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### Harbor Hospice Named as Prestigious 2021 Hospice Honors ELITE Recipient

Harbor Hospice has been named a 2021 Hospice Honors Elite recipient by HEALTHCAREfirst, a leading provider of billing and coding services, CAHPS surveys, and advanced analytics. This prestigious annual review recognizes agencies that continuously provide the highest level of quality care as measured from the caregiver's point of view. It acknowledges the highest performing agencies by analyzing the performance of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) hospice survey satisfaction measures.

"Hospice Honors Elite recipients are industry leaders in providing quality care and constantly seeking ways to improve," said Ronda Howard, Vice President Revenue Cycle and CAHPS at HEALTHCAREfirst. "We are honored to be aligned with such high performing agencies like Harbor Hospice and we congratulate them on their success."

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2019 through September 2020. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all hospices contained in the HEALTHCAREfirst's Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions. HEALTHCAREfirst holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the HEALTHCAREfirst National Performance Score on all 24 of the evaluated questions. Please visit HEALTHCAREfirst's website at [www.healthcarefirst.com](http://www.healthcarefirst.com) to learn more about HEALTHCAREfirst's Hospice CAHPS survey program as well as the Hospice Honors awards.

"Our dedicated staff and volunteers of Harbor Hospice have achieved this special designation in demonstrating unwavering excellence in end of life care in the most challenging of circumstances during a global pandemic. It is our privilege to be able to offer essential and valuable services to the communities we serve. We thank patients and families for trusting us with their care and for providing feedback that validates that we are making a difference," said Susan Houseman, President CEO.

For more information about Harbor Hospice and Harbor Palliative Care please call 231.728.3442 or visit [www.HarborHospiceMI.org](http://www.HarborHospiceMI.org).

For more information about HEALTHCAREfirst, please call 800.841.6095 or visit [www.healthcarefirst.com](http://www.healthcarefirst.com).

### Kelly Richards, MADL Director, to Lead the Free Library of Philadelphia

MUSKEGON, MI - Kelly Richards, Director, Muskegon Area District Library (MADL) has accepted the President and Director position at the Free Library of Philadelphia, one of the largest public library systems in the U.S with 54 branches. Richards has worked at the Muskegon Area District Library since January, 2015 and under his leadership, a new 10-year operating millage was approved which has provided additional resources for expanded services in the community.

Richards was contacted by an executive search firm who worked with a 22-member Search Committee for the Free Library of Philadelphia system. "I was having a curious conversation, which ultimately led to an incredible opportunity, says Richards.

Since he joined MADL, increased programs and materials, newly-renovated branches, a new Bookmobile and three new Storyville Villages have been provided for the community.

"Our Board will work on a transition plan to provide a seamless hiring process for this position," says Doug Hughes, Board Chairman. "We are grateful for Kelly's leadership and service."

Prior to joining MADL, he worked at the Genesee District Library as Branch Operations Manager. Richards family is originally from the Muskegon area.