

Set Your Agency Apart with Best of Home Care Awards

Based on satisfaction scores from your clients and care professionals, start earning Best of Home Care awards that help you stand out from your competitors and earn trust.

With your BOHC awards, you can:

- Feature awards on your website, social media accounts, business cards, and flyers.
- Attract the best employees and care staff with proof of quality employment and care.
- Stand out to referral sources with third-party validation of your quality.



Award Details



Leader in Experience

A Leader in Experience award recognizes you as one of the best home care providers in the nation, recognized for exceptional client and caregiver satisfaction ratings, and representing the top 15% of providers in HCP's Experience Management program. These leaders have also achieved the prestigious Best of Home Care® Provider of Choice and Best of Home Care® Employer of Choice Awards.

- ★ Maintain Client OSAT & Caregiver OSAT Score of 8.9 or higher.
- ★ Complete a minimum of 2 client and 2 employee satisfaction surveys per month during the previous 12 months.
- ★ Earn both Provider and Employer of Choice Awards for the year.
- ★ Actively survey clients and care professionals for at least one calendar year.



Leader in Training

The Leader in Training award acknowledges providers that prioritize continuous learning, offering specialized care for clients and career growth opportunities for caregivers through consistent, high-quality education. These recognized providers represent the top 25% of participants in HCP's Training program, demonstrating a commitment to skilled and engaged caregivers.

- ★ Have 10+ learners complete at least 1 training course for the year.
- ★ Average 8+ HCP course completions per care professional for the year.
- ★ Utilize HCP Training for at least three months.



Employer of Choice

Being awarded Employer of Choice represents the quality of care through content and satisfied care professionals. This prestigious award is granted to providers who consistently surpass industry standards for employee satisfaction, guaranteeing that your caregivers are happy, engaged, and motivated to deliver exceptional service with the highest level of care, professionalism, and expertise in the industry.

- ★ Maintain Caregiver OSAT score of 8.75 or higher.
- ★ Complete a minimum of 12 employee surveys during the previous 12 months.
- ★ Less than 15% of care professionals on “Do Not Call” for the year.
- ★ Actively survey care professionals for at least six consecutive months.



Provider of Choice

Recognized as a Provider of Choice, these winners have a proven record of delivering exceptional care, as rated by their clients with HCP’s Experience Management satisfaction surveys. The esteemed award is granted to providers who consistently surpass industry standards for quality in home care, prioritizing client feedback to make meaningful improvements that positively impact the lives of those they care for.

- ★ Maintain Caregiver OSAT score of 8.75 or higher.
- ★ Complete a minimum of 12 client surveys during the previous 12 months.
- ★ Have less than 15% of your clients on “Do Not Call” for the year.
- ★ Actively survey clients for at least six consecutive months.



Top 100 Leader in Experience

An elite group of home care providers in the nation, ranked among the very best based on client and caregiver satisfaction surveys. The prestigious Top 100 Leader in Experience award is earned by the 100 providers with the highest overall satisfaction ratings in North America, demonstrating their commitment to delivering quality care across various satisfaction categories. These leaders have also qualified for the esteemed Provider of Choice and Employer of Choice Awards.

- ★ Attain one of the 100 highest Overall Satisfaction (OSAT) scores in the industry for the year.
- ★ Complete a minimum of 2 client and 2 employee satisfaction surveys per month during the previous 12 months.
- ★ Earn both Provider and Employer of Choice Awards for the year.
- ★ Actively survey clients and care professionals for at least one calendar year.

“Most of our referrals are word of mouth... Probably 45-50% of them ask about our awards... When they see that we’re a Leader in Excellence for four years straight, we get questions. It’s a great start to conversations.”

– Michelle Lisk, Owner of SYNERGY Home Care of Carlisle PA

Start Earning Today

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