

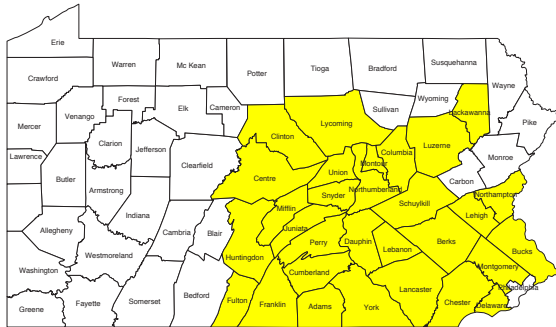


CARE COORDINATION OUTCOMES REDUCING UNPLANNED HOSPITALIZATIONS

United Disabilities Services (UDS) recognizes that unplanned hospitalizations place an individual's health and safety at risk through decline in condition and exposure to new procedures in an unfamiliar environment. It is also costly for both the participant and the Commonwealth. UDS conducted a performance improvement analysis of our participants to identify and mitigate these occurrences. Through this analysis, we have begun to implement new processes and are seeing positive results in reducing the number of unplanned hospitalizations with our participants.

UDS PARTICIPANT POPULATION

UDS serves more than **2,000** participants in 31 Counties in Pennsylvania



TICKET TO HOME



UDS implemented the Ticket To Home program to focus on the positive impact that can be achieved through helping to monitor participants health following discharge. Through this program, Service Coordinators (SC) have two participant touch points following a hospitalization:



2-day call

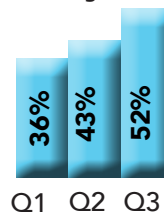


5-day visit

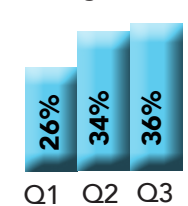
During the first three quarters of our program we have seen a steady increase in the number of calls and visits completed by SCs. As more attention is focused on helping participants following discharge, we see a correlation with a decrease in overall hospitalizations.

% of Hospitalized Participants who participated in the Ticket To Home Program by Quarter - July 2017 thru March 2018

2-day call



5-day visit



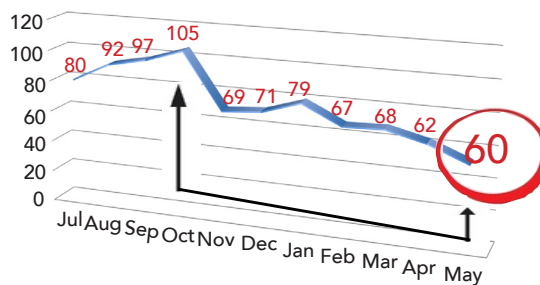
We have seen steady Quarter-to-Quarter improvement in follow-up with participants

HIGH RISK PARTICIPANTS

Special focus was given to participants considered high risk for hospitalizations. We aimed to mitigate these risks through implementation of "High Risk Person Centered Focused Care Plans". These plans involve detailed measurable participant short term goals and engaged informal supports, as well as formal care providers. Through these efforts we have seen a decrease in our high risk participant population.

Number of High Risk Participants July 2017 thru May 2018

During the first 11-month period of this program, high risk participants were reduced by more than **43%**



% UNPLANNED HOSPITALIZATIONS

In the first 11-month period following implementation of new processes focusing on unplanned hospitalizations, we have seen an overall **5%** decrease in UDS participant unplanned hospitalizations since Fiscal Year 2017.

PRIOR YEAR BASELINE
Annual Average
July 2016 thru June 2017
8%

