The New Proactive Telecare Technology From Homestead Health Will ==Revolutionize== Your Home Health Care Agency!

Hello Home Health Director,

Would you like to discover find a proven, cost- effective solution to save your home health agency from costly, potentially harmful and often unnecessary hospital readmissions? Do you want to secure your institution's profitability, financial cost control, quality of service and reputation, while saving thousands of dollars?

Then keep reading, because this is for you!

Discover the low-cost secret weapon your competition is now using against you!

The Homestead Health CareCaller™ is a revolutionary, home nurse/caregiver call button, very similar to a nurse call button in the hospital. Utilizing advanced telecare technology, CareCaller eliminates the need for expensive, home monitoring devices and ==offers your high-risk patients 24/7 assistance at the push of a simple call button==!

What CareCaller™ Can Provide Your Agency – and your Clients:

- Simply provide a CareCaller to all your high readmission risk patients
- Stay connected to your patients and respond to worsening conditions BEFORE they get critical
- Dramatically improves patient engagement and positive outcomes
- Prevents avoidable hospital readmissions – saving an average of $15,000 each.
- Reduce/Eliminate CMS penalties by preventing avoidable hospital readmissions
- Reduces missed appointments and home visiting nurse visits
- Improve the quality of your services and CMS STAR Ratings
- Promote professional/family referrals and Preferred Provider agreements
- Low Cost less than $1/day – Immediate ROI!

==Request a FREE CareCaller 60-Day Trial!==

Attached is your free copy of our white paper "**How Proactive Telecare Is Transforming Home Healthcare**" and **Case Study of Accessible Home Health Care – Houston**. To watch our videos, read media coverage, join our email update list and **REQUEST A FREE 60-DAY CARECALLER TRIAL** – just visit homesteadhealth.com today.

Let a CareCaller™ program from Homestead Health take the burden of preventable costs off your shoulders and help you take your home healthcare services to a higher level!

Kind Regards,

Kathleen Holohan

Kathleen Holohan
Director of Home Health

CareCaller™ Home Health Call Button
Perfect for *High Risk* Patients!

Prevent Hospital Readmissions.

Stop Unnecessary 911 & ER Visits.

Reduce CMS Penalties.

Improve Patient Satisfaction Ratings.

Maximize Patient Engagement.

Increase Professional Referrals.

Promotes Preferred Provider Agreements.

World's Most Advanced Proactive Telecare™ Technology

- Calls up to 5 home health/caregiver contacts
- Urgent text alerts to all home health contacts
- Fall alerts with sensitivity adjustments
- Built-in pinpoint GPS real-time locater
- Call-in and chat feature
- Fully HIPAA compliant
- Home health agency management dashboard
- Reimbursable under select new CMS/Medicare Advantage Plans

REQUEST YOUR **FREE 60-DAY CareCaller™ TRIAL!**

Visit **HomesteadHealth.com** to watch our videos,
download a complete CareCaller™ white paper / case study.

Homestead Health

HomesteadHealth.com
800.209.3220

Homestead Health is the Leading Provider of Proactive Telecare™ Solutions for Home Health Professionals.

How Proactive Telecare Is Transforming Home Healthcare

Home healthcare needs are changing fast.

The demand for home healthcare services is predicted to grow to record levels over the next 15 years. Yet providers have never faced such significant challenges in providing service that is simultaneously effective and profitable.

To begin, the number of people needing home healthcare is skyrocketing as the population of Americans aged 65 and older grows by over 10,000 per day (expected to hit 71 million by 2030), according to the U.S. Centers for Disease Control.[1]

Simultaneously, regulatory and financial pressures are squeezing healthcare delivery systems. A cost-containment provision in the Affordable Care Act of 2010 called the Hospital Readmission Reduction Program (HRRP) imposes significant penalties on hospitals (and, by extension, home healthcare providers) for 30-day hospital readmissions.[2]

Those pressures are incentivizing greater use of home healthcare options, especially as hospitals and health plans seek to reduce hospital readmissions. "Home healthcare programs ... are proliferating as health plans and at-risk providers look for ways to keep patients out of the hospital or from returning after being discharged," writes *Modern Healthcare*.[3]

This problem is not going away: even if Center for Medicare and Medicaid Services (CMS) adjusts the specifics of its approach in the future, the drive to reduce healthcare costs means it will likely continue to penalize preventable readmissions. And new value-based and "risk-sharing" home healthcare delivery models and incentive programs will just intensify those pressures. Specifically, value-based pricing is coming, with CMS driving it. That means providers will be paid a set amount for a given service, and it's up to them to make it work. If a patient goes back to hospital for readmission, it will be entirely out of their pocket, not CMS's. Given that the average cost of a

New "proactive telecare" options are significantly increasing home-based patient engagement as well as measurably reducing hospital readmissions.

readmission for a patient who is receiving Medicare is $13,800, those costs can aggregate quickly.[4]

Unfortunately, few organizations meet their readmission targets: 81% of all hospitals suffered penalties in 2018, costing around $500 million in total Medicare payments to hospitals.[5]

"We know we're facing a crisis ... coming down the pike," said Abby Marquand, director of policy research at the Paraprofessional Healthcare Institute.[6]

But there is good news: technological advances and other changes offer new options to avoid unnecessary hospital readmissions. New "proactive telecare" options are significantly increasing home-based patient engagement and compliance with treatment protocols, as well as measurably reducing hospital readmissions.

Even better, Medicare Advantage plans are beginning to offer reimbursement for in-home senior services so financial assistance may be available.[7]

But "tele" forms of healthcare are not well understood. What is telecare, and what sort of results have already been achieved through telecare-oriented solutions? How exactly are they helping home healthcare organizations cope with the pressures described above and maximize both their cost effectiveness and their patient outcomes? Those are the questions that this paper will address.

Understanding the world of "telecare" delivery models.

Not all "tele-" forms of healthcare delivery are the same.

Technological advances are taking health care by storm, with new developments emerging almost faster than home healthcare providers can adopt and deploy. The result can be confusion regarding the new terminology whose definitions may not be universally shared. This is certainly true of terms like telecare, telemedicine, and telehealth. Though often used interchangeably, the Federal Communications Commission's Connect2HealthFCC Task Force has developed clear definitions of each, and it's worth taking a moment to clarify. Here are the FCC's definitions:

- **Telecare:** "Technology that allows consumers to stay safe and independent in their own homes."[8]
- **Telemedicine:** "Using telecommunications technologies to support the delivery of all kinds of medical, diagnostic and treatment-related services."[9]
- **Telehealth:** "Similar to telemedicine but includes a wider variety of remote healthcare services beyond the doctor-patient relationship."[10]

In this paper, we'll be focusing on telecare specifically.

Of the three, telecare represents the easiest and most cost-effective point of entry into tele-forms of healthcare delivery - facilitating the ability of home healthcare providers to provide better care without having to deploy more people or resources. Telecare also has tremendous benefits for patient engagement and program compliance. Thus, it's possible to achieve many of the same benefits as telemedicine and telehealth programs through telecare alone, *without* the same (extensive) level of investment.

Telecare is already familiar to many healthcare providers, albeit in limited forms. For the past 30 years, telecare was comprised solely of home-based medical alarm buttons. Phone-line based systems are still offered by 95% of traditional medical alarm companies today.

But the benefits of older forms of telecare have been constrained by significant shortcomings.

Too reactive: Traditional telecare devices require the user to experience a medical/personal emergency before manually activating the SOS button. Such devices are rendered effectively useless otherwise.

Too little engagement and compliance: Seniors often resist using their medical alarm buttons unless they are experiencing an actual emergency. Some seniors choose to remain on the floor for hours waiting to be discovered rather than press the emergency button! Seniors do not want to be a burden on anyone.

Too little information: Most seniors also dread the possibility of being sent to an assisted living facility or nursing home. Consequently, too often seniors simply do not inform caregivers of falls or lift assist calls out of fear that they may be taken from their home and placed in assisted living or nursing home, and traditional telecare devices have had no way to fill this information gap.

Too limited in communication options: Many older solutions (and even some current solutions) are programmed to communicate only with emergency monitoring centers only, rather than directly calling/texting non-emergency care providers, family members, neighbors, etc.

Too many false positives: Majority of medical alarm calls are for non-emergencies (like lift assist calls) where paramedics are dispatched for non-medical reasons, which generates extra cost for seniors and unnecessary burden on local emergency responders.

What can new proactive telecare do for home healthcare, specifically?

Fortunately, a technological revolution has transformed the design and features of wireless help alert devices during the past several years and addressed the weaknesses and shortcomings of older telecare devices. This new type of proactive telecare technology can:

- Facilitate increased patient engagement communication with care providers (e.g., telecare devices can help illuminate hidden issues that patients wouldn't normally disclose or remember to disclose).
- Help care providers to provide effective care to a larger population with a wider range of ailments and chronic conditions.
- Ensure that high-risk situations (e.g., falls among the elderly) are identified and addressed promptly.
- Reduce the frequency of nurse visits and still increasing communication with patients and generating improved outcomes.

What a modern, *proactive* telecare solution offers…

Multiple Contacts	☑	Multiple caregivers can be involved (Family, friends, caregivers, healthcare providers, etc.).
SMS and Text Notifications	☑	Provides immediate text message notifications to all caregivers of activity.
Direct Two-Way Voice Directly with Contacts	☑	Caregivers speak directly with wearer.
Real-Time GPS locators	☑	Provides caregivers with ability to locate senior anytime/anywhere.
Advanced Fall Detection & Automatic Notifications	☑	Many seniors do not inform family of early (non-injury) falls in fear that the family may decide to remove them from living alone at home; this allows family to be informed of falls and try to determine why (in-home hazards, medication complications, etc.).
Call-in & Chat Features	☑	Allows caregivers to call the device directly and speak to the wearer.
Real-Time Geo-Fencing	☑	Notifies caregivers immediately if user crosses a pre-set boundary (important for Alzheimer's/dementia sufferers).
Simple to Learn and Use	☑	Both for caregivers and seniors.
Quick and Easy to Deploy	☑	In-home set-up, testing & user instruction should take less than 30 minutes.

New, proactive telecare technologies can facilitate improved outcomes.

Telecare technology has come a long way from the phone-based, single-function alert systems. Recent advancements include wireless mobile buttons, built-in GPS locators, automated fall detection technology, and more. These advances build on the foundation laid by earlier generations of telecare to facilitate even better patient outcomes with improved cost-effectiveness. But what specific and measurable results can today's telecare achieve for home healthcare providers?

Telecare reduces avoidable hospital re-admissions.

At its heart, the new proactive telecare is a way for home health care groups to improve hospital readmission rates without having to deploy more manpower. This is critical: 27% of 30-day hospital readmissions are preventable.[11] But how can healthcare organizations successfully prevent them without a significant outlay of time, resources, and money?

Multiple studies have looked at this question as it relates to telecare. For example, one such program for Chronic Heart Failure (CHF) patients at Massachusetts General Hospital "showed significant decreases in 30-day readmission rates and overall hospitalization rates over the 4-month program period."[12]

27% of 30-day hospital readmissions are preventable.

Further research indicates the use of medical alert devices creates better outcomes for patients (on average) by reducing hospital readmissions by 48%, decreasing the number of days hospitalized by 69% and reducing the number of emergency room visits by 6.5%.[13]

Eliminating them could save an est. $372,600 per 100 readmissions.

Proactive telecare can help indirectly as well, by engaging family caregivers, which also reduces the chances of hospital readmission. In one study from the University of Pittsburgh Medical Center, the chance of a 90-day hospital readmission fell by 25% under these circumstances.[14]

Note, however, this benefit requires using telecare devices that can incorporate family members into the communication and notification process.
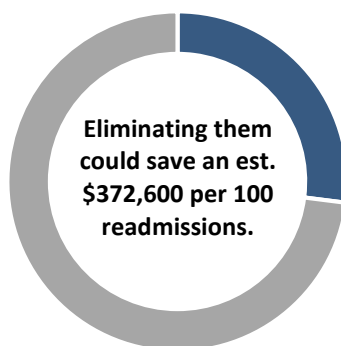
Telecare maximizes patient engagement and compliance with medical plans.

When patients do not receive, or do not follow, their prescribed medical treatment, the risks of future complications and hospital readmissions rise. Additionally, when patients are not engaged in their treatment, health risks rise. Research has consistently identified this link. For example, a 2017 study published in the *Journal of Patient Experience* "revealed that patients who indicated on HCAHPS surveys that they were not engaged in their own care were 34 percent more likely to be readmitted to the hospital within 30 days of discharge." That's where telecare devices come in: they increase patient engagement and compliance. For example, when Florida-based Accessible Home Health Care deployed CareCaller™ telecare devices to its patients (including chronically ill patients as well as some non-medical clients), the number of missed nurse visits fell by 50%.

Telecare benefits patients psychologically.

Perhaps surprisingly, even older patients are open to medical devices. A researcher from the University of Brighton in England, where telecare is an extremely popular means of healthcare delivery, studied the relationship between elderly patients and their telecare devices. She found that "although the service is offered from a distance, users still perceived it as 'human', likely to be a result of the personalised [sic] relationship that can form between older users and the technology provider." [15]

Another study found that "one year after receiving a [telecare device] unit, patients experienced decreased levels of fear, stress and anxiety about their well-being. These psychological effects can contribute to improved self-efficacy for self-care and improve clinical outcomes in chronic diseases management." [16]

Telecare eliminates unnecessary emergency calls and ED visits.

Telecare devices can reduce pressures on over-taxed health care delivery networks. For example, they can help to reduce unnecessary emergency dispatch calls for relatively minor issues, like lift assists. "Lift Assist (LA) calls are time consuming and are non-reimbursable," explain researchers in the *Journal of Prehospital Emergency Care*. "The increase in number of this call type, specifically amongst older adults, is placing strain on paramedic services. LAs consume the time of paramedics, preventing them from responding to more urgent emergency calls." [17]

Similarly, emergency rooms nationwide are strained by unnecessary patients who are transported by rescue but who do not really need emergency care. The New England Health Institute said 56% of emergency room visits were "totally avoidable." In fact, according to Debt.org, "It is estimated that more than $18 billion could be saved annually if those patients whose medical problems are considered 'avoidable' or 'non-urgent' were to take advantage of primary or preventative care." [18]

Telecare increases CMS quality ratings.

The Home Health Care CAHPS Survey (HHCAHPS) is designed to measure the experiences of people receiving home health care from Medicare-certified home health agencies. The HHCAHPS is conducted for home health agencies by approved HHCAHPS Survey vendors, and these ratings are now being published at https://homehealthcahps.org/.

> **At typical rates, if a home healthcare provider can reduce its 30-day hospital readmission rate by just over a single readmission, the telecare solution pays for itself.**

In other words, payors, providers, and patients can all access, review, consider, and compare this publicly available information. Use of proactive telecare technology can significantly improve these ratings. After Accessible Home Health Care deployed CareCaller™-brand telecare devices, their CMS quality rating subsequently rose 20% from 3.5 to 4.5, putting them in the top 10% of home health care agencies in the entire nation.[19]

Telecare promotes professional and personal home health referrals.

Payors and Managed Care Organizations (MCO's) are looking to refer to home health providers who utilize technology to increase positive outcomes and reduce re-admissions. Increasingly, major insurance companies (payors) are contracting with local home health providers under risk-sharing agreements who can document their success in reducing readmissions, increasing HHCAHPS scores and improving positive patient engagement.
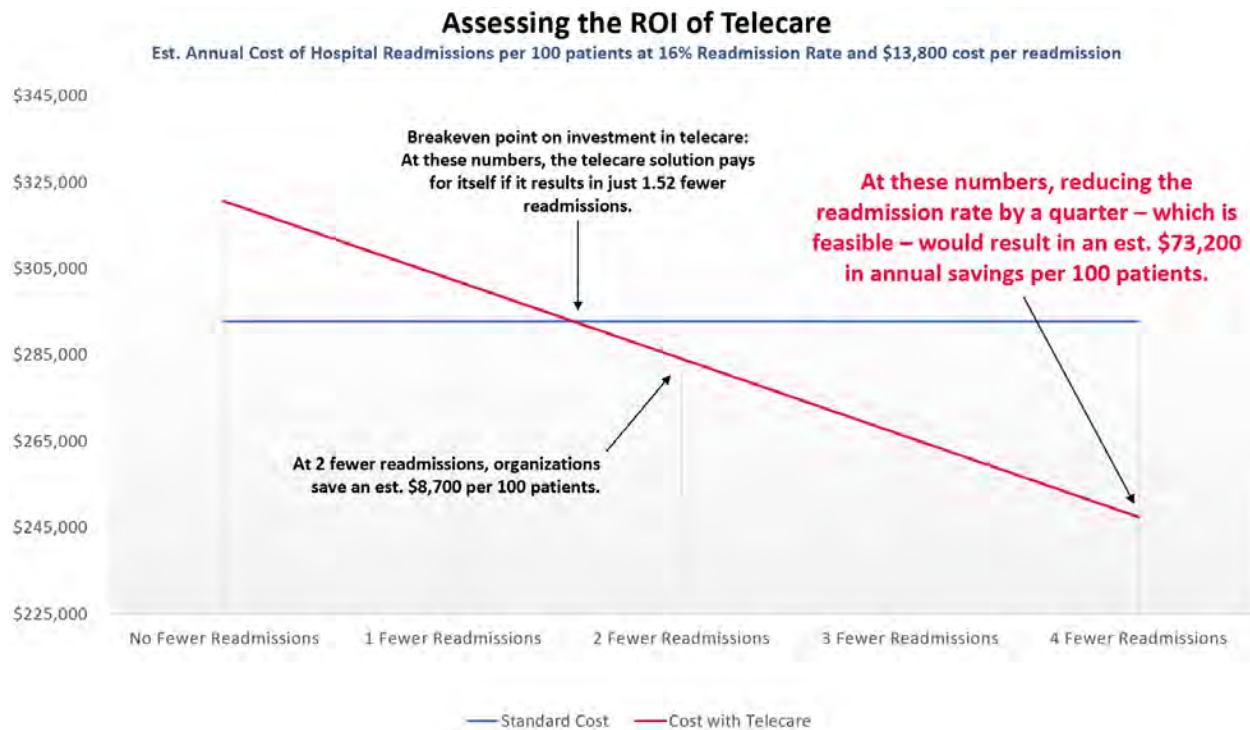
Telecare combines low cost with high returns on investment.

High-quality healthcare does not come cheap, and healthcare delivery systems that incorporate leading technologies even less so. For example, the average cost of developing a mobile health app is $425,000 in 2019; and in many cases, it can be much higher than this. Further, the average cost of a 911 call is $900, an Emergency Room visit is $1,300, and hospital admission is $13,800.

This is the area where the new proactive telecare solutions truly shine.

They can generate successful outcomes, saving organizations the costs listed above, yet the actual total cost for one year for a proactive telecare device is as low as $279 per patient. If a home healthcare provider can reduce its 30-day hospital readmission rate (national average is 13-20% for elderly patients) by just over a single readmission, the solution pays for itself.[20] Everything past that point is pure cost savings and profit.

As the result of the low cost and high returns, the ROI is simply outstanding, as seen in the chart on the next page.

Assessing the ROI of Telecare
Est. Annual Cost of Hospital Readmissions per 100 patients at 16% Readmission Rate and $13,800 cost per readmission

Breakeven point on investment in telecare: At these numbers, the telecare solution pays for itself if it results in just 1.52 fewer readmissions.

At these numbers, reducing the readmission rate by a quarter – which is feasible – would result in an est. $73,200 in annual savings per 100 patients.

At 2 fewer readmissions, organizations save an est. $8,700 per 100 patients.

— Standard Cost — Cost with Telecare

Proactive telecare is revolutionary.

Medical alarm buttons have been available for decades. What makes *proactive* telecare so revolutionary is its low-cost, advanced functionality and flexibility in usage.

Proactive telecare devices provide home healthcare agencies more options in how to prevent the incidence of health risks and readmissions. Even if they reduce the number of weekly nurse visits, they can continue to get 24-hour coverage with automated alerts that can be programmed to reach out to a larger number of people – determined by the agency – with greater depth of useful, actionable information on what's happening with the patient. Consequently, proactive telecare can reduce costly avoidable visits to the hospital. Simultaneously, proactive telecare gives patients the freedom they desire. As the National Council on Aging reports, "Studies indicate this population of elderly prefer to live independently as long as possible, making the average age of those

moving into assisted living facilities in their mid-80s. We need to give them the medical and communication resources necessary to safely make their own lifestyle choices without putting an additional burden on hospitals and other healthcare agencies."

And despite the advances, proactive telecare is extremely low-cost compared to other technology approaches to care delivery. By reducing readmissions with a low-cost option, agencies can recoup a greater portion of the flat fee they receive from health plans for each patient. In other words, proactive telecare requires only minimal investment while providing immediate returns. Effective proactive telecare technologies – those with the modern features described on Page 3 – are significantly less costly than enterprise-wide telehealth & telemedicine solutions, while laying the foundation for future telehealth and telemedicine initiatives.

About Homestead Health

Homestead Health is the original innovator and recognized industry leader in developing Proactive Telecare solutions dedicated to home health providers. We develop and support innovative and effective communications technologies designed to provide progressive, quality-oriented providers with extraordinary results.

Our devices have been proven to provide superior patient/provider engagement through voice, text, email and live chat to virtually eliminate unnecessary 911 calls and ED visits and effectively reduce hospital admissions/re-admissions by as much as 40%.

Our low-cost, quick & simple to deploy devices offer one touch calling direct to the healthcare provider, GPS real-time location including Google maps link, text messaging alerts, optional fall alerts, waterproof design and more. These benefits provide home health agencies with unmatched competitive advantages which translates into superior patient engagement, reduced readmission, higher CMS customer service ratings and increased professional referrals.

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Case Study

Accessible Home Health Care of Houston

How one home health care delivery service used the CareCaller™ Proactive Telecare™ solution to cut missed visits in half, boost their CMS rating by 20%, and reduce total hospital readmissions.

How one home healthcare provider found the solution to crushing competition.

Accessible Home Health Care of Houston is an established and growing home health care agency serving the entire Houston metropolitan area. It employs approximately 30 clinicians in a variety of disciplines – including registered nurses; certified nurse aides; social workers; and physical, occupational, and speech therapists – to serve the needs of its diverse client population.

It has also found itself facing a crushingly competitive marketplace in recent years.

According to the Texas Health & Human Services Department, there are 971 licensed home health providers located within in the City of Houston, Texas. Additionally, there are 482 providers in the surrounding counties.[1] That means the competition for professional and local referrals of new clients is simply staggering.

To succeed in such a highly competitive market, home health agencies need every advantage they can get to survive and remain profitable. A reputation for delivering results is as important as reducing cost when it comes to receiving referrals from healthcare providers. Further, successful home healthcare agencies keep a sharp focus on key metrics like re-admission rates and customer service ratings.[2]

After all, multiple studies confirm that patient communication following discharge is the *best* way to avoid an unnecessary hospital readmission.[3]

Randy Paramore, Chief Executive Officer of **Accessible-Houston**, has worked hard to ensure his organization was doing everything possible to hit its service and value-based targets. "Our metrics are driven by a deep dedication to providing the highest quality of care possible," he says.

> **"Better technology enables providers to triage more services without having to visit the home for a change in status or a question."**

But in an environment as competitive as Houston's, there's always room for improvement. Enter the **CareCaller**™ Proactive Telecare™ solution from Homestead Health.

Home healthcare providers agree that technology alone doesn't make patients healthier, but better technology enables providers to triage more services without having to visit the home for a change in status or a question. In many cases, patient issues can be remotely addressed and responded to in a very cost-effective manner using telehealth technology.

Paramore is a firm believer in using technology to help improve operational workflows and the patient's experience. Consequently, Paramore approved a pilot program to methodically evaluate **CareCaller**™ to ensure it could meet the needs of both his patients and staff.

The results ultimately led him to expand the program. In addition to its Joint Commission Gold Seal of Approval and 4.5 CMS customer satisfaction rating as of January 2018, **Accessible-Houston** has reduced missed visits and saved an estimated 300 personnel hours, and it has also reduced hospital readmissions.

But what were the challenges they faced, and how did **CareCaller**™ enable the group to meet its goals? Those are the questions that this case study will answer.

CareCaller™ Pilot Program

> **"The technology needs to improve operational challenges; reduce missed appointments; and empower the agency to provide a higher quality of care for its patients by increasing patient engagement."**

Randy Paramore, CEO of Accessible-Houston

Accessible Home Health Care chose CareCaller™ to help it meet its goals.

For **Accessible-Houston's** clients, Paramore knew he needed a tool that was affordable and easy-to-use with a patient population that includes geriatric patients, English as a second language (ESL) groups, and those with a limited understanding of modern technology.

While the *average* CMS rating for agencies like **Accessible-Houston** is 3.0, Paramore wanted his team to deliver better than average quality care. A 20+ year veteran of the computer and technology industry, Paramore was eager to find technology to help them improve the company's performance even further.

Paramore was intrigued by its ease-of-use, one-touch wireless call button, and versatility.

CareCaller™ user-friendliness, one-touch functionality, and versatility in assigned agency and family contacts all attracted Paramore. Further, **CareCaller™** does not rely on the use of a landline. As a result, **Accessible-Houston** clients can wear the **CareCaller™** at all times using the comfortable lanyard or clipping it to clothes, walkers, purses, etc. It is ideal for clients who may not be ambulatory, or who have other mental or debilitating medical challenges.

The **CareCaller™** also offers built-in fall alerts, GPS locator/tracker and geo-fencing, which can be an invaluable feature for clients who have early Alzheimer's or dementia and wander. Paramore's staff can call into the device, allowing direct contact with patients without giving out nurse cell phone numbers.

Paramore was also impressed with the affordability of CareCaller™.

Finally, **CareCaller™** also represented an extremely low initial investment and minimal ongoing service cost, making both a pilot program and potential wider rollout financially feasible. In short, **CareCaller™** met all of the clinical, technological, and operational needs for Paramore.

- ☑ Initial cost of implementation
- ☑ Ongoing or residual costs
- ☑ How the technology works
- ☑ How easily the technology can be deployed
- ☑ How well it helps his staff improve performance & patient satisfaction
- ☑ How client's families are involved in using the device

Goals: Improving 3 Key Areas

Communicate better between staff, clients, and their families.	**Increase the agency's CMS customer satisfaction rating.**	**Reduce the rate of unnecessary hospital readmissions.**

GOAL #1: Implement better communications and reduce missed appointments.

"By far, the biggest operational challenge is communication and missed visits," says Paramore. "Too often, clients wouldn't answer their phones when clinicians called to confirm appointments, even 15 minutes before the scheduled time." This resulted in a large number of missed appointments, which can have a significant impact on the patient's health. When the patient doesn't receive his or her treatment as prescribed, the risk of readmission is increased. Paramore estimates the firm had previously wasted more than 300 personnel hours per year due to missed appointments caused by miscommunication among team members and patients. Not only did this take a toll on **Accessible-Houston's** costs of doing business, it also frustrated staff and patients.

GOAL #2: Increase provider referrals by reducing avoidable hospital re-admissions.

A key metric of success for a home health agency is a low re-admission rate. The challenge is to assist patients in making a safe transition home and avoid events that cause unnecessary readmissions. "Referral resources want to work with business partners that will help them achieve the goals they've outlined for their patients," says Paramore. "When they find a good business partner that is capable of reducing readmissions, not only does the patient benefit from quality of care, but the hospital benefits because they won't have to pay the fines levied by CMS. That's the only way to thrive in our competitive market. "

GOAL #3: Improve Accessible-Houston's published CMS Home Health Compare star ratings.

The Home Health Care Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) survey was implemented to ensure quality health care through accountability and public disclosures. In 2010, the survey became a requirement for the Medicare annual payment update.[4] Thus, for **Accessible-Houston**, readmissions have a direct impact on the company's CMS ratings, which is 4.5 out of a possible 5.0.[5] These ratings are visible on CMS' Home Health Compare website, where consumers can look at star ratings for Medicare-certified home health agencies. Further, under value-based purchasing models, satisfaction scores can determine a gain or loss of 3% in reimbursements in certain states. By 2022, the stakes will be even higher, as reimbursements tied to Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores will vary up to +/- 8%.[6]

Results: Every Goal Beat

Missed visits fell by 50%, saving around 300 personnel hours.

CMS rating up by 20% to 4.5, putting them in top 10% in nation.

Readmission rate fell while patient satisfaction rose.

CareCaller™ resulted in measurable improvements in patient communications.

CareCaller™ delivered results beyond Paramore's expectations. The CareCaller™ device now plays a major role in how his team members communicate with each other as well as with their patients. **Accessible-Houston** professionals can easily reach patients to confirm appointments, which is the biggest contributor to lowering missed visit rates. Certified nurse aides (CNA) visiting patients use the device to speak directly with their supervising RNs, without having the RN be present at the patient's residence. The staff are able to communicate possible issues as indicated by changes in vitals or other indicators, often mitigating the potential for immediate re-admittance.

**CareCaller™ helped Accessible-Houston to boost its CMS rating by 20%.**

According to Paramore, six months after the implementation of the CareCaller™ pilot program, the number of missed visits plunged by 50 percent, while their CMS rating increased 20 percent to 4.5 stars. This improvement put them in the top 5 percent of home health care agencies in Texas and the top 10 percent in the nation.

CareCaller™ helped Accessible-Houston to avoid unnecessary hospital readmissions.

Additionally, readmission rates are significantly lower and patient satisfaction has improved dramatically. One prime example of improved communications happened when the agency received a phone call from the spouse of a patient at 2 a.m. on a Saturday. The wife was out of town until Sunday evening but had received a text message alert saying, "Help Me," a pre-programmed text message from her husband's **CareCaller™** device. She was then able to briefly talk to her husband through the device. The spouse immediately contacted **Accessible-Houston**, who in turn notified the fire department and dispatched a certified nurse aide, both arriving at the patient's house within minutes. After being cleared by the paramedics, the CNA remained with the patient until his spouse could return.

This is just one example where the **CareCaller™** helped to facilitate communication between the patient and agency staff, thereby avoiding a trip to the hospital.

CareCaller™ has become an integral part of Accessible.

Low Cost, High ROI	Easy For Patients	Smooth Workflow	Patient Satisfaction	Family Involvement
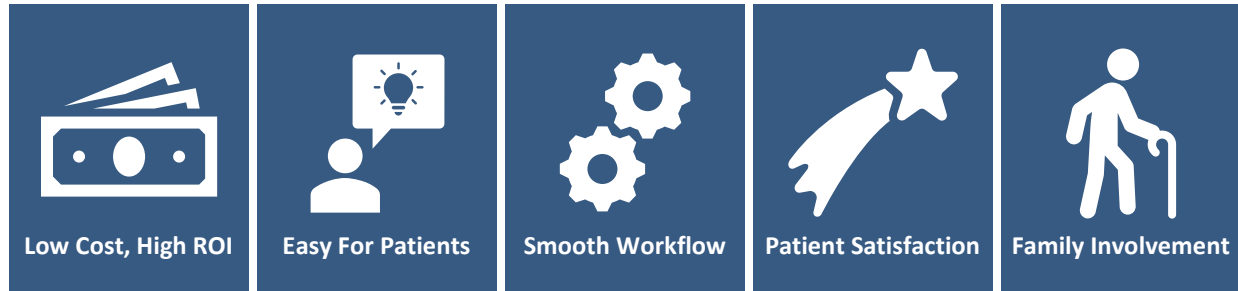
Perhaps the best measure of the success of the pilot program is its ultimate expansion. "Initially, we tried it with our top tier of chronically ill clients and have expanded it to the second level of chronically ill clients," says Paramore. "Recently, we expanded it further with some of our non-medical clients."

Since the successful completion of the **Accessible-Houston's** Pilot Program, the **CareCaller™** program expanded to *all* Accessible Home Health Care franchised office locations nationwide this year. As a result, all their agencies and home health clients are now able to enjoy the same cost saving and revenue enhancing benefits that were documented at **Accessible-Houston**.

Accessible-Houston focuses on providing high-quality care while continuing to advance with higher quality, lower cost, and more timely attention to health concerns before they escalate. To prove value as a partner in this process, home health agencies can utilize telehealth technology to support their readmission reduction strategies. This will facilitate home health care agencies like **Accessible-Houston** to continue to reduce the number of ER visits and hospital admissions and readmissions.

As telehealth technology continues to advance, they have found **CareCaller™** to be a powerful and useful tool to meet their goals.

Homestead Health

Accessible Home Health Care – Houston

Accessible Home Health Care of Houston provides high quality care to all age groups, in the comfort of their own homes. We provide medical and non-medical services through our staff of screened, highly qualified, compassionate care team members which includes certified nurse aides, nurses, and therapists. As a full-service Home Health Agency, and as a Medicare Certified / Joint Commission Accredited provider, we are able to deliver levels of service that effectively match the changing needs and desires of our clients, patients and loved ones. For more information about our services, please visit our website at **www.accessiblehouston.com** or call the Accessible team at **281-859-3516**.

Accessible Home Health Care - National Franchise

Accessible Home Health Care (AHHC) was founded in 2001 and is a growing multinational home health care company with 104 home care/home health agencies. AHHC provides quality in home care to keep seniors safe and comfortable in the homes they love. We help families give their loved ones the ability to continue living independently in their own homes through customized in-home care plans and resources. Our professional caregivers are experienced and fully trained to provide companion care, recovery care, respite and chronic care, especially for Alzheimer's, Dementia, Parkinson's, and Memory Loss. Call **954-341-5600** or visit **www.accessiblehhc.com** for more.

Homestead Health

Homestead Health is a telehealth solutions provider dedicated to Home Health Providers and Home Care Agencies. We develop innovative, cost-effective wireless technologies proven to provide superior patient/provider communications, virtually eliminate unnecessary 911 calls and ED visits and effectively reduce hospital admissions/readmissions. These benefits provide home health agencies with unmatched competitive advantages which translates into superior patient care and more provider referrals. For a free CareCaller™ consultation and demo, please reach out to us at **service@homesteadhealth.com** or call **800-209-3220**.

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