



## How Preferred Care at Home is Helping Facilities Nationwide— And How We Can Help You Too

Founded by a passionate husband-and-wife team with over 40 years in home care, Preferred Care at Home delivers high-quality, affordable, nonmedical home care. Our experience has shown us why some patients thrive post-discharge while others are readmitted.

Since Medicare began penalizing high readmission rates, hospitals have focused on lowering these numbers. The challenge? Preventing readmissions often depends on post-discharge care. That's where Preferred Care at Home steps in with Smooth-Transition Care—our evidence-based program to reduce readmissions and improve outcomes, **at no cost to your facility.**



Did you know that, on average, **1 in 5 Medicare patients** discharged today will be readmitted within 30 days? And 34% will return within 90 days. We're here to change that.

If you're interested in learning more about Smooth-Transition Care and how we can partner to improve patient outcomes, reach out to us today. Together, we can make a difference in the lives of your patients.



**PCAH of Virginia Beach**  
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## Smooth Transition Care



## Our Evidence Based Transition Program Designed To Reduce Readmission Rates



Medicare Spends  
\$26B annual on  
readmissions



The Hospital  
Readmissions Reduction  
Program (HRRP) aims  
to reduce readmissions



Our study on HRRP  
identified the six  
major causes of  
readmissions

# 6 Key Reasons for Readmissions and Our Solutions



## Breakdown in Communication During Discharge

### **Solution:** **Smooth-Transition Coach**

A Smooth-Transition Coach helps the patient navigate the critical discharge process, acting as a liaison between healthcare providers, patients, and families. They ensure clear communication, provide emotional support, and follow up post-discharge, watching for early signs of trouble like depression.



## Lack of Empowerment for Seniors

### **Solution:** **Personal-Health Record**

Our Personal-Health Record (PHR) is a 15-piece toolkit that stores critical information like recent tests, medications, and appointments. Available in both paper and secure digital formats, it helps seniors and their healthcare teams stay coordinated. With multiple doctors and numerous instructions, it's easy for patients to forget details. The PHR ensures information is organized and accessible.



## Medication Errors and Non-Compliance

### **Solution:** **Medication Reconciliation**

The most common complication after discharge is an adverse drug event. Our Smooth-Transition Coach helps reconcile medications, ensures prescriptions are filled, and monitors compliance. The PHR lists medication dosages, schedules, and potential side effects.



## Failure to Follow Up with Providers

### **Solution:** **Appointment Management**

Half of Medicare patients readmitted within 30 days haven't seen their doctor. Our Smooth-Transition Coach ensures that doesn't happen by scheduling follow-up appointments, arranging transportation, and sending reminders. The PHR also allows families to monitor these details online.



## Fall Prevention

### **Solution:** **Home Safety Assessment**

Falls are the leading cause of hospitalizations for seniors. After discharge, patients are often weak or disoriented, increasing fall risks. Our coach conducts a home safety assessment and makes recommendations to prevent falls, like encouraging physical therapy and proper use of mobility aids.



## Lack of Education on Chronic Illness Management

### **Solution:** **Red Flag Awareness**

For seniors with chronic illnesses, understanding when to seek help is crucial. Our **Emergency Plan**, included in the PHR, helps patients and caregivers recognize early warning signs and know when to contact a healthcare provider versus visiting the ER unnecessarily.

**\* Proven Results: A 30% Reduction in Readmissions**

In a study published by Archives of Internal Medicine, a program similar to Smooth-Transition Care reduced 30-day readmission rates by 30% and lowered same-diagnosis readmissions by 38% within 180 days.