

Census Development Resources Are Available for HealthPRO® Heritage Therapy Partners

Info.	Data Period and Source
	Advisory Board Company, 2018 Q4 to 2019 Q3, CMS
Market	Market
	Sonoma County, CA

Market	State	CA	CA	CA	CA	CA	CA	CA	CA	CA	CA
	County	Sonoma	Sonoma	Sonoma	Sonoma	Sonoma	Sonoma	Sonoma	Sonoma	Sonoma	Sonoma
	Rank by Vol.	1	2	3	4	5	6	7	8	9	10
	Volume	389	745	765	107	187	177	162	142	142	147
	MKT Share	13%									
	CMS Beds	116									
	Bed Use Rate	3.4									

Metrics	ALOS	Payment	30-Day RR	90-Day RR
	18.9	\$14,907	14.9%	30.7%

CMS Stars	Overall	Quality	Quality-Short	Quality-Long	Survey	Staffing	Avg CMS 5★	CMS File Date
	3	5	5	5	2	3	3.3	3/1/2020

Note: ALOS, Payment, 30-Day RR, 90-Day RR

Among the top five skilled nursing facilities to which Moses Cone Hospital referred last year, here is how it compares.

CRITICAL OUTCOME MEASURES

MEASUREMENTS	HOW WE COMPARE...
AVERAGE READMISSION RATE	< 11 PATIENTS
AVERAGE EPISODIC COST	\$ 5,574
AVERAGE LENGTH OF STAY	12.9 DAYS
OVERALL CMS 5-STAR RATING	★★★★★
HEALTH INSPECTION STAR RATING	★★★★★

PROGRAM SPOTLIGHT

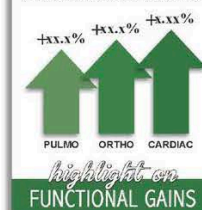
PROMOTING COMPREHENSIVE DISCHARGE PLANNING THROUGH

Our collaborative and interdisciplinary approach to care ensures safe and effective transitions to the next level of care. Utilizing early discharge planning, assessment and simulation of home environment; early and in the plan of care; along with self-management of the disease process after discharge. We set patients up for success from day one with the region's leader in post-acute therapy services – HealthPRO Heritage comprehensive, patient-driven discharge planning model. See

CRITICAL OUTCOME MEASURES

	AUG	SEPT	OCT	NOV	DEC	JAN
MEDICARE A READMISSION RATE	XX%	XX%	XX%	XX%	XX%	XX%
SHORT-TERM/INTENSIVE REHAB LOS	XX.X DAYS	XX.X DAYS	XX.X DAYS	XX.X DAYS	XX.X DAYS	XX.X DAYS
DISCHARGE TO COMMUNITY	XX%	XX%	XX%	XX%	XX%	XX%

CHANGE FROM ADMISSION TO DISCHARGE



SPOTLIGHT on

SAFE TRANSITIONS: Our collaborative and interdisciplinary approach to care ensures safe and effective transitions to the next level of care. Utilizing early discharge planning through a comprehensive home assessment and simulation of home environment; early and frequent patient/family involvement in the plan of care; along with self-management of the disease process; and what to do if a problem arises after discharge. That's why we've partnered with the region's leader in post-acute therapy services, HealthPRO Heritage, to implement our comprehensive, patient-driven discharge planning model.

HOME HEALTH COLLABORATIONS: We collaborate with home health professionals to provide supportive care, including assessments, treatment and education for patients/families. From assessment through discharge, we provide clinical interventions that deliver results and satisfied patients.

IN PARTNERSHIP WITH HEALTHPRO/HERITAGE

CMS 5 STAR RATINGS	
OVERALL ★★★★★ Much Above Average	QUALITY MEASURES ★★★★★ Much Above Average

CRITICAL OUTCOMES

Among the top 10 skilled nursing facilities to which NorthShore University HealthSystem referred last year (2018 Q4 - 2019 Q3), here is how:

MEASUREMENTS	HOW WE COMPARE...
30-DAY READMISSION RATE	20.4% MARKET: 21.0% COUNTY: 21.0%
ADMISSION RATE	38.5% MARKET: 38.5% COUNTY: 38.5%
EPISODIC COST	\$ 9,731 MARKET: \$ 9,731 COUNTY: \$ 9,731
LENGTH OF STAY	19.4 DAYS MARKET: 19.4 DAYS COUNTY: 19.4 DAYS

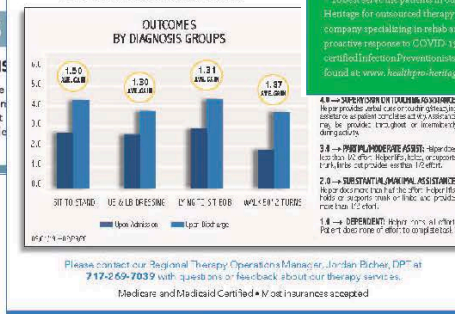
FUNCTIONAL OUTCOMES BY DIAGNOSTIC CATEGORY

Q1: 1/1/2020 - 3/31/20

DIAGNOSIS	GAIN	DIAGNOSIS	GAIN
Cardiac	40.42%	Cardiac	34.1%
Medically Complex	37.72%	Medically Complex	34.1%
Urinary	35.52%	Urinary	33.3%
Respiratory	35.03%	Respiratory	31.1%

PROGRAM SPOTLIGHT: SAFE TRANSITIONS

SAFE DISCHARGE PLANNING: ADMISSION THROUGH DISCHARGE Our collaborative and interdisciplinary approach to care ensures safe and effective transitions to the next level of care. Utilizing early discharge planning through a comprehensive home assessment and simulation of home environment; early and frequent patient/family involvement in the plan of care; along with self-management of the disease process; and what to do if a problem arises after discharge. That's why we've partnered with the region's leader in post-acute therapy services, HealthPRO Heritage, to implement our comprehensive, patient-driven discharge planning model.



From the Therapy Department* at

Insert:
Your Community's Logo

Our Pledge Amidst COVID-19 & Beyond

Our physical, occupational, and speech therapists are well-prepared to serve as essential members of the cross-functional, interdisciplinary team!

In Support of a Partnership Approach

Now more than ever, sharing data and best practices with hospital partners is critically important. Our Therapy Department offers resources, tools, and outcomes to support and inform communication between our leadership/clinical teams and referring hospitals. **Available now:** Rolling Performance Outcomes Reports & Scorecards; Patient Report Cards; Cross-Functional, Specialized Clinical Programming that customizes care and proactively facilitates discharges and admissions between levels of care.

Our Response to the COVID-19 Public Health Emergency: ReDesigning Tomorrow Together Patients, families, and staff can rest assured that all precautions have been taken to pledge above-board infection prevention and quality care to drive positive outcomes amidst challenges related to COVID-19. For example, specific strategies include:

#1 ReDesign of Gym & Treatment Spaces

Treatment spaces, traffic flow, and therapy workstations have been redesigned to assure social distancing guidelines. Infection control & handwashing posters remind staff, patients, and visitors to comply with infection prevention protocols.

#2 ReDesign Staffing, Scheduling & Communication Solutions

Policies related to staffing and scheduling have been adapted to protect patients and staff; e.g., minimize use of PRN therapists; assure appropriate time between patients to clean and prepare treatment spaces. Therapists streamline meetings; and/or utilize virtual options and leverage best practices to encourage/facilitate meaningful & consistent communication between leadership, patient families, and the cross-functional interdisciplinary teams.

#3 ReDesign Communication & Education

All therapists complete ongoing, up-to-date mandatory education & competencies (that require a return demonstration) related to infection prevention and innovative clinical care considerations for patients effected by COVID-19.

On behalf of our team, thank you for putting your trust in us.

We welcome the opportunity to collaborate on delivering high quality care.

Contact us: [CONTACT NAME] • [PHONE NUMBER]

*To best serve the patients in our care, our community invested in a strategic partnership with HealthPRO® Heritage for outsourced therapy services. HealthPRO® Heritage is a privately-owned national healthcare company specializing in rehab and health care reform consulting. The company's comprehensive and proactive response to COVID-19 is informed by the team's operational and clinical expertise (inherited from a certified Infection Prevention and Control Medical Director, Dr. James Avery) and can be seen at www.healthpro-heritage.com.

"Amidst this pandemic, every single person in a nursing home, assisted living and independent living community needs help. While some need help relearning how to live with COVID-19, others need others require a progressive approach to recover from the negative effects of isolation."

James R. Avery, MD

University of Virginia School of Medicine



HEALTHPRO®
HERITAGE

ReDesigning Tomorrow
TOGETHER