



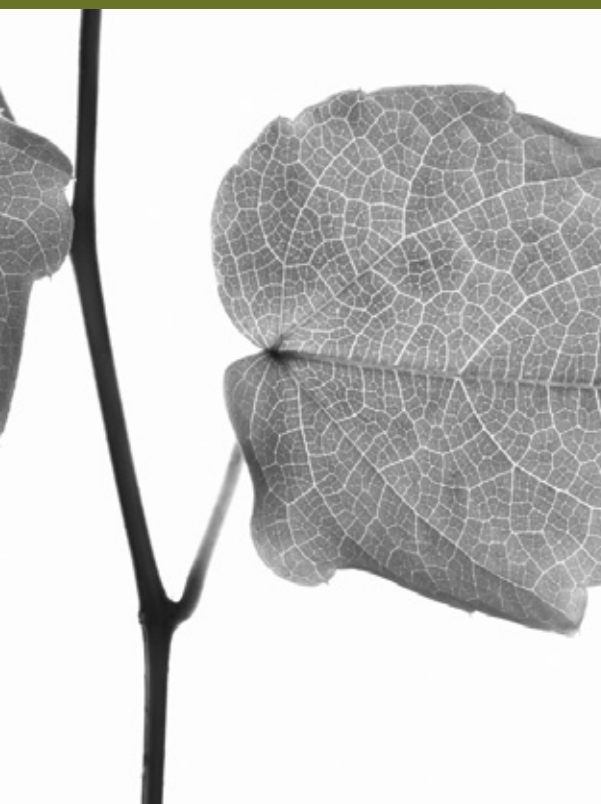
ELMHURST MEMORIAL HOME HEALTH + HOSPICE

deeply rooted

IN THE COMMUNITY

firmly grounded

IN OUR APPROACH



Elmhurst Memorial
Home Health



More than **7.6 million** individuals
currently receive care from **17,700 providers**

because of long-term health conditions,
acute illness, permanent disability and
end-of-life care.

And in every community there's usually

one

provider that delivers substantially more benefits than others in the field.

Our mission is to rise above the everyday, to exceed the basic criteria and expectations set forth by governing bodies, and to continually evolve and grow our services to better support physicians, patients and their families. Everything we do is supplemented with feature-enriched services, state-of-the-art technology and a healthcare team whose experience is rivaled only by its dedication. Elmhurst Memorial Home Health and Hospice is poised and ready to deliver a powerhouse of benefits for physicians and their patients.

As the population ages, you need a partner who can handle all your home care, hospice and medical equipment needs and help you streamline the process. A partner who uses the latest health-monitoring technology, provides real-time reporting and has a comprehensive system of checks and balances. A partner with the expertise, the certification and the connections to ensure that your patients receive optimum care. **That partner is Elmhurst Memorial Home Health and Hospice.**

ELMHURST
MEMORIAL
HOME HEALTH

5.3%

Our high standards rise above Federal quality measures.

Because Elmhurst Memorial Home Health and Hospice is a not-for-profit, wholly owned subsidiary of Elmhurst Memorial Healthcare, we can provide quality, streamlined care 24/7. Elmhurst Memorial Home Health is a state-licensed, Medicare-certified agency, and is accredited by the Joint Commission on Accreditation of Healthcare Organizations. It is also a member of the Illinois Home Care Council.

Everyone on the Home Care team is dedicated to making sure that every “i” is dotted and every “t” is crossed. It has received The Joint Commission seal of approval and qualifies as a Quality Alliance Participant.

19.8%

NATIONAL
REFERENCE

Elmhurst Memorial Home Health also scored better than the national average in the Outcome and Assessment Information Set (OASIS) performance data gathered by the Centers for Medicare and Medicaid Services. This unyielding commitment to compassionate care and exceptional service has not only resulted in accolades from major governing bodies, but also from physicians, patients and their families, and community organizations.

Constant monitoring provides additional safeguards.

At Elmhurst Memorial Home Health we use the latest monitoring devices and state-of-the-art equipment to deliver the highest level of care to our patients. One of the few agencies in Illinois to provide Honeywell’s HomMed Telehealth monitoring, we can instantly assess a patient’s condition and avert potential crisis situations.

The system provides instant information to the Home Care Team, who can immediately notify the physician of any abnormal readings. This system, combined with all of the other technologically advanced equipment we use, results in fewer crisis situations and rehospitalizations. Elmhurst Memorial Home Health manages patient compliance for all home health equipment to ensure that everything is in peak condition and satisfies stringent guidelines.

PERCENTAGE OF PATIENTS WHO NEED URGENT, UNPLANNED MEDICAL CARE.
THIS INCLUDES UNPLANNED VISITS TO THE DOCTOR, EMERGENCY DEPARTMENT, URGENT CARE CENTERS, ETC. CENTERS FOR MEDICARE AND MEDICAID SERVICES OBTAINS DATA FROM EVERY MEDICARE-CERTIFIED HOME HEALTH AGENCY IN THE U.S.



Just as a forest can spring forth from a

single seed, total home care can evolve from a single source.

FULLY INTEGRATED CARE

1 HOME HEALTH

We provide a complete range of services for patients of all ages, from all walks of life, with all types of medical needs. Our interdisciplinary team is always looking for ways to evolve our services and to better serve patients and physicians. In 2007 alone, we added five new programs to enhance patient safety, streamline care and expedite reporting.

2 BRIDGE PROGRAM/HOSPICE

Uniquely offered by our agency, our specialized care team is led by a certified Hospice and Palliative Care nurse who can readily identify the subtle signs of an advancing condition. The nurse works closely with the Home Care team, the physician and the families to deliver continuity of care, provide compassionate oversight and ensure a smooth transition to hospice.

3 ACTION MEDICAL EQUIPMENT

We don't just deliver equipment — we develop relationships. We work closely with everyone on the care team: the physicians, nurses, therapists, patients and families. Our community-based approach includes multilingual drivers, higher-quality equipment and personalized programs that are aimed at ensuring patient compliance and reducing rehospitalization. Everything we do is focused on maximizing patient comfort and satisfaction.

THE ROAD TO RECOVERY



When a once-vibrant, self-sufficient resident (we'll call her Sarah) at Cordia Senior Residence was in a car accident, her body wasn't the only thing injured. Sarah was extremely anxious and uncertain, but she hesitantly returned home with her family and underwent months of intensive occupational and physical therapy, and compassionate nursing care from Elmhurst Memorial Home Health. When all was said and done, Sarah returned to Cordia's assisted living program, her body and confidence restored. Patty Castronova, former Wellness Director at Cordia, says she has never experienced such dedicated care and ongoing dialogue from so many different specialties. "I don't think I would've had that kind of progress with any other agency," she said. "Elmhurst Memorial Home Health has really earned my respect."

At Elmhurst Memorial Home Health nurturing is in our nature. We understand the importance of working together, of developing solid connections with physicians and suppliers, and of creating a rooted and grounded support system for patients and their families.

As part of a well-respected healthcare service, we are in a position to provide quality, streamlined care 24 hours a day, seven days a week. Our mission is to brave new frontiers, make each home a healing environment and pursue advances that ensure a smooth transition between different stages of care. Our ease of referral, detailed protocols and up-to-the-minute updates make us a strong partner for physicians and a solid source of care and comfort to patients and their families. We are also one of the few home health agencies to have certified wound care nurses. As a result, our infection rate is lower, as is the need for rehospitalization.

Our specialized programs include:

Skilled Nursing Care	Joint Replacement Rehabilitation	Physical, Occupational and Speech Therapy	Bridge Program
	Enterostomal Therapy	Wound Care	Cardiac Nursing Services
Pain Management	Infusion Services	Medication Management	Oncology Care

Making the transition from home care to hospice can be a challenging time. For many, our Bridge Program is a natural next step. For others, the need is more urgent. Regardless of which stage of the process a patient is in, we recognize dying as a normal process, and are committed to letting it unfold naturally. To ensure that patients receive the appropriate care and support, the nurses who head up the hospice interdisciplinary team are all certified Hospice and Palliative Care nurses. In addition to personal care, which includes bathing, dressing and feeding, the interdisciplinary team provides spiritual support, emotional counseling and social services. Bereavement counseling is also provided for loved ones following the patient's death. For us, hospice is more than a program of care. It's a philosophy of life.

Research has consistently shown that almost **80%** of Americans would prefer to die in their homes, free of pain, surrounded by family and loved ones.[†]

[†] Provided by the National Hospice and Palliative Care Organization

There are more than **40,000,000** Americans over the age of **65**; in the next thirty years that number is expected to double.[†]

Careful assessments create safer environments for healing.

Elmhurst Memorial Home Health has two new assessments that can provide vital safeguards for the home. Designed as part of our ongoing community outreach, both of these services can be purchased for a minimal fee (under \$20). Home safety education is particularly beneficial to the older adult population. For a nominal fee, these in-depth assessments can uncover potential hazards in the home, and in doing so, open the door to safer, healthier living environments.

The home safety assessment ensures peace of mind. The truth is that most homes have common safety issues that can go undetected by the people who live there. Because the environment is so familiar, it's easy to overlook potential hazards. Some of the issues most commonly identified during a home safety assessment are things like loose floor coverings, ill-placed furniture, clutter and bathroom safety hazards. The home safety assessment, which is conducted by a physical or occupational therapist, also ensures that all medical equipment is functioning properly.

The presurgical joint replacement visit includes services that are provided to patients before and after surgery and that are directly influenced by the physician's recommendations as well as the current condition of the home environment. Because it is specifically designed to evaluate patients and their home environments before surgery, the visit requires a physician's order or referral. Specific in-home education from a physical therapist helps the patient prepare for surgery and make detailed plans for postoperative care. Everything from who's going to do the cooking and cleaning to who's going to buy the groceries and take care of any pets is reviewed. Once all of these details are in place, there are other issues that a presurgical joint replacement visit identifies, including medical equipment needs and postoperative exercises to speed recovery.

Both visits open the door to improved safety.

Whether the therapist visits a home for a safety assessment or prior to a patient's joint replacement surgery, he/she will provide a list of suggested community resources. These companies and/or independent contractors have agreed to provide maintenance, repairs and services at a reasonable price. If they wish, customers can also pursue follow-up care from Elmhurst Memorial Home Health for additional assistance.

DRIVEN TO SERVE



When an elderly patient called, needing oxygen, she had no idea that by the time the driver arrived at her house, fierce winds would have knocked over a tree over onto her driveway and across her yard, fully blocking access to her house. Due to the severe weather and a backlog of calls, county vehicles were unavailable to remove the tree. The driver knew that the resident did not have enough oxygen to get her through the night, so he did what any member of our team would do. He called his supervisor and asked if he could drive the company's brand-new SUV over the tree so he could deliver the oxygen. The response was, "Do whatever it takes." And so he did. Both the woman and the vehicle survived unharmed.

All of our clinical staff use mobile reporting systems that allow them to immediately document observations, record specific care protocols and make special notations relating to a patient's care.



Our support of
physicians
is rivaled only
by our support
of our **patients**

At Elmhurst Memorial Home Health Services, we not only invest in people to secure the best in the industry, but we also invest in better equipment and the latest technology. Because everything is electronic, the clinicians can do all of their case management work directly on a laptop and upload the information to the main system. These files can then be readily accessed by all team members to obtain vital patient information and to document important clinical data.

The mobile reporting systems maximize efficiency and also produce results in greater accountability and real-time reporting, which the physician can access at any time. Less wait time and quicker read times mean better pain management, improved response and all-around better care. Mobile reporting and other technologies are consistently monitored, so that patients' unique situations and care needs can easily be brought front and center.

We partner with Honeywell HomMed to put state-of-the-art diagnostics at everyone's fingertips.

Thanks to the Honeywell HomMed Telehealth system, a patient's condition can be monitored seven days a week. Vital health information can be readily uploaded through HIPAA-compliant equipment, which is transmitted securely through phone lines. Critical information is just a click away and can be easily viewed. This constant monitoring helps prevent "crisis mode" and allows the Home Care team to triage and provide the proper care necessary exactly when it's needed. If a physician requests a written or graphical report, Telehealth ensures a prompt response.

These systems represent our uncompromising standard of care. We don't make any money from them. And we wouldn't dream of not using them. These systems bring so much added value to patients and physicians, they are well worth the investment. In fact, we're proud to be one of the few agencies in Illinois to have raised the bar and integrated this technology into our patient-centered approach to care.

DOCTOR'S ORDERS

Over the years, Anita Balotis, M.D., has referred many patients to Elmhurst Memorial Home Care. However, it wasn't until she herself was a homebound patient recovering from knee surgery that she experienced firsthand why her patients think so highly of the agency. Now, more than ever, she appreciates how the detailed presurgical assessment and consistent postsurgical follow through expedite recovery. As a physician and a patient, she appreciates the caregiver's discernment and sense of judgment in deciding when to call the physician and when not to. She is particularly appreciative of the high level of detail that's readily provided via the Honeywell HomMed Telehealth system. Dr. Balotis concludes by saying, "I can put my 100% stamp of approval on Elmhurst Memorial Home Care, as a referring physician and as a patient."

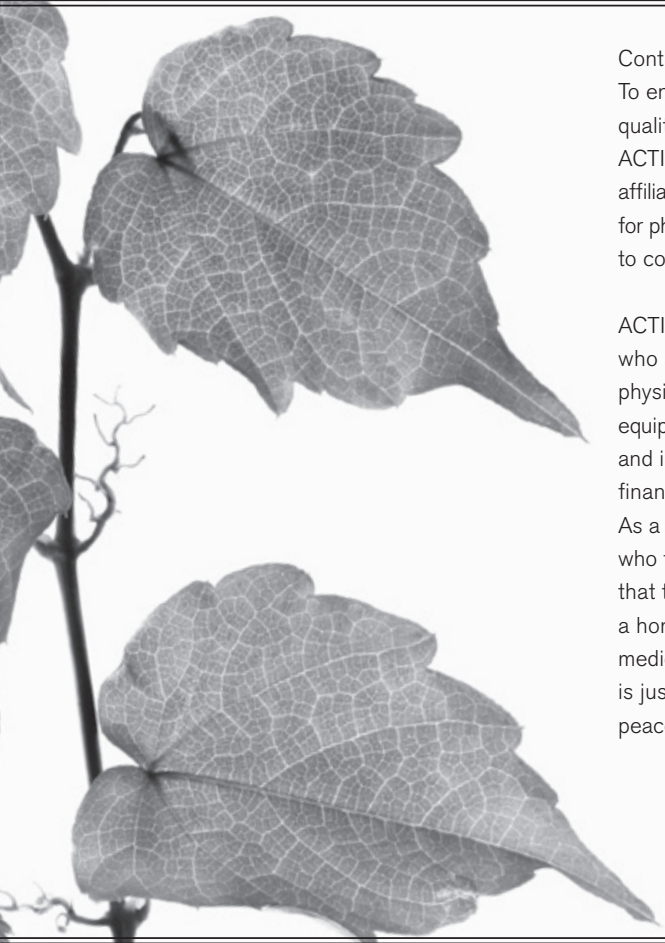
bridge program

Our Bridge Program helps prepare patients and their families for hospice.

This program was specifically designed for patients with a life-limiting condition who are pursuing active treatment and who may not yet be ready for hospice care. In most instances, it is unlikely that the patient will show marked improvement and/or be discharged from a physician's care. Nonetheless, making the transition to hospice care is not an easy decision, which is why many physicians decide to place patients in our Bridge Program.

The Bridge Program is a seamless way to advance the level of personalized care and to assess which patients will ultimately benefit from hospice care. During this time, patients receive active treatment while having the added benefit of a certified Hospice and Palliative Care nurse who not only provides pain and symptom management, but who is also specifically trained to provide emotional support, education and guidance for patients and their families. Because the nurse develops such a deep bond with patients and their families, she is a great source of comfort to them when it is time to make the transition from home health to hospice.

Need a partner who can handle all your home care, hospice and medical equipment needs and can help you streamline the process? Someone who uses the latest health monitoring technology, provides real-time reporting and has a comprehensive system of checks and balances?



Continuity of care is vital to the recovery process. To ensure that we consistently deliver the highest quality of care day in and day out, we launched ACTION Medical Equipment. Because it is directly affiliated with Elmhurst Memorial Hospital, it is easier for physicians, nurses, therapists and case managers to confer with us and to coordinate everything.

ACTION Medical Equipment even has a liaison who assists the hospital discharge planner and physician in assessing and coordinating medical equipment needs; providing equipment, delivery and instruction; and answering patient and family financial questions prior to discharge to the home. As a result, patients are assured of having someone who truly understands their home care needs and that their coordination of care is being handled by a home medical equipment expert. Having a home medical equipment expert handle all these details is just one more way we enhance a patient's peace of mind.

At ACTION Medical Equipment our focus is not on which equipment is the "best deal" but rather which equipment is best suited to the patients' needs and will deliver results that meet their highest expectations. So we purchase higher-quality equipment, and do everything we can to simplify and streamline the process. We understand that clear communication and prompt response are critical, which is why we have multilingual drivers and develop specific programs around the equipment. This not only ensures that the patient is in compliance with the physician's orders, but also that he or she is using the equipment safely.

Elmhurst Extended Care is just one of many clients who appreciate our immediate response and reliability. According to John Massard, administrator of the center, "We refer hundreds of patients to Elmhurst Home Health, Hospice and ACTION Medical Equipment every year, and we always receive positive feedback. We have never received a complaint"

Whether you're in need of a top-tier home health agency, Bridge Program, hospice care or quality medical equipment, Elmhurst Memorial Home Health + Hospice is the natural choice.





Elmhurst Memorial Home Health

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