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NEWS RELEASE

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Ho'okele Home Care Receives 2023 Best of Home Care® – Provider and Employer of Choice Awards

Ho'okele was recognized with two national awards that highlight their outstanding in-home care services for clients and an ability to place high value on employees' needs

HONOLULU – Ho'okele Home Care today announced that it has received both the 2023 Best of Home Care® – “Provider of Choice” and “Employer of Choice” Awards from Home Care Pulse (HCP). These awards are granted only to the top-ranking home care providers in the U.S., based on client and employee satisfaction scores gathered by HCP.

Ho'okele Home Care is now ranked among a select group of home care providers across the country who have proven their ability to provide an exceptional working experience to employees and the highest quality care to clients by listening to and incorporating feedback to make meaningful changes that impact both parties.

“We continually strive to provide services that exceed client and caregiver expectations,” says Tanya Fernandes, CEO of Ho'okele Home Care. “We are thrilled to be recognized for these awards as confirmation that our efforts are positively affecting both our clients and caregivers. We continue to build our team of happy, qualified caregivers who feel supported so that they can provide exceptional care for our clients.”

Best of Home Care providers contracted with HCP to gather feedback from Ho'okele's clients and caregivers via live phone interviews each month. Because HCP is an independent company, it can collect honest and unbiased feedback. Providers of Choice are trustworthy agencies with a proven record of delivering outstanding in-home care services as rated by their clients in third-party satisfaction surveys.

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“These awards are based on real, unfiltered feedback from clients and caregivers, Ho’okele Home Care has proven their dedication to providing a great work environment and solid training to employees, while maintaining their focus on client and caregiver satisfaction,” says Todd Austin, President of HCP. “We are pleased to recognize their dedication to quality, professionalism, and expertise in home care.”

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About Ho’okele Home Care

Ho’okele Home Care (Ho’okele) has been serving Hawai’i’s seniors on Oahu since 2006 and Maui since 2014. Ho’okele, which means "navigator" in Hawaiian, first began helping seniors and their families navigate the sometimes complicated eldercare system as RN health navigators and geriatric care managers. In 2010, Ho’okele expanded its services to include home care services and is now one of the state’s largest licensed home care agencies serving Oahu and Maui. Ho’okele developed its own proprietary software platform with mobile app connected to in-home devices which are used by senior care providers in more than 23 states and by national non-profit organizations. Ho’okele’s family of companies now operate collectively as "Vivia" whose mission is to transform home care with innovative models of in-home services paired with technologies to make it feasible for many seniors to live independently and have access to personalized, consistent and coordinated services at home. www.viviacares.com

About HCP

Home Care Pulse (HCP) leads the home-based care industry by delivering post-acute care providers with their technology in surveys, experience management, training, and reputation management. Through its Care Intelligence Platform, HCP empowers providers in home care, home health, and hospice to attract and retain employees during workforce shortages. HCP also conducts the annual Benchmarking Report, the most comprehensive survey of providers in North America, and administers Best of Home Care awards to agencies that achieve best-in-class satisfaction scores. For more information, visit <https://www.homecarepulse.com/>.