



RELIANT AT HOME

Where CARE is a high calling



Community Excellence Through Resident Health

5 Levers of Resident Health Excellence

COMMUNITY EXCELLENCE GOALS



BUILDING
OCCUPANCY



RESIDENT
SATISFACTION

ROLE OF RESIDENT HEALTH

While it takes excellence in all areas (facilities, diet, activities, social, etc.) to maximize community performance, the one area that has shown the ability to ***dramatically affect both building occupancy and resident satisfaction is “Resident Health”***.

5 LEVERS TO MAXIMIZE RESIDENT HEALTH

1. Home Health
2. Personal Assistant Services
3. Hospice
4. Part B Therapy
5. Visiting Physicians

The difference is provider "Selection" and "Coordination"

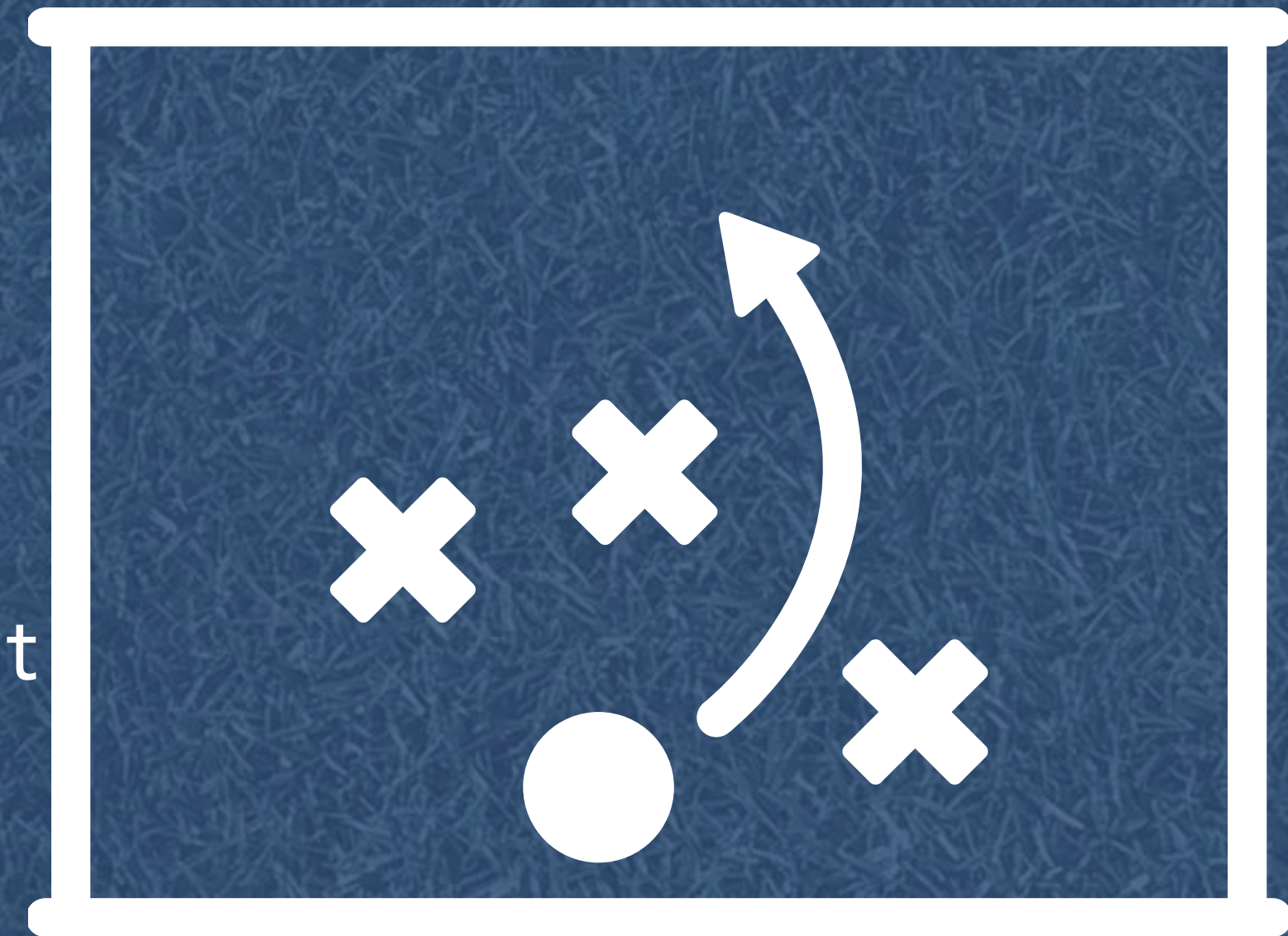
PROVIDER SELECTION

To optimize community performance, a community must have a strong Resident Health program. As such, Reliant encourages you to find providers that offer these key traits:

- Experienced operator with a history of service in the community
- Commitment to highly coordinated care
- Strong Communications
- Extension of the community (willingness to support and participate in community events)
- Proven Outcomes (STAR Ratings, Hospitalizations, etc.)

PLAYBOOK FOR "RESIDENT HEALTH" CORDINATION

- Dedicated Team for Community (RN, LVN, PT)
- Provider IDT Rounds (monthly or more often)
- Community Quality Initiative Support
- Tight Physician Coordination & Communication
- Access to Data to Support Program Development
- Community Extension (What can we help with?)
- Unique Resident Engagement Technology ('Q2)



TESTIMONIALS

EFFECT ON OCCUPANCY

“Reliant’s resident health program was an absolute success at our communities in Hometown and Canyon Creek. Both properties were large independent living communities. As our residents aged in place, we needed a mechanism to offer home health and companion services. We partnered with Reliant and began offering additional services to our residents in an effort to close the back door in addition to providing resident peace of mind. Our residents now knew they could access additional services and would not have to move out of the community and their home. The result was that Hometown filled to capacity and was 100% full while Canyon Creek occupancy soared to the highest it had ever been. We ended up selling Canyon Creek at near maximum occupancy.

Luke Classen

President, Franklin Companies



EXAMPLE OF CARE COORDINATION

A few weeks ago, a resident had an episode in which she called the front desk disoriented as overnight she had thrown up and urinated in bed. We went to check on her and I called the Reliant Liaison to see if there was a nurse who could check her out. **The Reliant Liaison called back and said that a Reliant nurse was on property and would be there in a few minutes. The nurse showed up and took care of the resident. The nurse was even in contact with the resident's primary physician. Kudos to Reliant!**

Ed Sanches

Community Relations Director

The Tradition - Prestonwood

**WHAT CAN WE DO TO BECOME YOUR
PREFERRED PROVIDER TODAY?**



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