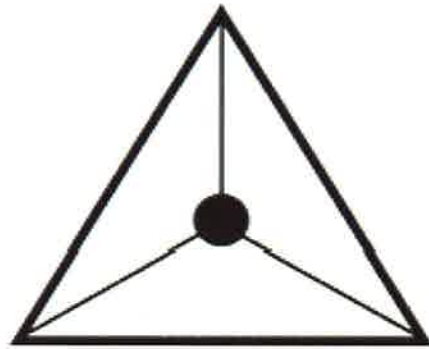


Patient Engagement and Improving Outcomes



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Improving Outcomes is a CMS Focus



IHI *Triple Aim*

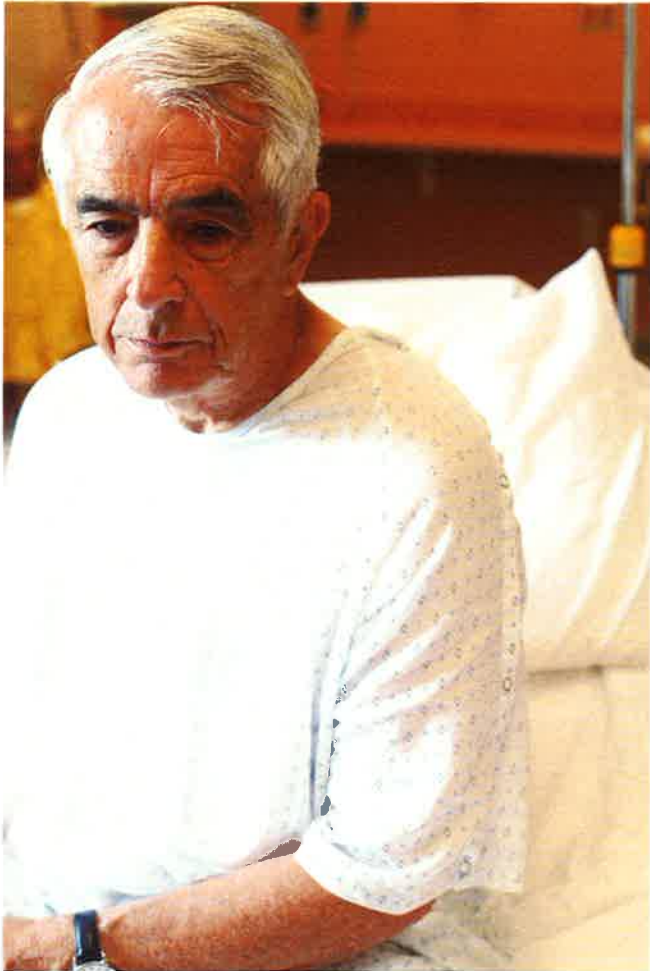
- Improve the patient experience of care
- Improve the health of the populations
- Reduce the per capita cost of health care

The Importance of Patient Engagement



Without full engagement by a patient or family we have no hope of improving outcomes consistently or maintaining improved outcomes

“Everyone looks the same in a hospital gown”



Why are patients unengaged?

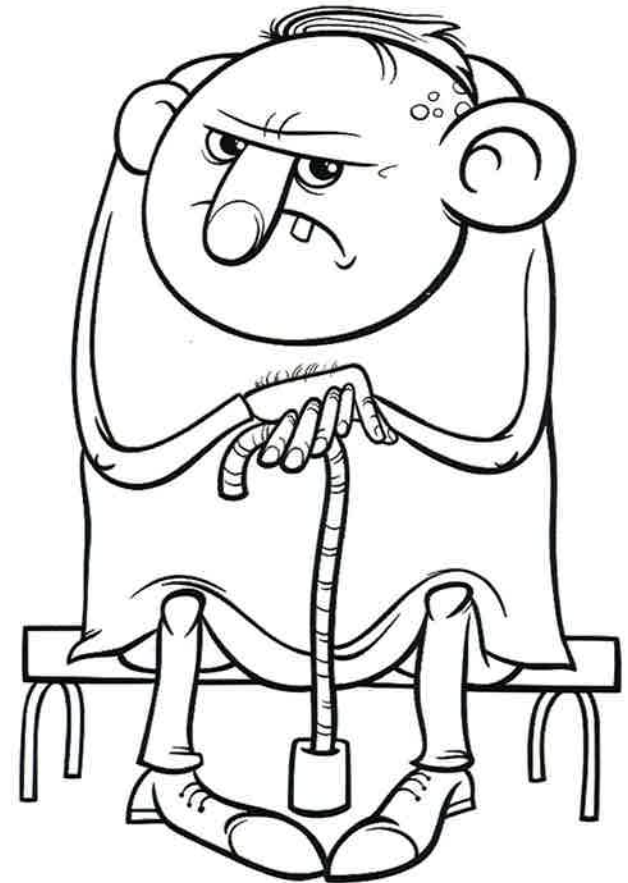
“They live where?”

The typical Medicaid HCBS / LTSS recipient is probably not your next door neighbor. Once a participant goes home, our ability to control the environment is eliminated.



Reasons for a Lack of Engagement

- Clinical
- Physical / Psychological
- Nutritional
- Pharmacological
- Generational
- Financial
- Education

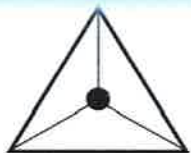


Unlocking the Secret



Showing that you care.

Investing the time and energy in fostering a relationship that embraces the client as an individual, not a diagnosis, a paycheck or a nuisance.



IHI *Triple Aim*

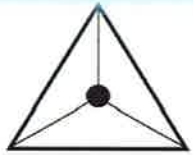
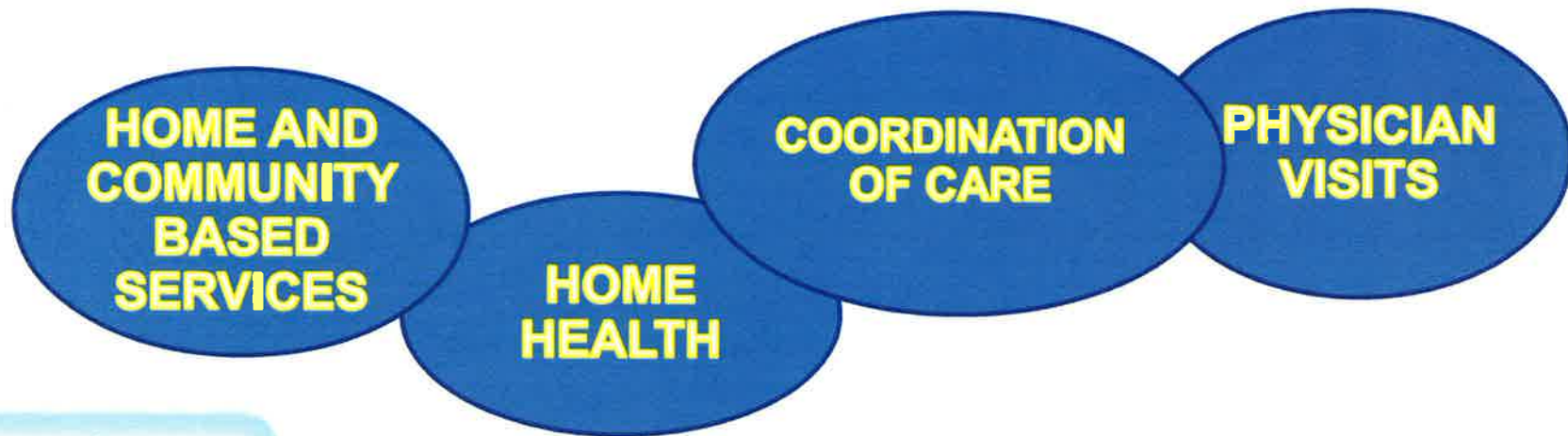
Improve the patient experience of care

Pre-Acute Interventions



Call Center Initiative – The Navigator Project

We catch health concerns before a hospitalization is necessary.



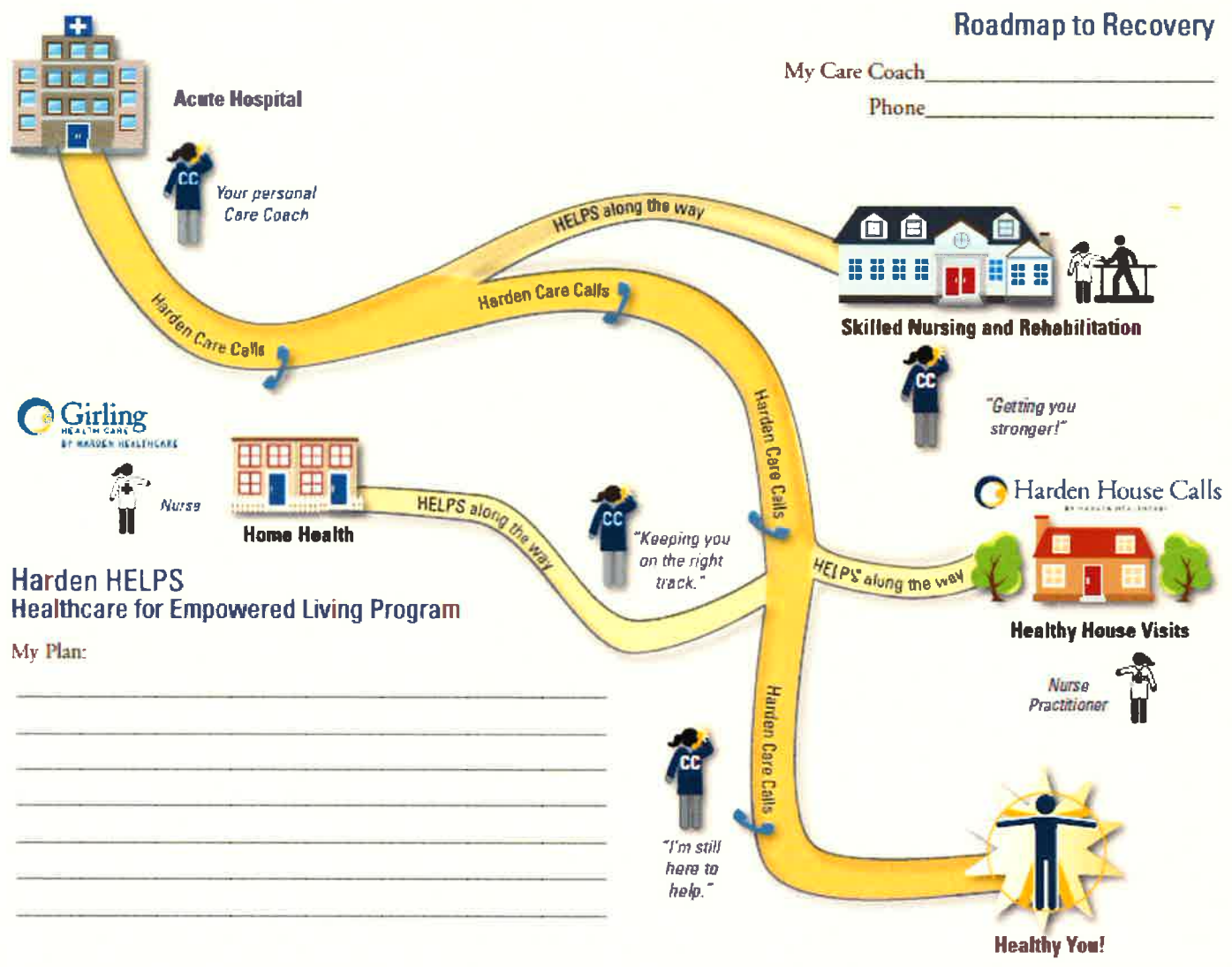
IHI *Triple Aim*

Improve the patient experience of care
Improve the health of the populations
Reduce the per capita cost of health care

Post-Acute Care in the Home



What does Transitional Care look like?

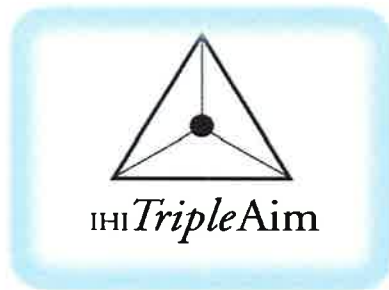


The Results

We benchmarked our program against the current national average for readmissions: **21%**



Our results dropped the readmission rate to **6.8%** for “all cause” 30 Day Readmissions



Improve the health of the populations
Reduce the per capita cost of health care

Notes: Hospital Compare data from www.cms.gov/hospitalcompare as available 5/13/13. HC Annualized Data is 3 year average annualized. New Hospital Compare Data set for 2012 will be released July 2013 for better comparison to "control" group and updated National Averages.

* INDEX patients are those that have been identified as LIKELY TO BE INCLUDED IN CMS INDEX GROUP

Confidential and Proprietary

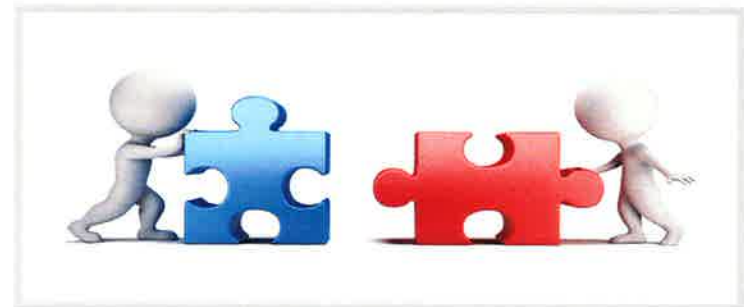
Who benefits?

- The Patient
 - Improved Health Status
 - Improved Care Experience
- Managed Care Organizations
 - Decreased cost
 - Easier to meet HEDIS Measures
 - Higher CAHPS Survey Results
- State Medicaid Agencies
 - Improved quality and outcomes
 - Reduced expenditures
- The Legislature
 - Less expensive care
 - More satisfied constituents
 - Evidence Based Results



How can we collaborate to reach our goals?

- Provide creative solution to existing barriers
- Educate on HCBS and the advantages of these services
- Discuss best practices to spark the exchange of ideas and find a solution to your concerns
- Partner with stakeholders to develop, implement and succeed in the advancement of HCBS nationally.

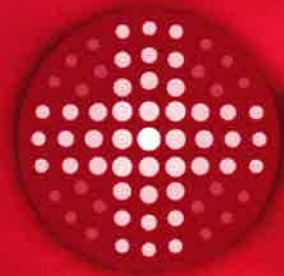


Discussion



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