joint Commission, holding itself to a higher level of quality standards than most agencies. The result is a home health care system that allows patients to be seen faster, heal with less pain and fewer complications and experience greater functional improvement than other comparable home care services.

"Our goal is to give every client the very best care every time we have the privilege of serving them in their homes. With our Healthy at Home Approach to Care, our clients recover sooner and become more accountable for their own health, which ultimately promotes an overall healthier population. We encourage coordination and communication with our MD partners. As our clients feel better we encourage them to see their MD's more routinely versus accessing unnecessary emergency care. This is health care that is not only high quality but efficient and cost effective. The 4 Star CMS quality rating assures families and providers that they are receiving that high level of care which is also cost effective," says Nystrom.

The CMS star ratings measure is a national standard of care used when visiting a hospital or other health care provider, allowing patients and their families to compare facilities in their area of need and get answers to key questions on quality of care. Ratings are awarded on a scale of one to five stars and results are reported on the Hospital Compare/CMS website (www.cms.gov). The CMS 4-star rating not only highlights home care quality, but improves the ability of consumers to understand the healthcare system, compare it's costs and be empowered to choose the best care at the best possible price for their family. In-depth CMS ratings show that NEHC excels in four key areas: orthopedics, behavioral health, cardiac and neurological care. That means that patients experience fewer complications and more improvements, such as in walking, bathing and medication management than national averages.

"We are very proud to have been given this rating and to serve thousands of Connecticut clients and their families during a critical time in their healthcare needs", said Nystrom. NEHC, one of the largest Medicare agencies in the state, offers advanced care at home in seven out of eight counties.

