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Staff Resources Will Be Outpaced by the **BABY BOOMER GENERATION**

Senior care needs are booming in the United States. With the retirement of the Baby Boomer generation that's 77 million strong, born between 1946 and 1964, it's estimated that roughly 10,000 people are turning 65 each day.

Is Telemedicine Right for Your Facility?

What does this mean for your assisted living or skilled nursing facility? To continue to offer quality health care and manage the senior population's unique set of geriatric needs, your facility may need to look at innovative solutions—like adding 24/7 telemedicine support for your staff, residents and local providers.

If you're thinking about implementing telemedicine support but unsure of the costs vs. rewards, we're here to help with the questions you should ask as you evaluate your facility's potential return on investment. How can telemedicine help your facility prepare for the future?

Telemedicine can help by:



Connecting to on-demand access to clinicians



Providing coordination of care



Allowing treatment in place



Avoided transportation costs and exposure to additional illnesses



Reduced Medicare penalties by decreasing hospital admissions and readmissions

QUESTIONS to ask

to Determine if Telemedicine is Right for Your Facility

What is my 30-day rehospitalization percentage rate?

Highly engaged facilities with on-call 24/7 telemedicine support including access to geriatric-trained specialists reduced readmission rates by 13% and reduced emergency transfers by 67% using Avera eCARE® Senior Care. Readmissions and transfers were reduced due to earlier treatment for acute conditions and expedited facilitation of care.

OVER 90% OF URGENT CARE TELEMEDICINE AUDIO-VIDEO ENCOUNTERS RESULTED IN RESIDENTS BEING TREATED IN PLACE.

The standard benchmark used by the Centers for Medicare & Medicaid Services (CMS) is the 30-day readmission rate with rates at the 80th percentile or lower considered optimal. An estimated 49% of admissions are considered potentially avoidable by CMS.

- What is your occupancy rate vs. beds in facility?
- How many ER transfers does your facility have per year?
- How much is rehospitalization costing your facility per year?
- How much could you save by lowering this percentage with telemedicine intervention for conditions that don't require ER transfers?

Excessive readmissions to hospitals mean assisted living and skilled nursing facilities receive reduced Medicare payments based on the Value Based Purchasing program. Talk with our eCARE staff to see how telemedicine can help your facility.

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Looking for ways to improve your Value Based Purchasing percentage? Telemedicine can help you meet CMS compliance program standards for your facility. Lowering your rehospitalization rate and stabilizing your census are only the beginning.

Our team can assist with inquiries on medication, chart reviews, fall assessments and physical or behavioral health consults.

Telemedicine participation can improve your quality performance measures by addressing resident health issues before they could escalate to a transfer outcome. This is possible as you empower your on-site staff to utilize telemedicine to treat residents' chronic conditions and emergencies in place, with coordinated care guided by a clinician.

- What is your current average census by payor and annual revenue by payor?
- What percentage are you losing in Medicare payments?
- If you could improve your Medicare-withheld payments by even .5% to 1%, what value would that bring to your bottom line?

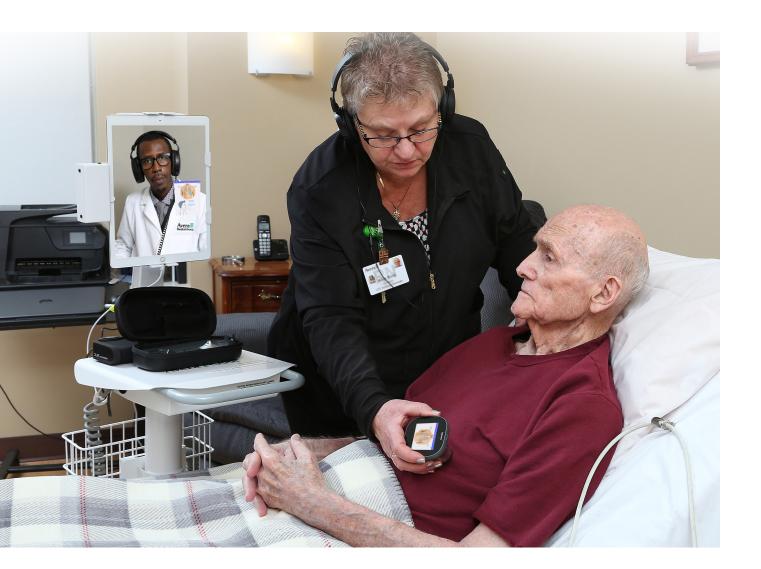
Talk with our eCARE staff to see how telemedicine can help your facility obtain and maintain preferred provider status.



Additional telemedicine support includes DIRECT ACCESS 24/7

for your local staff to board-certified geriatricians, pharmacists and social workers, plus peer-to-peer nursing support with geriatric board-certified RNs.





Who are your hospital referral partners?

Improve your hospital referral partners by adding telemedicine to your facility. Grow confidence and credibility with your referral partners by having 24/7 access to geriatric-trained experts—which lessens readmissions back to their hospital. Knowing there is urgent care telemedicine support reduces unplanned transfers—improving your facility's reputation, the referral hospital's metrics and your residents' well-being.

- Who are your main hospital referral partners?
- How many hospitals are referring to your facility and can this be improved?
- How many residents are you admitting from hospitals—and maintaining in stable condition (treatment in place) at your facility?

If your quality metric ratings are above standards, hospitals will be more likely to continue to refer patients to your facility. Talk with our eCARE staff to see how telemedicine can help.

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What are your quality metric ratings?



Increase your CMS Five-Star Quality ratings with telemedicine by improving staffing and other quality measures. With access to geriatric-trained experts, your local staff receive valuable education and care training methods, reducing burnout/turnover and growing quality of care. Education opportunities and bedside nurse coaching help to intervene with better coordination of care.

CMS makes allowance for short-term or long-term (over 100 days) residents, and assigns quality metrics based on over 17 measures. In addition, NRC Health offers volunteer participant surveys to find customer and employee satisfaction of assisted living and skilled nursing facilities. Using Net Promoter Scores, the NRC ratings are the industry's most reliable measure for validating customer loyalty.

- What are your quality metric ratings for each measure outlined by CMS?
- What is your NRC star rating and why?
- What is your annual turnover rate?



Telemedicine support also helps identify clinical focus areas to improve and supports advance care planning.

RESOURCE: CMS Design for Nursing Home Compare Five Star Quality Rating System: Technical Users' Guide

How Avera eCARE Can Help

Avera eCARE Senior Care offers 24/7 telemedicine service to support your nursing staff, residents, families and primary care physicians. Supplement your nursing care with two-way, audio-visual encounter support with geriatric experts and an interdisciplinary medical team including pharmacists, social workers, RNs and more—available around the clock whenever you and your residents need us.





CONTACT AVERA eCARE SENIOR CARE TODAY

for a personalized, one-on-one consultation.



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