



## **NEWS RELEASE**

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### **Hope Hospice Awarded Deficiency-Free Status from DPH Survey *Distinction Reflects High Standards of Quality Patient Care***

Hyannis, Mass. – Hope Hospice announced that the Department of Public Health (DPH) recently conducted their re-certification survey and declared it deficiency-free. The survey, conducted every three years by DPH, includes a review of policies, procedures and clinical practices. A week-long review process was conducted by DPH surveyors. The re-certification process is required by the Centers for Medicare and Medicaid Services (CMS).

“This achievement of a 100% compliant, deficiency-free survey is absolutely outstanding, and a reflection of our commitment to high quality care for our patients and families,” said Diana Franchitto, president and CEO. “I’m proud of our strong leadership team that guided the organization to this exceptional performance. Our focus is always on our patients and providing them with the best quality care and services.”

The Massachusetts Department of Public Health, Division of Health Care Facility Licensure and Certification, reviews hospices to ensure compliance of State and Federal regulations and the quality of care the organization provides. The surveyors arrive unannounced to the agency and conduct an immediate thorough review of clinical documentation, administrative and clinical procedures, employee files, quality data and collection and contracts. Hospice patients and staff are interviewed and the surveyors conduct visits to hospice patients with the clinicians.

“Hope Hospice was found to be in full compliance during our 2016 survey, meeting all the expected regulations for quality hospice care,” said Tricia Downey, RN, vice president of hospice operations. “We have an outstanding clinical team, and I am so grateful for the dedication our staff demonstrates and the excellent care they provide to our hospice patients and their families. We are thankful to all the departments within HopeHealth who support our goals for quality hospice care. Quality care and high standards of excellence are critical to ensuring that we continue to meet the needs of our patients in the community.”

#### **About [HopeHealth](#)**

HopeHealth has been enhancing the quality of life for people experiencing serious illness and loss for more than 35 years. Today, the non-profit organization delivers a wide range of medical care, care management and support services throughout eastern Massachusetts. The HopeHealth family of services includes: Hope Hospice; Hope HouseCalls; Hope Dementia & Alzheimer’s Services; and Hope Academy. The Massachusetts Pain Initiative is an affiliate of the organization. In January

2016, Home Care & Hospice of New England affiliated with HopeHealth. Learn more by calling (800) 642-2423 or visiting [HopeHealthCo.org](http://HopeHealthCo.org).

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