

Statement from Hospice of the Western Reserve

Substandard care by any healthcare organization is always unacceptable. However, it is especially egregious when it occurs among hospice organizations whose very mission is to comfort and care for patients and their families at the most vulnerable time of life.

The outrageous abuses and neglect highlighted in the OIG report are unconscionable and should not be tolerated. Such violations are a gross abuse of the public's trust and cast a shadow on the sacred hospice mission of providing dignity, comfort and compassionate care at the end of life. Hospice of the Western Reserve strongly supports the need for increased oversight of all hospice programs that are delivering poor quality of care so that abuses like those outlined in the report never happen again.

As a nonprofit community hospice with 40 years of service in our community, we will always remain committed to the highest standards of behavior, quality of care and transparency. Our [Hospice Compare](#) quality scores are consistently among the best in the area. More family caregivers indicate they would recommend Hospice of the Western Reserve than any other Northern Ohio hospice. We have more doctors, nurses, and nursing assistants with certification in hospice and palliative care than any other hospice organization in the region. Certification is a rigorous process and is considered the gold standard for care.

Unfortunately, not all hospices are the same. The OIG report underscores the importance of thoughtfully researching options when choosing a hospice provider. Check hospice quality scores on the CMS Hospice Compare website. Look for a nonprofit organization with a proven track record of excellence in the community. Experience matters.