



HOME CARE PULSE CERTIFIED[®] 2010

Eliminate the guesswork when choosing a home care agency.

People have choices in care. When seeking in-home care for an aging loved one, it can be emotional, stressful and confusing.

We understand that you are facing many options in a situation that is unfamiliar. We are here to help you choose an agency that has taken a vested interest in what you care about: quality care.

Why Choose a Home Care Pulse Certified Agency?

A Home Care Pulse Certified agency has proven that it will go the distance when it comes to client satisfaction.

Armed with that knowledge, we created the Home Care Pulse Certification, which measures what matters most: client & employee satisfaction. Choosing a Home Care Pulse Certified agency helps ensure you will be:

- Contracting an agency committed to client satisfaction
- Working with an agency that has loyal, productive caregivers

How Certifications Are Earned

This is the ONLY satisfaction certification in the home care industry, giving you a great tool to measure one agency against another.

Client Satisfaction – Knowing that clients are satisfied with their services gives you a great indicator that you will be satisfied as well.

- We measure client feedback
- We measure agency improvements in all areas including the following:
 - Caregiver's work ethic, timeliness, compassion, agency's effective communication, coordination of caregiver's schedule, overall quality of service and more.

Employee Satisfaction – Happy employees are good employees. If an agency cares enough to take care of its employees, it attracts the best caregivers in the area.

- We measure working environment satisfaction
- We measure caregiver performance improvements
- We measure how well an agency incentivizes and rewards caregivers
- We measure caregiver morale

Choose a Home Care Pulse Certified Agency and feel confident that you have selected the best care for your loved one.

"It's great that they are doing these interviews to improve their quality and our satisfaction!"

A Home Care Pulse Certification proves that an agency cares about quality!



Are you a home care agency interested in obtaining a Home Care Pulse Certification?

Please visit www.homecarepulse.com to learn more