

**Statewide Network of High Performing Hospice Agencies - WMI**

Welcome to Trinity Health!

The purpose of this document is to provide clarifications and answers to commonly asked questions about Statewide Network of High Performing Hospice Agencies. If you have any additional questions or need any additional help regarding the selection of a Hospice Agency that you think will meet your needs, please ask anyone on your care team for assistance.

What is a network of High Performing Hospice Agencies?

- Trinity Health and their Clinically Integrated Networks (CIN) developed a High Performing Network of Hospice Agencies.

Are these providers certified?

- Hospice Agencies are certified by the state and federal government agencies to provide multiple levels of care that can only be delivered by trained professionals.

What is Statewide Clinically Integrated Network?

- We are a physician-led organization focused on improving the quality of care and our patients' experience and delivering care at an appropriate cost. Our organization includes Chelsea Hospital, Trinity Health Ann Arbor, Trinity Health Grand Rapids, Trinity Health Livingston, Trinity Health Livonia, Trinity Health Muskegon and Trinity Health Oakland and the following physician organizations: Trinity Health IHA Medical Group, Huron Valley Physicians Association (HVPA), Oakland Physician Network Services (OPNS), Oakland Southfield Physicians (OSP), and Trinity Health Medical Group (THMG) in West Michigan.

How does a Hospice Care Provider become a High Performing Hospice Agency?

- Statewide Criteria for High Performing Hospice Agencies includes the following: Attendance at a bi-annual meetings, CMS 5-Star quality rating of 3 or higher, and Family caregiver experience.

What is the meaning of a "High Performing Hospice Agency" status?

- High Performing Status indicates that a Hospice Agency is meeting all our requirements and is or will be listed as a High Performing Hospice Agency in our network's High Performing Hospice Agencies List.

How often are the criteria reviewed and applied?

- We review our criteria on a bi-annual basis and update our list of High Performing Hospice Agencies accordingly.

Are there any additional resources available?

- You may choose to review more options in your geographic area by searching the list available via Medicare Compare at <https://www.medicare.gov/care-compare>

This Profile highlights quality information about a group of hospice providers who have served patients with medical conditions similar to yours and are committed to providing the best care for patients leaving our hospital. It is our responsibility to assist you in choosing a quality provider for your next level of care. We respect your preferences and want you to know that an affiliate of Trinity Health does offer these services and would be honored to continue to provide your care. We have systems in place to ensure a smooth transition. You may choose to review more options in your geographic area by searching the list available via Medicare Compare at <https://www.medicare.gov/care-compare>



Indicates hospital owned/affiliated.

High-Performing Hospice Care Facilities in Performance Network							
Hospice Agency	CMS Star Rating	CHAP JCAHO	Hospice House	Rating of this hospice	Willing to Recommend this hospice	Additional Services	
 Trinity Health at Home Grand Haven 1027 S Beacon Blvd Grand Haven, MI, 49417 (616)-846-2015	4	JCAHO	N/A	86%	85%	Palliative Care	
Centrica Care Navigators 7100 Stadium Dr Kalamazoo, MI, 49009 (269)-345-0273	4	NO	Rose Arbor Place	89%	93%		
Elara Caring 203 S State St Big Rapids, MI, 49307 (231)-598-4071	N/A	NO		81%	89%		
Emmanuel Hospice 401 Hall St SW, Suite 263 Grand Rapids, MI, 49503 (616)-719-0919	4	CHAP		84%	90%		

Hospice Agency Profile

High-Performing Hospice Care Facilities in Performance Network						
Hospice Agency	CMS Star Rating	CHAP JCAHO	Hospice House	Rating of this hospice	Willing to Recommend this hospice	Additional Services
Faith Hospice 8214 Pfeifer Farms Dr SW Byron Center, MI, 49315 (616)-235-5100	4	CHAP	Trillium Woods	85%	90%	Palliative Care
Harbor Hospice 1050 West Western Avenue Suite 400 Muskegon, MI, 49441 (231)-728-3442	5	JCAHO CHAP	Poppen Hospice	89%	93%	Palliative Care
Heart to Heart Hospice of Lansing 2260 Saginaw St. Suite A East Lansing MI, 48823 (517)-580-7530	3	CHAP		90%	86%	
Heartland Hospice (GR) 695 Kenmoor Ave Se Ste B Grand Rapids, MI, 49546 (616) 956-0363	4	NO		82%	84%	Palliative Care
Hospice of Holland 270 Hoover Blvd. Holland, MI, 49423 (616)-396-2972	4	NO		87%	92%	Palliative Care
Hospice of Lansing 3186 Pine Tree Rd. Lansing, MI, 48911 (517)-882-4500	5	NO	Stoneleigh Hospice	90%	95%	
Hospice of Western MI (HOM) 989 Spaulding SE Ada, MI, 49301 (616)-454-1426	3	CHAP	Rose Arbor	82%	84%	Palliative Care
Interim Healthcare of West Michigan 1971 East Beltline Ave, NE Grand Rapids, MI, 49525 (616)-229-0004	4	CHAP		88%	89%	
Munson Hospice and Palliative Care 550 Munson Ave Travers City, MI, 49686 (800) 252-2065	4	CHAP	Munson Hospice	86%	89%	Palliative Care

Report Date: May 20, 2026. CMS Care Compare Date last update: May 20, 2026.

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Hospice Agency Profile

High-Performing Hospice Care Facilities in Performance Network						
Hospice Agency	CMS Star Rating	CHAP JCAHO	Hospice House	Rating of this hospice	Willing to Recommend this hospice	Additional Services
Sparrow Hospice Services 1210 West Saginaw Street Lansing, MI, 48915 (517)-364-7200	4	JCAHO	Sparrow Hospice House of Mid MI	84%	89%	
Wings of Hope Hospice 530 Linn Street Suite A Allegan, MI, 49010 (269)-686-8659	4	NO	Wings Home	83%	88%	Palliative Care

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This Hospice Care Facility Provider Profile was created to help you select a local center with a history of success serving patients with conditions similar to yours. This profile includes information about the quality, value, and clinical services delivered at each center. We utilized Medicare Star Ratings (available at <https://data.medicare.gov/>), historic Medicare claims data for patients served at each center, and information reported by each center to understand the capabilities and services available.

Quality Information Highlighted

Although this profile highlights your local options, understanding a center's performance compared to national practices can be a helpful way of assessing quality.

Category	Fair	Good	Excellent
CMS Family caregiver survey rating	1-2 Star Overall Rating	3 Star Overall Rating	4-5 Star Overall Rating
Rating of this hospice	The hospice falls below 79%	The hospice falls between 79% and 81%	The hospice falls at or > 82%
Willing to recommend	The hospice falls below 82%	The hospice falls between 82% and 84%	The hospice falls at or >85%

Sources of Information

Medicare health insurance claims data - Centers for Medicare and Medicaid Services Nursing Home Compare Quality Rating System – Hospice Partnership Evaluations, completed by the rehabilitation centers.

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