

VISION

To improve the quality of living, with innovative healthcare solutions.

MISSION

Our compassionate, qualified teams partner with community healthcare providers to deliver consistently exceptional care for patients and their families.



IMPROVING QUALITY & SERVICE

Company Goals #1 and #2

Attain quality metrics that exceed the industry average.

Drive a differentiated customer experience



GROWING OUR BUSINESS

Company Goal #3

Achieve overall organic growth > **14%**.

PASSIONS



SPENDING WISELY

Company Goal #4

Improve operating efficiency while achieving quality and service goals.



BUILDING BETTER TEAMS

Company Goal #5

Achieve 25% improvement on employee retention over 2019, and increase employee engagement

Home Health Goals

1. Volume, revenue, margin, and budget results at or above targets
2. Total AR % out of cycle < 10%
3. Quality Star Rating > 4 stars
4. Readmission rate < 12%
5. HHCHAPS composite score > 90% or 2% increase over previous score
6. Employee engagement > 85% or 5% increase over previous survey

Hospice Goals

1. Volume, revenue, margin, and budget results at or above targets
2. Total AR % out of cycle < 10%
3. Quality scores that meet/exceed SHP HQR national average
4. CHAPS score > 90%
5. Employee engagement > 85% or 5% increase over previous survey

Personal Care Services Goals

1. Volume, revenue, margin, and budget results at or above targets
2. Fill ratio > 93% (MCO) and > 93% (all other)
3. Collection rate > 99%
4. Client experience rating > 90%
5. Employee engagement > 85% or 5% increase over previous survey

Medical Home Care Goals

1. Volume, revenue, margin, and budget results at or above targets
2. Fill ratio > 93%
3. Collection rate > 99%
4. Patient experience rating > 90%
5. Employee engagement > 85% or 5% increase over previous survey

Transformation, Service Center, and Support Centers Goals

1. Full rollout and implementation of CareFlow by the end of 2020
2. Shift operations to a 7 days a week model, implementing Skedulo as a catalyst for increased visibility and productivity while reducing expenses
3. Spending at or below approved budgets

CORE VALUES OF OUR CULTURE

Sustained and long-term performance of an organization is most driven by the culture created by its members. These four values were born from the reported proudest moments of our leadership from across the company. They represent how we behave, react, and conduct ourselves as AccentCare employees.



COMPASSION

Showing dedication to caring for our patients, clients, customers, and each other



INTEGRITY

Doing the right thing, not only for compliance but also because we can't imagine running our business any other way



RESILIENCE

Understanding there is no advancement without mistakes or setbacks and that learning from, and overcoming, our failures makes us better



TEAMWORK

Unifying capable individuals in the achievement and celebration of common goals

