

Seven “Cs” of Home Health Care of East Tennessee, Inc. and Hospice

Compassion

At the core of our services is compassion. Our patients, their families, and our fellow employees feel our hearts are filled with the desire to positively impact their health and well-being.

Care

We care for our patients using the best of our training and abilities. Care goes beyond the delivery of a specific skill or task, and implies attention to detail. Care is delivered in a way that promotes the safety, healing and self-sufficiency of our patients, their families, and our selves.

Communication

The central challenge to the effective delivery of home care is communication. We open and use lines of communication between our patients and their families, their doctors, and our fellow employees. We explore and embrace new technologies for communication as they become cost-effective.


Compliance

Failure to follow state and federal regulations jeopardizes the survival of our organization. We stay informed about all applicable requirements and evaluate ourselves on a regular and continuing basis. Care and attention to proper documentation is the key to a successful compliance program.

Cooperation

No one person can do all that is necessary to properly care for our patients. Therefore, we work together as teams. We avoid competition and territoriality among ourselves because they hinder our ability to adequately care for our patients.

Consideration

We are considerate of one another and treat each other with respect. We identify and resolve our differences in a positive, direct manner that promotes healthy and productive working relationships. We provide a high level of customer service to our patients, their families, and our referral sources. 

Christian Based

Our agency is founded upon Christian principles. Faith is a driving and sustaining force, and we are called each day to our work. We embrace and respect people of all faiths, and we do not discriminate among persons based upon race, creed, color, religion, national origin, sex, sexual orientation, age, or disability.