



Front Range Hospice

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International Award Recognizes a Small, Local Hospice

FRONT RANGE HOSPICE, Frederick, CO

Front Range Hospice is the first hospice of its kind to be awarded HealthCare Organization of the Month, for May 2015 by The Studer Group. The Studer Group is a health care consulting firm with a large base in the United States and also in Canada, Australia and Southeast Asia. BG Porter, the CEO of Studer Group says, “Studer Group partners with health care organizations to build a sustainable culture that promotes accountability, fosters innovation and consistently delivers a great patient experience and the best quality outcomes over time.”

Front Range Hospice (FRH) is recognized for achieving excellence in employee retention, patient and family experience provided. This is the first time a small hospice has received this prestigious Crystal Flame award of excellence. “When the heart and the intention are given proven tools, amazing things can happen.” Says Pam Ware, Master of Social Work, Licensed Clinical Social Worker and CEO of FRH.

Ware spent 25 years as an Oncology Social Worker but wanted to do more to improve end of life care and create a workplace which supports professionals in the healthcare field to do the work that makes their hearts sing. In 2006, she invested her life savings to create Front Range Hospice, a small hospice serving northeast Colorado. She made sure to be aligned with the Joint Commission (JC), which is the gold standard for healthcare organizations. FRH was the first privately owned hospice in Colorado to achieve JC accreditation.

In 2011, five years after Ware’s startup of FRH, she read *Hardwiring Excellence* by Quint Studer. Immediately, she called The Studer Group headquarters and inquired about a partnership with the hope of becoming of an elite hospice.

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By the end of 2014, the affiliation between FRH and Studer Group produced amazing results for the local hospice: an employee retention rate of 98% from 33% and the family experience of care went from below the national average to well above in all six domains measured. These domains are: Coordination of Care, Attending to Family Needs, Informing and Communicating about Patients, Providing information about Symptoms, the Overall Quality of Care and finally, the Response to Evening and Weekend needs.

The mission statement of FRH is to provide Legendary End of Life Care. And Studer Group's mission is to make health care a better place for employees to work, physicians to practice medicine and patients to receive care. Ware says, "There are no do-overs in end of life care."

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