

FOR IMMEDIATE RELEASE
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HEART TO HEART HOSPICE SITES EARN PRESTIGIOUS 2026 HOSPICE CAHPS HONORS RECOGNITION
Seven locations recognized for excellence; Evansville, IN program achieves Elite status

PLANO, Texas – Seven Heart to Heart Hospice locations have been named recipients of the 2026 Hospice CAHPS Honors award, a distinction that recognizes organizations delivering exceptional care and superior patient and caregiver experiences.

Those recognized include:

Texas

- Beaumont, Texas
- Longview, Texas
- San Antonio, Texas
- Tyler, Texas

Indiana

- Elkhart, Indiana
- Marion, Indiana
- Evansville, Indiana (Elite)

In addition, Heart to Heart Hospice of Evansville, Indiana, received the distinguished Hospice CAHPS Honors Elite designation, the program's highest level of recognition.

The annual Hospice CAHPS Honors program shines a spotlight on high-performing hospice agencies that continuously deliver quality care as measured by patient and caregiver experiences. This program is based on satisfaction scores from the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and exclusively recognizes hospice organizations that partner with MatrixCare to administer their hospice surveys.

"We are incredibly proud of these teams for the compassionate care they provide every day," said Kelly Mitchell, Founder and Chief Executive Officer of Heart to Heart Hospice. "This recognition reflects their commitment to our patients and families and the trust they build within the communities we serve. Congratulations to everyone involved in this well-deserved achievement."

Award recipients were evaluated using Hospice CAHPS survey results collected between April and December 2025. To qualify, hospices were required to score above the MatrixCare National Score on the critical "Willingness to Recommend" measure and outperform national benchmarks on at least 17 quality indicators related to patient and family satisfaction.

Hospice CAHPS Honors Elite recipients must achieve an even higher standard, scoring above the MatrixCare National Performance Score on all 22 evaluated quality indicator measures.

The Hospice CAHPS Honors program celebrates agencies that excel in patient satisfaction and quality of care while setting a standard of excellence across the hospice industry. By recognizing organizations that consistently exceed national performance benchmarks, the program highlights providers that prioritize the patient experience and demonstrate exceptional compassion, trust and innovation in hospice services.

About Heart to Heart Hospice

Heart to Heart Hospice, founded in 2003, is one of the largest private providers of hospice care in the United States. Headquartered in the Dallas-Fort Worth Metroplex, Heart to Heart Hospice provides a broad range of hospice services to patients with life-limiting illnesses in locations across Indiana, Michigan, Oklahoma and Texas. At Heart to Heart Hospice, we understand both the physical and emotional challenges for our patients and their loved ones, and our compassionate care team is committed to providing them with what they need most: comfort, support and dignity. Learn more at hearttohearthospice.com.

Contact: Wendy Van Bommel | wendy.vanbommel@htohh.com | 972.517.6300