

COMMITMENT TO QUALITY



Quality Care Begins with Quality Staff

Prairie Home has been the hospice provider of choice in Lyon County since 1984. From the very beginning, Prairie Home has recognized that quality care begins with a highly qualified team of staff and volunteers who have dedicated their lives to service and compassionate caring, and are provided the support, training and tools they need to do their job to the best of their ability. These principals are now engrained in all of the services and care we provide.

Prairie Home Hospice & Community Care takes great pride in our team. We believe our team of caregivers are exceptional, and that's not by accident. **We strive to employ the best, because that's what our clients deserve! We are committed to supporting our team in a manner that allows them to be the best they can be, and we provide staffing levels that allow our care staff the time they need to provide the kind of care that every person deserves and has the right to expect.**

Through our Quality Initiative, we commit to a standard that requires all of our care staff to be certified and/or licensed – and we provide training throughout the year to ensure they have opportunities for continuous learning.



A COMMITMENT TO EVERY PATIENT WE SERVE

At Prairie Home Hospice & Community Care, we understand that allowing us to come into your home and your lives to serve you is a very personal matter that demands trust and respect, which we are committed to earning. Every person and family we serve deserves the following commitment from us:

- We will make every effort to provide the care you need, where you choose to live.
- We will always respect you and your individual needs, preferences, values and rights.
- We will always strive to make every patient and family member feel welcomed, appreciated and valued.
- We will build a personal care team for you, based on your individual needs. We pledge to make every effort to ensure that your personal care team will be the team providing your care at last 90% of the time. We want you to get to know and trust the team that provides your care.
- Your care team will make every effort to arrive at their scheduled time. In the event they are held up by the urgent needs of another patient or some other unavoidable circumstance, they will call to let you know if they may be running late.

Your care team will be there for you when you need them. When you call our on-call number, our goal is to ensure that a nurse respond to your call within 15 minutes, and will be at your bedside as quickly as possible if you need them.



A COMMITMENT TO COMMUNITY

Prairie Home Hospice & Community Care is not the only hospice and home care provider serving Lyon County. However, we are the only non-profit, freestanding hospice and home care provider serving this area that was established by the community to serve the community. We remain as committed today, to the values that we were founded on in 1984:

- The kind of values that brought a community together to establish a non-profit organization to ensure that those who needed hospice care received the care they need, regardless of their ability to fully pay for that care.
- The kind of values that allow us to keep the focus on the patient and family, because of the unwavering support of a caring community that expects quality and accountability, and does not see profitability as the priority. **Every dollar we earn or raise stays right here in the community and is reinvested in meeting the needs of the community and those we serve.**
- The kind of values that respect the right of every patient to receive care that is consistent with their individual needs, preferences and values; and honors every person's right to choose who will provide their care.
- The kind of values that allow us to work collaboratively with other health care providers in the community in efforts to best serve patients in our community.
- The kind of values that invite and encourage others in the community to share in the work we do through volunteer opportunities and charitable contributions.