

VNA TOPS RANKINGS FOR HOME CARE SERVICES

A study conducted by Stephen R. Pelletier, Ph.D., about patient and family satisfaction with the Visiting Nurse Association's home care services found that 94 per cent of respondents rated their home health experience as excellent or very good. This compares to 63 per cent who have used other home health organizations.

Ninety-five per cent of those surveyed graded their experience with VNA Hospice as excellent or very good, compared to 79 per cent for other hospice agencies.

Among those who have received VNA Meals on Wheels, 86 per cent judged the service as excellent or very good. An identical percentage of respondents gave the same ratings to other VNA home care services they have used.

Most survey participants noted that their greatest future healthcare worry is being unable to live independently, followed by healthcare and health insurance concerns, and being afflicted by various diseases or conditions.

The findings were based on 1,290 questionnaires completed between July and September in 2010. Dr. Pelletier is the Research Coordinator for Health/Social Policy at the Harvard School of Public Health.

"Quality of care and the range of services is what sets VNA apart from other home care and hospice agencies," states Robert Carpenter, president and chief executive officer of the Visiting Nurse Association. "More than 75 years of experience gives VNA the advantage in understanding the home care needs of Northeast Texas," he adds.

Information about receiving home care services from the Visiting Nurse Association can be obtained by going online at www.vnatexas.org or calling 214-689-0000.



VNA home health and hospice services were ranked higher than those of other agencies in a study completed by health care researcher Stephen Pelletier, Ph.D.