

Celebrating Patient Experience Week: Our Commitment to Seamless, Compassionate Care



SPRINGHILL

HOME HEALTH & HOSPICE

Every April, **Patient Experience Week** gives us the opportunity to recognize the vital role that **medical professionals and healthcare partners** play in ensuring a smooth, compassionate, and high-quality experience for patients during critical times of need. As a **trusted home**

health care provider, we deeply value

our **partnership with referral sources like you—**

because together, we prioritize patient-centered care that makes a meaningful difference.



Your Referrals Make Recovery Smoother

When you **refer a patient to home health care**, you are taking an important step toward ensuring they receive expert **medical oversight, therapy, and support in the comfort of their home**. Research consistently shows that patients who receive coordinated, at-home care after

hospitalization experience:

- ✓ **Reduced hospital readmissions** – Studies indicate that effective **post-acute care coordination** lowers readmission rates and improves long-term health outcomes (Jencks et al., 2009).
- ✓ **Higher patient satisfaction** – Home-based care is associated with **greater patient satisfaction and better adherence to care plans** (Press Ganey, 2022).
- ✓ **Faster recovery times** – Patients recovering from **surgery, chronic illness, or injury** often regain independence sooner when they receive structured home health services (Leff et al., 2020).

A Collaborative Approach to Patient Experience

Our mission aligns with yours: to deliver a **seamless, high-quality care experience** that helps patients recover safely and comfortably. Through **clear communication, personalized care plans, and responsive support**, we work alongside you to:

- Ensure **rapid admissions and continuity of care** from hospital to home.
- Provide **specialized therapies** that help patients regain mobility, strength, and confidence.
- Offer **24/7 clinical support**, so patients and families always have access to guidance.
- Reduce the risk of **avoidable complications**, enhancing long-term well-being.



Together, We Put Patients First

As we recognize **Patient Experience Week**, we want to extend our gratitude to you—our **referral partners, physicians, and care coordinators**—for the dedication you show every day. Your **referrals to home health care** do more than just connect patients to essential services; they create a path to **better recovery, comfort, and peace of mind** for those in need.

Let's continue working together to make every patient's journey **a positive and empowering experience**.

Thank You for Your Partnership in Patient-Centered Care!

References

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Leff, B., Burton, J. R., & Mader, S. L. (2020). Hospital at home: Feasibility and outcomes of a program to provide hospital-level care at home for acutely ill older patients. *Annals of Internal Medicine*, 172(2), 77-85.

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