

## SOUTHEAST

## WOMEN BUSINESS LEADERS

# Raleigh Home Care Agency Is Growing and Thriving, With a Little Help From Some Friends

## *Ideal Healthcare Services*



**Top 50 Business Leaders  
of the Triangle**  
—Triangle Business Leader  
Magazine, 2012

Tammy Lewis believes every business owner needs a mentor. In fact, she has two. Two seasoned business professionals to bounce ideas off of, brainstorm with and offer different perspectives on anything to do with the success of her 9-year-old home care agency.

Not that she lacks the drive and talent to succeed on her own, but Lewis says the insights and guidance of these key advisors have been critical to the success of Ideal Healthcare Services. The Raleigh-based agency provides personal care, companion services and skilled nursing care to elderly and disabled adults in 11 North

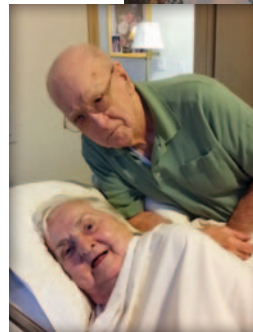
Carolina counties. Lewis is looking to open a second location in Greensboro early next year in response to increased demand for services in Guilford County.

“Our mission is to provide all clients with a compatible companion/aide who will enhance their quality of life,” Lewis says. Home visits from a physician and a nurse practitioner are also available; Lewis, an RN, is studying to become a nurse practitioner herself to help meet the growing need for such services.

### **Business Lesson Number One: Delegate**

Lewis’ relationship with her first mentor, County Commissioner James West, dates back to 2007, when she participated in the City of Raleigh Pacesetters program. “He encouraged me to apply for an SBA loan and helped me hone my business skills,” she recalls.

Lewis met Luther Williams, manager of the City of Raleigh’s Business Assistance program, approximately four years ago. She



*“I have always found Tammy Lewis to be unusually responsive and available. And Ideal Healthcare is an exceptional agency.”*

—Shalimar Humes, social worker with the Department of Veteran Affairs, Durham

says Williams is always available to answer her questions or discuss anything to do with Ideal Healthcare’s business operations – from the business plan to personnel or budgetary matters. “Tammy Lewis is a very dynamic young woman, and she is building a fantastic business model. I have the highest respect for her and her agency,” Williams says.

Lewis credits both West and Williams with encouraging her to delegate, which, she says, is the most useful piece of business advice she has ever received. “As my business grew, it became harder and harder for me to do everything on my own,” she says, “but I was afraid no one else would do things the way I wanted them done.” The solution: Hire great employees – and delegate.

Make no mistake: Lewis has been the driving force behind Ideal Healthcare’s remarkable success, including 30 percent growth in the last year alone. She built the agency from the ground up, motivated by a lifelong desire to help seniors.

Still, even the most accomplished business owners sometimes get stumped. Who couldn’t use a mentor to help keep things running smoothly?



4904 Waters Edge Drive, Suite 160 | Raleigh, NC 27606 | 919-755-0019  
tlewis@idealhealthcareservices.com | www.idealhealthcareservices.com