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Home Care Assistance of Lehigh Valley Receives Home Care Pulse Certified - Trusted Provider Distinction

With its mission to Change the Way the World Ages, Home Care Assistance of Lehigh Valley helps seniors live well at home through their innovative approaches to senior care

(Lehigh Valley, PA – August 4, 2015) – [Home Care Assistance Lehigh Valley](#), a leading provider of in-home care for seniors, is excited to announce it has been awarded with the Certified - Trusted Provider distinction from Home Care Pulse, a quality management company that empowers excellence in the home care industry. This distinction illustrates Home Care Assistance's commitment to client satisfaction and quality care.

"We want to commend Home Care Assistance of Lehigh Valley for receiving the Certified-Trusted Provider distinction," said Aaron Marcum, Founder of Home Care Pulse. "Home Care Pulse awards this distinction to providers who are actively gathering feedback from their clients each month and using that feedback to improve the quality of care they provide. By choosing a Certified – Trusted Provider to care for their loved ones, families can be reassured that their provider is dedicated to quality in home care."

Certified Trusted Providers have contracted with Home Care Pulse to gather and report feedback from their clients by conducting random phone interviews with a percentage of their clients each month. Because Home Care Pulse is an independent, third-party company, they are able to collect honest and unbiased feedback without outside influence. Clients rate their provider's services in areas such as timeliness of caregivers, services being provided as promised, compassion of caregivers and overall quality. Clients are also given the opportunity to provide feedback for their provider.

"At Home Care Assistance, our number one priority is delivering quality in-home care to our clients. We are honored to receive this Trusted Provider distinction from Home Care Pulse," said Rachel Geiger, Operations Director at Home Care Assistance Lehigh Valley. "This recognition is a true testament to the effort put forth by all of our home care family, from office personnel to our caregivers. Our mission is to

change the way the world ages, and by reviewing the feedback provided to us by Home Care Pulse, we are able to fine tune the manner in which we care for both our clients and our caregivers.”

“Our goal at Home Care Pulse is to empower home care businesses to reach their goals and deliver the best home care possible,” says Aaron Marcum. “We are happy to recognize Home Care Assistance as a Certified – Trusted Provider, and we applaud their commitment to client satisfaction.

To learn more about Home Care Assistance and how they are *Changing the Way the World Ages*, please visit www.HomeCareAssistanceLehighValley.com or call 484-350-3874. To find out more about the Home Care Pulse Certification, please visit BestofHomeCare.com.

ABOUT HOME CARE ASSISTANCE

Home Care Assistance is the leading provider of home care for seniors across the United States, Canada and Australia. Our mission is to Change the Way the World Ages. We provide older adults with quality care that enables them to live happier, healthier lives at home. Our services are distinguished by the caliber of our caregivers, the responsiveness of our staff and our expertise in Live-In care. We embrace a positive, balanced approach to aging centered on the evolving needs of older adults. A 2015 Franchise500® and Inc. 5000 Company, Home Care Assistance has received numerous industry awards including *Entrepreneur's* Fastest-Growing Franchises and *Franchise Business Review's* Top 50. For more information about Home Care Assistance, our services and franchise opportunities, visit homecareassistance.com or franchise.homecareassistance.com.

ABOUT HOME CARE PULSE

Home Care Pulse is the industry's leading firm in performance benchmarking and quality satisfaction management and serves hundreds of home care businesses across North America. They are the industry's top resource for education, business development, certification, and proof of quality, including the prestigious [Best of Home Care® awards](#).