

For Immediate Release:

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Housecall Providers Hospice Achieves National Recognition through ‘Quality Connections’ Program, earning highest achievement possible for the second year in a row

Demonstrating commitment to providing the highest quality care for the hospice community

(Portland, Oregon) – Housecall Providers Hospice has achieved national recognition by earning all four rings in the 2024 Quality Connections program of the National Hospice and Palliative Care Organization (NHPCO) for the second year in a row. Quality Connections is the only national program designed to support hospice and palliative care provider delivery of high-quality, person-centered care. Housecall Providers Hospice remains as one of only two hospices in the state of Oregon to reach this achievement.

Quality Connections is structured around four fundamental pillars which are represented by four rings: Education, Application, Measurement, and Innovation. Quality Connections participants are required to achieve milestones within defined timeframes by participating in activities such as quarterly data reporting and benchmarking, educational courses, case studies, and engagement on emerging issues; all of which serve to promote high-quality care delivery and service excellence. Achievement in the program is measured by completing activities within each of the four foundational areas, culminating in the closure of up to four rings.

By participating in Quality Connections program year 2024, Housecall Providers Hospice has earned the highest achievement possible by closing four rings and has enhanced its quality improvement program plus is up to date on the newest and best practices in serious illness and end-of-life care.

“Housecall Providers Hospice is celebrating 15 years serving the communities of our tri-county area as a high-quality nonprofit hospice,” said Housecall Providers Chief Medical Officer Pam Miner, MD. “I am so proud of our ongoing commitment to the Quality Connections program as one of only two hospices in the state to be recognized by the National Hospice and Palliative Care Organization as having achieved four rings in quality. This recognition validates our goals of clinical excellence and support of our staff to provide the best possible care for our hospice patients and families.”

“NHPCO is committed to helping hospice and palliative care providers deliver the best care possible to patients and their loved ones. Quality Connections was created to make the ongoing journey of excellence possible,” said NHPCO COO and interim CEO Ben Marcantonio.

“The Quality Connections program continues to grow and include broader content and learning opportunities like compliance, palliative care, equity and inclusion that serve our patients and communities across the continuum of serious illness and end-of-life care.”

Learn more about Housecall Providers Hospice at housecallproviders.org.

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About Housecall Providers:

For nearly three decades, Housecall Providers has been dedicated to delivering in-home medical care to seriously ill and homebound individuals across the Portland metro area. The organization’s fundamental belief is that everyone should have the right to medical care, delivered at the right place, and at the right time.

The nonprofit organization offers in-home primary medical care, palliative care and hospice services. Their approach utilizes team-based, interdisciplinary care, focusing not just on treating illnesses, but on improving patients’ overall well-being. In-home medical care for seriously ill individuals has been proven to improve health outcomes, increase patient comfort, reduce healthcare costs and contribute to care team satisfaction. Housecall Providers employs a staff of over 150 and is a proud member of the CareOregon family of company.