

FOR IMMEDIATE RELEASE

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Homecare Homebase Honors 2025 Customer Award Winners and Home Care Aide Scholarship Recipients Advancing Excellence in Home-Based Care

HCHB recognizes standout customers driving excellence and innovation, alongside this year's scholarship recipients, in support of workforce growth and advancement

DALLAS, TX – Nov. 11, 2025 – [Homecare Homebase](#)SM (HCHB), the leading software provider for home-based care, today announced the winners of its 2025 Customer Awards and the recipients of its Home Care Aide Scholarships. These annual recognitions honor customers and caregivers who exemplify excellence, innovation and impact across the home-based care community.

“Both our Customer Awards and Home Care Aide Scholarship Program reflect the dedication and innovation demonstrated by our customers and allow us to celebrate their remarkable impact on patients, communities and the future of care in the home,” said Luke Rutledge, president of Homecare Homebase. “We’re proud to recognize organizations and individuals who continually raise the bar for quality care, operational excellence and workforce advancement.”

The HCHB Customer Awards recognize agencies and individuals who are leading the way in patient care, community engagement and performance improvement. Together, these honorees represent the compassion, ingenuity and commitment moving home-based care forward.

Industry Advocate Award

The Industry Advocate Award highlights individual contributions in patient care, performance, innovation or regulatory affairs. It recognizes leaders whose advocacy advances quality and efficiency while elevating patient experiences across communities. This year's winner is:

- Merrill Seyler, RN, BSN, MHA at AuthoraCare Collective

Community Impact Award

The Community Impact Award celebrates organizations making significant differences in their communities through extraordinary actions or programs. Honorees are recognized for their deep community partnerships and compassionate approaches that enhance access and quality of care for patients and families. This year's winner is:

- Care Central VNA & Hospice

Innovation & Achievement Award

The Innovation & Achievement Award recognizes organizations that have developed innovative solutions to address challenges within the home care market, highlighting forward-thinking approaches to technology and process improvements that enhance outcomes and streamline care delivery. This year's winner is:

- THEMA Health Services AZ

Quality Award - Home Health

The Quality Award - Home Health recognizes agencies that achieve a 5-star rating in the CMS Quality of Patient Care metrics. These organizations consistently deliver top-tier clinical outcomes and patient-centered care, setting the standard for performance across the field. This year's home health winners include:

- Acacia Home Health Services
- Americare
- Home Care Experts
- LifeCare Health Services
- Well Care Health

Quality Award - Hospice

The Quality Award - Hospice honors agencies that achieve a 100 in the Hospice Quality Reporting Program (HQRP), reflecting exceptional quality metrics and compassionate, individualized care that honors patient dignity and comfort. This year's hospice winners include:

- Bethany Hospice & Palliative Care
- Care Central VNA & Hospice
- Harmony Hospice
- Hospice of the Wabash Valley
- LHC Group
- LifeCare Health Services
- Moments Hospice

KPI Excellence Award - Home Health

The KPI Excellence Award - Home Health honors agencies excelling in acute care hospitalizations, highlighting strong care coordination and proactive approaches that reduce avoidable hospitalizations and improve outcomes. This year's home health winners include:

- Community Nursing Services
- VNS Health
- Welcome Homecare

KPI Excellence Award - Hospice

The KPI Excellence Award - Hospice recognizes agencies based on hospice visits in the last days of life (HVLDDL), which concentrates on visits provided in the last three vulnerable days of life for a patient. These agencies' results reflect a deep dedication to ensuring patients and families receive attentive, compassionate support when it matters most. This year's hospice winners are:

- BrightSpring Health Services
- Optage Hospice
- RVNAhealth

Home Care Aide Scholarship Program

The Home Care Aide Scholarship Program recognizes the compassion, dedication and professionalism of caregivers who form the foundation of home-based care. This initiative empowers home care aides in their professional advancement by providing scholarship opportunities that foster growth, education and continued excellence in the field.

This year, three outstanding home care aides will receive a \$2,000 scholarship, recognizing their dedication to delivering high-quality, compassionate care while pursuing further education and professional development. The 2025 recipients will be announced during the HCHB Users Conference, celebrating their contributions to patient well-being and their drive to build meaningful, lasting careers in home-based care.

HCHB is proud to honor these inspiring caregivers and looks forward to the lasting impact of their continued contributions. To learn more about Homecare Homebase's award programs, please visit hchb.com.

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About Homecare Homebase, LLC

Founded by industry veterans in 1999, Homecare HomebaseSM (HCHB) is a Dallas-based software leader empowering exceptional home-based care through hosted, cloud-based technology solutions and administrative services. HCHB's customized mobile solutions enable real-time, wireless data exchange and communication between field clinicians, physicians and office staff for better care, more accurate reporting and improved revenue cycle management. HCHB's products and services streamline operations, simplify compliance and boost clinical and financial outcomes for home-based care agencies. Each year, over 300,000 HCHB users serve approximately one million patients daily, resulting in over 121 million annual visits. Homecare Homebase is a Hearst Health company. For more information, visit hchb.com or call us toll-free at 1-866-535-HCHB (4242).

About Hearst Health

The mission of Hearst Health is to guide healthcare organizations by delivering essential intelligence and software that improve the quality, safety and efficiency of care. Hearst Health has been innovating with care for more than 40 years, with a commitment to making a lasting positive impact on health. The Hearst Health companies — [FDB](#), [Homecare Homebase](#), [MCG](#), [MHK](#), [QGenda](#) and [Zynx Health](#) — elevate care by informing and empowering participants across the health journey. To learn more, visit www.hearst.com/hearst-health and follow @Hearst Health on [LinkedIn](#).

About Acacia Home Health Services

Acacia's Mission: Providing superior quality services to patients and the ultimate support to family members through the transitions of healthcare. Acacia's team members are passionate about taking a patient-first approach every time. Our interdisciplinary teams take great pride in preventing re-institutionalization while keeping patients comfortable in their home settings. Our strong leaders also take a patient-centered approach with community partners & hospitals to achieve one common goal - "Excellent Patient Care."

About Americare

Americare's quality of service begins with the superior qualifications of each member of our staff. That's why we invest in our caregivers through ongoing training, career development and cultural sensitivity. Then there is that special ingredient which makes Americare unique—"Compassion", it's what makes all the difference to the individual patient. At Americare, we are very aware of the emotional, physical, and financial stress that is associated with caring for a loved one at home.

About AuthoraCare Collective

AuthoraCare Collective empowers individuals to be active participants in their care journey, helping them live with dignity and purpose through personalized support for the mind, body, and spirit. Rooted in decades of trusted hospice care, AuthoraCare is now evolving to meet the growing and complex needs of the communities we serve. We are transforming into a comprehensive serious illness care organization—extending our impact beyond end-of-life care to support patients and families much earlier in their health journey.

Whether easing pain, guiding families through uncertain times, or restoring independence, AuthoraCare's mission remains unchanged: to provide expert, compassionate care that honors each person's story. Today, we are reaching more people, in more ways, and deepening our impact across the communities we are privileged to serve.

About Bethany Hospice & Palliative Care

Bethany's mission is to guide all those who have been touched in some way by a life-limiting illness, offering a comprehensive approach to comfort care, and ensuring a dignified quality of life. Hospice and palliative care is all we do. All of our efforts are directed solely at being the hospice provider of choice in Southwestern Pennsylvania. We recognize that our team members are the key to quality care and empower them to provide great care.

About BrightSpring Health Services

BrightSpring Health Services provides complementary home and community-based pharmacy and provider health solutions for complex populations in need of specialized and/or chronic care. Through the Company's service lines, including pharmacy, home health care and primary care, and rehabilitation and behavioral health, we provide comprehensive and more integrated care and clinical solutions in all 50 states to over 450,000 customers, clients and patients daily. BrightSpring has consistently demonstrated strong and often industry-leading quality metrics across its services lines while improving the quality of life and health for high-need individuals and reducing overall costs to the healthcare system.

About Care Central VNA & Hospice

Care Central VNA & Hospice is a nonprofit home health and hospice agency dedicated to delivering compassionate, high-quality care to individuals and families across Central Massachusetts. With a legacy rooted in community service, the agency provides a full continuum of services—including skilled nursing, rehabilitation therapies, palliative care, and hospice—designed to support patients in the comfort of their homes. Care Central is recognized for its commitment to clinical excellence, innovation in care delivery, and strong partnerships that promote health equity and improved outcomes across the populations it serves.

About Community Nursing Services

Community Nursing Services (CNS) is Utah's oldest and most experienced nonprofit Home Health and Hospice care agency, serving Utahns since 1928. CNS has nine offices throughout the state that are accessible to 93 percent of Utah residents. CNS's wide range of healthcare services includes home healthcare, hospice and palliative care, immunizations and flu shots, specialty infusion therapy pharmacy, oxygen and respiratory services, and physical, occupational, and speech therapy. In addition, the CNS Charitable Care Program donates services and care to thousands of low-income, uninsured, and underinsured Utahns of all ages. CNS is dedicated to providing compassionate care, regardless of a person's ability to pay.

About Harmony Hospice

OUR MISSION: To affirm life during its final stages by providing holistic, compassionate care to patients and their families; care that is individualized and tailored to the exact needs of each patient which leads to a dignified, honorable, and comforting experience to all we serve.

About Home Care Experts

Home Care Experts (HCX) is a forward-thinking home health agency serving the Illinois and Wisconsin markets. We take a holistic approach to home healthcare delivery, leveraging customized care plans informed by patient data to drastically improve patient outcomes and redefining home healthcare delivery by focusing on patient needs.

About Hospice of the Wabash Valley

Hospice of the Wabash Valley serves patients and families throughout Clay, Parke, Sullivan, Vermillion and Vigo counties, offering compassionate end-of-life care and a variety of support services to ensure dignity, comfort, and peace. Hospice of the Wabash Valley is committed to improving quality of life for patients and families facing terminal illness. With a focus on compassionate care, education, and support, Hospice of the Wabash Valley has been serving the community for 43 years.

About LHC Group

LHC Group, a part of Optum Home and Community Care Delivery, is a national provider of in-home health care services and innovations for communities around the nation. The company's coverage area includes 69 percent of the U.S. population age 65 and older, along with many other patients, families, and communities across 38 states and the District of Columbia. LHC Group's 25,000 employees offer high-quality, value-based health care to patients primarily within the comfort and privacy of their home or place of residence. As the preferred joint venture partner for more than 250 leading U.S. hospitals and health systems, LHC Group works in cooperation with providers to customize each partnership and reach more patients and families with an effective and efficient model of care.

About Moments Hospice

Moments Hospice is a community-based, Medicare-certified hospice organization dedicated to providing compassionate, personalized end-of-life care for individuals facing terminal illnesses. With a strong emphasis on dignity, comfort, and support, Moments Hospice serves patients in

the setting of their choice—whether at home, in assisted living communities, or in nursing facilities. Their interdisciplinary team includes physicians, nurses, social workers, certified nursing assistants, chaplains, and trained volunteers who collaborate to create individualized care plans. These plans are designed to address not only physical symptoms, but also emotional, psychological, and spiritual needs—ensuring that patients and families are supported through every step of the journey. Key services provided by Moments Hospice include: pain and symptom management, 24/7 nursing availability, spiritual and grief counseling, family and caregiver support, volunteer companionship and bereavement services after the patient's passing. At its core, Moments Hospice operates with the belief that every moment matters. Guided by the mission of changing the hospice experience one moment at a time, the organization strives to help patients live as fully and comfortably as possible—while walking alongside families with compassion, respect, and unwavering support.

About Optage Hospice

Optage home and community services - Independence matters. Live independently, actively and with purpose in the place you call home. Whether you live within a Presbyterian Homes & Services senior living community or in the broader community, essential services including Optage Home Health, Optage Hospice and Optage Meals are available to you.

About RVNAhealth

RVNAhealth is a trusted partner in lifelong health and wellness. The organization provides a full continuum of care, serving individuals through every stage of health and life. Services include in-home nursing, rehabilitation therapies, chronic and hospice care, private caregivers and nursing, nutrition counseling, community health programs, travel health, wellness education with support groups, specialized Parkinson's Center programs, and Dementia Resources. While RVNAhealth's primary focus is patient well-being, the agency also extends essential support to families and loved ones. Care is personalized and, when beneficial, coordinated with other healthcare professionals. Services are delivered in homes, assisted living and skilled nursing facilities, as well as at the Center for Exceptional Care in Ridgefield.

About THEMA Health Services AZ

At THEMA Health Services AZ, patients and their loved ones come first. Our selected and closely screened staff is made up of highly-trained caretakers and nurses who are committed to making a difference in each patient's life. Together, our licensed therapists and staff take a team approach to provide effective symptom management and maximize the quality of life, comfort, and independence of each and every individual we serve. In addition, our hospice services are also delivered with an emphasis on dignity and respect, and we aim to build deep and meaningful relationships with each client and their entire family to provide the absolute highest level of service possible.

About VNS Health

VNS Health is one of the nation's largest nonprofit home and community-based health care organizations. Innovating in health care for more than 130 years, our commitment to health and well-being is what drives us—we help people live, age, and heal where they feel most comfortable, in their own homes, connected to their family and community. On any given day, more than 11,000 VNS Health team members deliver compassionate care, unparalleled

expertise and 24/7 solutions and resources to the more than 73,000 patients, health plan members and clients who look to us for care. Powered and informed by data analytics, innovation and research that are unmatched in the home and community health industry, VNS Health offers a full range of health care services, solutions and health plans designed to simplify the health care experience and meet the diverse and complex needs of those we serve across New York State. These include home nursing and rehabilitation therapy, hospice care, behavioral health, personal care, care management and family support services; Medicare and Medicaid health plans that provide comprehensive coverage to historically vulnerable populations; as well as services and solutions that help other health care organizations improve outcomes and efficiency by leveraging our expertise.

About Well Care Health

Well Care Health is a family-owned and operated provider of specialized, high-quality home health care and hospice services in the Carolinas. Our 37-year commitment to delivering five-star quality patient care has earned us a reputation as one of the most trusted providers in the region. With almost 700 experienced and compassionate caregivers and locations across North and South Carolina, we offer various healthcare services, including home health and in-home hospice care. Our mission is to keep our communities healthy, happy, and at home, and we do that by helping our patients and their families heal in the comfort of their homes.