

Westminster Canterbury at Home from Richmond, VA has earned a 5-Star rating from the Centers for Medicare and Medicaid Services. A 5-Star rating is the highest rating a Home Health agency can earn from CMS. In Virginia, only the top 5% of home health agencies achieve 5 stars. In fact, Westminster Canterbury at Home is the only 5-Star rated agency in the Richmond, VA area. Senior Options spoke with Kevin Daignault, Administrator for Westminster Canterbury at Home about his agency's 5-star achievement.

Congratulations on your 5-star achievement!

What does Westminster Canterbury at Home do that separates you from other Home Health agencies?

We have highly competent clinicians who by and large have worked together over the years so they are truly gelled as a team. There is no ego in the office just a very high level of professional communication, respect and energy to succeed. We have a very close, collaborative care team and that's really a rare thing in community health these days.

Is there any staff you would like to recognize from your agency?

Absolutely. Certainly it begins with Shannon our Clinical Director who sets the standard and expectations from the top down. Also, the Therapy Department is the best I have ever worked with. Amanda, Ellyse, and Megan are highly seasoned, highly experienced therapist with consistently above average patient outcomes.

Did working with Senior Options help your agency accomplish this goal?

I think Senior Options has been very instrumental in providing the operational and regulatory support that allowed us in the office to focus on the clinical and not so much time trying to stay current and compliant with the ever changing regulatory environment. Angela, the billing team and Melinda have really increased their game and have provided us with sound advice that's helped to streamline our operations so we can spend the bulk of our time in management focusing on care delivery and customer satisfaction.

**For more information about Westminster Canterbury at Home
<https://www.wcrichmond.org/home-health-services>**