



Quarterly Business Partner Showcase

June 2019

Dear Valued WHCA/WiCAL Member,

I am pleased to provide you with the **WHCA/WiCAL Quarterly Business Partner Showcase**. The useful information included in this mailing offers valuable background on the products and services available through our association's Business Partners, truly our "partners in care."

Please take a few minutes to review their materials. Also note that this file is available online along with previous Business Partner Showcases at www.whcawical.org/bps. For your convenience, this file is organized with bookmarks to access the flyers of specific companies.

Since switching to an electronic version of this mailing, in addition to realizing cost savings for our members, we have seen a nearly 50 percent increase in participation of WHCA/WiCAL Business Partners in this mailing! It is my sincere hope that by making these quarterly mailings available electronically, WHCA/WiCAL Business Partners will have the opportunity to provide value for both WHCA/WiCAL members and that Business Partners will be able to realize greater opportunities for sales and networking opportunities.

WHCA/WiCAL Business Partners are a valuable part of our association, and Member facilities are encouraged to consider turning FIRST to Business Partners for products and services.

Please join me in thanking them for their support of our community of providers!

Sincerely,

John Vander Meer

President & CEO

Wisconsin Health Care Association

YOUR GO-TO EXPERT FOR POST-ACUTE & SENIOR CARE



Management



Strategy



Revenue Cycle



**Operational
Performance**



**Value-Based
Transformation**



**Financial
Advisory**

Health Dimensions Group, one of the nation's leading health care management and consulting firms, specializes in post-acute and senior care. Our expertise is the knowledge base that comes from both managing post-acute and senior living assets, as well as consulting to some of the nation's largest health care organizations.

If you are looking for innovation, industry knowledge and guidance, our team's depth of experience and expertise can provide tailored solutions that meet today's challenges as well as industry leadership that envisions tomorrow's opportunities.

We're with you for the long-term

Better Outcomes for Your Health Care Legal Needs

At Reinhart, we serve as strategic partners with our health care clients. We make it our business to understand your business, and this equips us to offer practical, real-world solutions that help you resolve challenges, seize opportunities and meet your strategic goals.

Our post-acute and long-term care services attorneys have worked closely with high-ranking officials and regulators within the Wisconsin Department of Health Services and other regulatory agencies for decades. This experience and expertise equips us to provide insight and guidance on the complex business and legal relationships that bind residents, nursing homes, assisted living and housing providers, regulators and third-party payers.

Reinhart attorneys actively representing post-acute and long term care service providers include:

Robert J. Heath, Chair
Milwaukee/Madison

Daniel Balk
Milwaukee

Bryan K. Nowicki
Madison

Heather L. Fields
Milwaukee

Meg S.L. Pekarske
Madison

Timothy J. Kamke
Milwaukee

Karla Hutton Pinkerton
Madison

John A. Kramp
Milwaukee/Madison

Christopher (CJ) C. Rundell
Milwaukee

Robert J. Lightfoot II
Madison



Reinhart
Boerner Van Deuren s.c. Attorneys at Law

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Proudly Serving Health Care Providers Across Wisconsin

Davis|Kuelthau's **Health Care Team** is committed to effective and efficient representation of long-term care providers in litigation and regulatory matters in Wisconsin. Our attorneys are highly knowledgeable about liability issues in skilled nursing, assisted living and other long-term care settings. In addition, we have drafted admission, ADR and other resident agreements.

Davis|Kuelthau also provides litigation and transactional services in a range of matters including employment, real estate, construction and environmental law, joint ventures, M&A deals, intellectual property and tax.

For more details on our health care, litigation and other legal services, please contact **Alec Dobson, Health Care and Litigation Attorney**, at 414.225.1463 or adobson@dkattorneys.com.

YOUR GO-TO EXPERT FOR POST-ACUTE & SENIOR CARE



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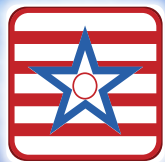
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AMERICAN DATA



Fly Above Regulations

Quality EMR software that can be tailored to individual facilities or organizations. Flexibility allows facilities and their caregivers to focus on the resident, rather than the minimal standards of law.



01 CHOOSE Your Hosting

Host Locally or on the Cloud with forever access

02 CONTROL Your Workflow

You choose the workflow menus to fit your policies and procedures

03 CREATE Your Own Care

Change the system to meet your needs and goals as to screen presentations and reports

04 DETERMINE Your Price

Go to www.american-data.com and determine your price today!

For a FREE Demonstration Call
1.800.464.9942

A Complete LTPAC EMR & Billing System Tailored to & Controlled by YOU!
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01

A diagram illustrating three cloud hosting options. It features three stylized clouds on a light blue background. The cloud on the left is white with a blue border and contains a red and white striped square with a blue star, resembling the American flag, with the text "American Data Hosting" below it. The cloud in the top center is white with a blue border and contains the text "Self Hosting". The cloud on the bottom right is white with a blue border and contains the text "Third Party Hosting".

02

[illegible]

03

[illegible]

04

[illegible]



Full Data Integration

Clinical and financial users share one point of data entry for all census and resident information, producing consistent, accurate, streamlined records. Resident Messaging facilitates communication, alerting the appropriate parties to changes in the system, and RUGS information flows between clinical and financial functions to ensure accurate billing.



Accounts Receivable

MatrixCare Accounts Receivable is completely customizable. The unique Charge Calculator maximizes cash flow with flexible billing generation and statement creation, automatic recalculation, and retro-billing. The automated Month End Close process ensures data integrity, producing a balanced General Ledger and fully distributed cash receipts. Eliminate time spent entering ancillary charges and payer remittances by automatically uploading charges and cash from third party systems or from an Excel spreadsheet.



Claims Management

MatrixCare Claims Management efficiently manages your claims editing, transmission, audit trails, and compliance, accelerating cash flow and improving Accounts Receivable processes.

MatrixCare Claims Management offers:

- Thousands of electronic payer connections
- Transmission of UBs and 1500s
- Automatic posting of 835 electronic remittance advices (ERAs)
- Rejection alerts
- Timely claims resubmissions

Sophisticated payer-specific editing capabilities significantly reduce rejections and rebilling, resulting in faster reimbursements and higher first-time acceptance rates.

Having the financial and clinical records in one system has enabled us to eliminate some duplication of work/records. We are more efficient, with better documentation. This impacts payroll expenses.

- Columbine Health Systems



Resident Trust

MatrixCare Resident Trust helps you track resident funds easily and includes a feature for managing the resident trust petty cash drawer.

Close Resident Trust at your convenience with a separate month end close process.



Collections

MatrixCare Collections works in real-time, tracking resident balances nightly. Once an account meets your predefined criteria, MatrixCare automatically creates a plan customized for your organization, which can include follow-up tasks.



MDS and Care Plans

MatrixCare MDS tools help you complete assessments efficiently with the most comprehensive, accurate information available. Pre-filled data, electronic signatures, CAA worksheet integration and RUG-IV optimization are just some features available to facilitate the MDS process. Care planning is highly customizable, making it useful for every care setting. Care Plan libraries provide guidance and user-defined templates provide flexibility.



Skilled Nursing Facilities



User-Defined Assessments

MatrixCare's 100+ interdisciplinary user-defined assessment templates help you standardize and customize documentation, ensuring robust charting across your organization. Documentation is integrated with other areas to simplify coordination of care and ensure proper follow-up, bringing you streamlined, efficient charting and reduced litigation risks.



Physician and Nursing Orders, eMAR and ePrescribing

With MatrixCare orders, you can reduce time spent on order management. Resident formulary checks help ensure reimbursement, safety alerts reduce errors and automatic transmission to the pharmacy or lab helps mitigate risk for error. Orders are integrated with MatrixCare eMAR, improving medication administration efficiencies and staff satisfaction. The eMAR workflow is automated and the full process completely eliminates paper charting administration. MatrixCare ePrescribing helps you prescribe accurate medications in a timely, cost effective manner by automating the prescription drug process. Electronic communication between providers helps increase efficiency and improves service to your facility and residents.



Point of Care

MatrixCare Point of Care for mobile clinical charting helps hands-on staff document resident care while promoting timely communication between staff and other providers. With POC, you get easy-to-use, convenient portable device documentation with new data integration and virtual elimination of paper-based records.

MatrixCare®

MatrixCare

10900 Hampshire Avenue South, Suite 100
Bloomington, MN 55438

Call 866.469.3766 to Learn More — or visit matrixcare.com

About MatrixCare

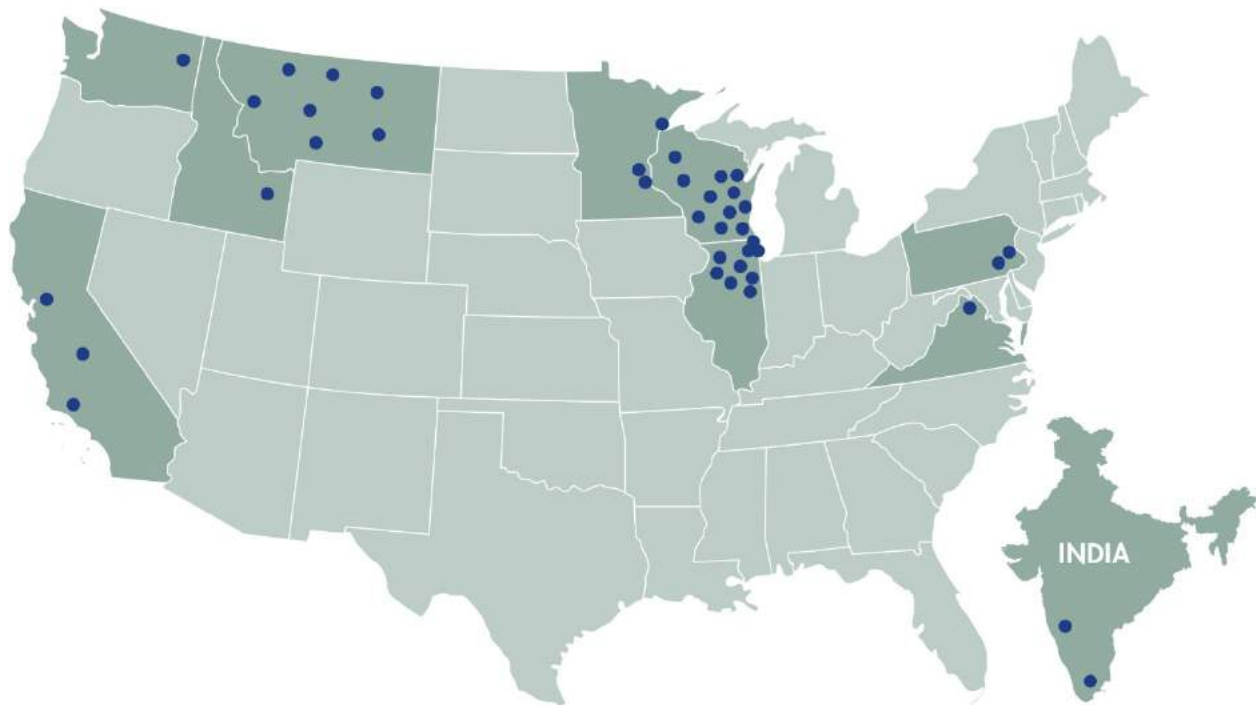
MatrixCare solutions have powered the long term care continuum for over 30 years. MatrixCare is the largest LTPAC technology provider in the US and the first to offer a true full-spectrum solution. Used in more than 12,000 facility-based care settings and 2,000 home care and home health agency locations, MatrixCare's solutions help skilled nursing and senior living providers, life plan communities (CCRCs), and home health organizations to prosper as we migrate to a fee-for-value healthcare system. Visit www.matrixcare.com for more information.

Professional Senior Living Services



WIPFLI^{LLP}
CPAs and Consultants
HEALTH CARE PRACTICE

With more than 1,700 associates, 37 offices in the United States and two offices in India, Wipfli LLP (Wipfli) ranks among the top 20 accounting and business consulting firms in the nation. For over 86 years, Wipfli has provided private and publicly held companies with industry-focused assurance, accounting, tax and consulting services to help clients overcome their business challenges today and plan for tomorrow.



To fulfill the needs of our diverse client base, Wipfli has grown into a multidiscipline professional services firm. Services include a wide range of financial and operational consulting services, and the firm has created specialized industry and business unit practices including:

Industry Groups

- Health Care
- Nonprofit and Governmental
- Manufacturing and Distribution
- Financial Institutions
- Construction and Real Estate

Business Unit Practices

- Audit and Accounting
- Tax
- Information Technology
- Human Resources
- Retirement Plan Services

Our Health Care Services

- Wipfli's health care industry group has deep experience in the market. We have over 1,700 health care clients, including hospitals, nursing homes, assisted living organizations, and physician practices in 48 states and 100 health care professionals, including 17 partners. Our industry-focused approach means that we are continually refining our understanding of emerging health care industry issues, leading practices, and developing trends to provide well-informed and practical advice for clients in the health care industry.
- We have deep industry knowledge in the senior living industry, and Wipfli senior living professionals includes CPAs, licensed nursing home administrators, RNs, senior living market analysts, and nursing home billing specialists. These professionals serve nursing home clients in Wisconsin, Minnesota, Michigan, Washington, Idaho, and Oregon as well as throughout the rest of the nation. As a result, we are familiar with the unique nursing home reimbursement and operational environments in the states, in which your facility operates as well as throughout the rest of the nation.
- Wipfli sponsors regional conferences on issues that are important to health care providers. In addition, we lead training and educational sessions and present webinars for industry groups at both the regional and national levels, at state and national senior living associations, the American Institute of Certified Public Accountants, Health Care Financial Management Association, National Rural Health Association, and the National CPA Health Care Advisors Association. Through our active involvement in state, regional, and national associations, we provide education and training to thousands of senior living leaders and professionals annually on a wide variety of topics.
- In addition, our health care professionals and the firm maintain memberships in a variety of professional associations including the American Institute of Certified Public Accountants, state societies and institutes of certified public accountants, Healthcare Financial Management Association, state hospital and nursing home associations, the National CPA Health Care Advisors Association, Medical Group Management Association, National Rural Health Association, National Association of Rural Health Clinics, and other health care associations.
- We provide value-added observations and recommendations related to accounting processes, practices, and internal controls as part of our audit process. In addition, Wipfli's health care and senior living experts are available as an extension to your internal teams as you grow and enhance your financial performance. Following are just a few examples of the value-added services available to the facility through Wipfli's comprehensive industry-focused experts.

FIRM PROFILE AND CAPABILITIES

- **Tax Services.** Wipfli has invested tremendous resources in building a team of experienced, creative tax specialists. We believe we have assembled a group of individuals with unsurpassed tax talent who live and work in the area. These individuals include former Big Four partners, seasoned senior managers, experienced National Tax veterans, former revenue agents, and tax attorneys.
- **Audit Services.** We pride ourselves on utilizing deep industry expertise to provide value-added, efficient, and affordable audit services to our health care clients. Our auditors are industry specialists who understand the unique needs and challenges of senior living organizations. We also understand the importance of staff consistency on engagements. These factors result in highly satisfied audit clients who build long-term relationships with our staff.
- **Accounting and Small Business.** Recruiting, retaining, and educating a comprehensive internal staff for accounting, human resources, information technology needs of a small business can be challenging and cost-prohibitive. Wipfli's has a complete team of professionals who are available to add resources to our client's existing capabilities or to serve as an affordable and cost-effective outsourcing solution.
- **Clinical and Operational.** Our team includes clinical and operational experts led by a nationally recognized leader in the nursing home profession. This clinical and operational team of experts provide a diverse set of services ranging from ICD-10 training, MDS coding analysis, mock surveys for regulatory compliance, and staffing and operations assessments.
- **Market Analysis.** Wipfli's senior living market analysis and strategic planning team assists senior living organizations in adapting their services to the changing landscape. This team conducts comprehensive strategic planning engagements, nursing home bed need analysis, and assisted living, independent living, and home health market assessments.
- **Reimbursement.** Our reimbursement experts complete and/or review Medicare and Medicaid cost reports for accuracy and optimization based on the reimbursement environment within each state.
- **Risk Advisory.** Our risk advisory team helps our health care clients ensure the confidentiality, integrity, and availability of protected health information (PHI), including the electronic devices and systems that are used with this information under the Health Insurance Portability and Accountability Act (HIPAA) and by utilizing HITRUST Common Security Framework (CSF) in executing comprehensive security assessments.
- **Information Technology.** Our information technology analysts help clients maximize their information technology investments through network development and support services, conducting information technology environment audits, and helping with software selection and project management for major system implementations.
- **Benchmarking.** Through our proprietary database of nursing home Medicare cost reports, which includes all nursing homes in the nation, we can provide a benchmarking analysis for each facility. This analysis will compare key revenue and cost indicators to state, regional, and national benchmarks.



Care teams shouldn't have to struggle with their technology software and operations. Our effective and affordable solutions mean more time with residents.

Since 2007, Think Anew has delivered technology with 24 hour support every Long Term Care organization needs to enhance workforce productivity, improve insights, and provide better overall care for their residents.



We're *there* when you need **I.T.**

1.888.871.4266
info@thinkanew.com



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ThinkAnew®

LTC's **Trusted IT** Solutions Company



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Compliance



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Managed
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Disaster
Preparedness



Technology
Advisory

Enhanced productivity.
Improved understanding.
Better care.

THE CREATORS OF

PBJSNAP

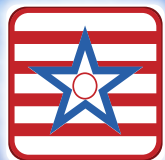
BOOMBOX



Top 5% Microsoft Global Partner
Inc. Magazine #2500 Fastest Growing
Company in America

2x Winner of Best Place to Work in
Mississippi

Microsoft Health Innovation
Award Nominee



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We Make it Simple & Personal. As Easy As 1-2-3-4.

01

CHOOSE Your Own Hosting

With many LTC software vendors, the facility loses control of the location of their medical and financial records. In the SaaS model of publishing an EMR system, the facility is simply renting the use of the software rather than being granted a license of the software. Should the facility ever decide to go to a different EMR, they have the awful choice of receiving potentially thousands of pages of records or continue to pay hosting fees to have access to past records. With American Data the facility controls where their records are stored and has the right to move those records with electronic software access wherever and whenever they want and for any reason. With American Data the facility can self-host, host with a 3rd party of their choice, or host through American Data where ALL support calls for the software or server hardware go to one number, updates are done on the facility's behalf, and performance is monitored 24/7. Because the facility has a license instead of SaaS, they are free to move their records AND software anytime they choose for any reason.



02

CONTROL Your Own Workflow

It is obvious that all LTC facilities are not the same except for one thing; they all have to follow the same laws. If the software is inflexible where all facilities use the same screens in the same way and they cannot be changed by the facility, the software must focus on what all facilities have in common; i.e. regulations. An EMR system will cause a facility to establish care policies and procedures around the fixed procedures of their EMR. Now while this may bring a failing facility to a higher level of performance, a “high performing facility” may gravitate to a lower standard. With American Data’s ECS – Electronic Chart System the facility can match the presented menu options that fit with their already established policies and procedures so as to maintain or increase their already high performance level. These customizable menu options become “short cuts” for staff to get to where the facility wants them to be very quickly and efficiently so staff is not faced with excessive and annoying click after click or page after page.



03

CREATE Your Own Care

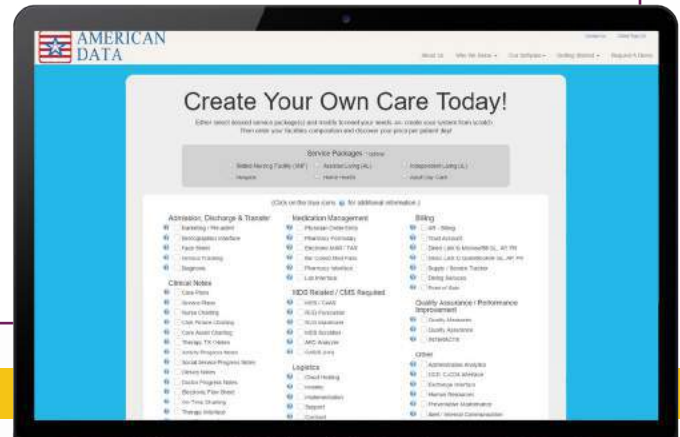
With American Data’s ECS, it is not just the menu options that can be customized to the workflow of the particular department or provider. The user screens themselves can be customized as to content, function, interaction, and integration even to the point of multiple screens being open simultaneously. The libraries for every department and every medical record function are limitless in order to drastically reduce the need to type everything while at the same time prompting the user to be all inclusive and accurate. This limitless library of terms and statements also becomes the foundation of a limitless QA/data-mining capability with a push of a button in order to focus on improved outcomes and early intervention to developing resident conditions.

The screenshot shows a table titled 'CHA AM ASSIGNMENT SHEET' with columns for various categories and rows for different assignment types. The table contains 'X' marks indicating assignments.

04

DETERMINE Your Own Price

American Data’s new pricing model is based on purchasing only what is wanted or needed by the facility when they need it. On our website the facility can literally select the capabilities desired and by entering in their number of sites and number of clients to be served with the system, they can actually see the cost per month which will likely beat most other EMR vendor prices and the prices INCLUDE a license so that the facility has forever access to their medical records. A short video accompanies each capability by clicking on the “?” mark in front of the capability giving the visitor a virtual tour of each capability.



Visit us at www.american-data.com -or- call 1.800.464.9942

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HEALTHDIRECT

PHARMACY SERVICES

Personalized care. Direct to you.

Get to know us.

HealthDirect is a division of Kinney Drugs, an employee owned company with more than 110 years of retail pharmacy experience. For the last 50+ years, HealthDirect has been dedicated to meeting the unique pharmacy needs of those who reside in long-term care facilities and supporting the staff members that provide their daily care. By living up to our promises, we have earned a reputation for expert-level pharmacy services and outstanding customer relations.

Everyday our customers are experiencing the difference of working with a reliable pharmacy partner with a hometown feel that offers the vast capabilities and buying resources of a healthcare leader. The result of this combination is outstanding customer service, comprehensive solutions and competitive pricing. Its a unique balance that brings real value and only we can offer it.

Pharmacy Solutions

Dispensing options to meet your unique needs.

HealthDirect offers the punch card dispensing system in various cycle formats that are adjusted to meet your requirements. We also offer various automated dispensing solutions to enhance the secure delivery of routine and contingency medications.

Convenient, on-time delivery with value.

Customized delivery times and protocols, plus a 24 hour grace period for check-ins on arrival. Drivers also pick up returns on a daily basis to assure prompt returns and billing credits. In addition to scheduled, daily delivery we provide around the clock emergency services and 24/7/365 pharmacist availability.

Collaborative and precise billing services.

We coordinate with your billing office, residents and family members to confirm coverage and handle Medicare, Medicaid and private billing accounts.

Client focused technology solutions.

We understand how important the right technology solution is to your facility's operations that's why we offer FrameworkLink, and multiple eMAR and interface options.

Consulting Solutions

Your nursing staff at its best.

Our experienced staff provides immediate guidance and consulting on medication administration, storage and inspection, wound care and much more. HealthDirect offers comprehensive, IV services, certification classes and the necessary on-going in-facility education and training. In addition, we have partnered with the National Institute for Health to offer our customers complimentary webinars on key industry topics.

Industry leading clinical reviews and analysis.

Trust our skilled team to provide client-focused evaluations and reports.

Proactively address compliance issues.

HealthDirect industry experts help you meet facility specific challenges and ever changing regulatory updates and compliance issues with deficiency free solutions.

Increase savings and resident safety.

Our experts review and assess all admission drug regimen plans to recommend quality improvements and cost-saving implementations.



Want to know more?

We're excited about the solutions we offer to help facilities save money and improve care. Feel free to call or email one of us directly to set up a face-to-face meeting sometime soon. Let's meet and talk about what HealthDirect can do for you.

P 920-284-7948
MattBoyle@hdrxservices.com



P 262-613-8631
TonyMacCudden@hdrxservices.com

Marcus & Millichap

NATIONAL SENIORS HOUSING GROUP

2018

Our available inventory includes more than \$600 million of seniors housing properties exclusively listed for sale.

Below is a Sampling of our Recent Transactions

COMPLETED TRANSACTION



Milwaukee, Wisconsin

COMPLETED TRANSACTION



Pewaukee, Wisconsin

COMPLETED TRANSACTION



Mukwonago, Wisconsin

COMPLETED TRANSACTION



Spirit Lake, Iowa

COMPLETED TRANSACTION



Caledonia, Minnesota

COMPLETED TRANSACTION



De Pere, Wisconsin

COMPLETED TRANSACTION



Buffalo, Minnesota

PENDING TRANSACTION



Northwestern, Wisconsin

PENDING TRANSACTION



Southeastern, Wisconsin

To access the seniors housing market, contact the market leader.

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Wisconsin's Nursing Home Collaborative



More than 1.4 million Americans live in nursing homes. Lake Superior QIN works with nursing homes to improve quality of care and quality of life for residents, reduce healthcare-acquired conditions, and implement Quality Assurance Performance Improvement (QAPI). The goal is to improve systems of care that lead to better quality outcomes for your nursing home residents. Targets will include increasing resident mobility, decreasing unnecessary use of antipsychotics in residents with dementia, decreasing potentially avoidable hospitalizations, and decreasing healthcare-acquired infections and conditions.

All services and support offered are at **no cost**. Assistance includes support with the following:

- Technical assistance to achieve improvement at the systems level
- Quarterly quality measure data sent to your nursing home
- Strategies to implement QAPI principles, processes, and resources
- Access to best practices, lessons learned, and tools based on the best clinical, management, and leadership practices of high-performing nursing homes
- Access to events and webinars
- Access to providers and stakeholders who come together with a purpose of peer-to-peer learning and solution sharing which promotes accomplishments and best practices of participating nursing homes
- Aligns national and state nursing home quality initiatives and partnerships, such as the National Nursing Home Quality Improvement Campaign as well as the Partnership to Improve Dementia Care, and Quality Assurance & Performance Improvement (QAPI).



Anticipated impact

- Increased mobility of long-stay residents
- Decreased antipsychotic medication use
- Decreased health care-acquired conditions and health care-associated infections
- Decreased potentially avoidable hospitalizations
- Improved NNHQCC composite measure score
- Enhanced quality efforts by periodic completion or review of QAPI self-assessment and QAPI principles implementation

Thank you for your commitment to improving health care quality. For further information, please contact:

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Nursing Home Project Specialist, MetaStar
enelson@metastar.com
(608) 441-8242

Diane Dohm
Nursing Home Project Specialist, MetaStar
ddohm@metastar.com
(608) 441-8263

Mock Surveys and SNF Performance Improvement

About MPRO

MPRO is a national leader in healthcare quality improvement and medical review. Our goal is simple - we are helping healthcare get better. MPRO provides medical consulting and review, as well as data analysis to federal agencies, state Medicaid and public health organizations, healthcare facilities, private health plans and other third-party payers. Our services offer our clients and partners access to a proven, impartial, connected resource that understands and navigates the intricacies of healthcare. For more information, visit www.mpro.org



About MPRO's Experience in Wisconsin

MPRO has extensive experience working with skilled nursing facilities in Wisconsin. In fact, MPRO administered Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution review services for over 11 years in the state of Wisconsin.

We can help you and your facility.

MPRO has launched a commercial SNF product service line to help your facility maintain clinical and operational performance accreditation standards.



Mock Surveys

Our mock surveys are performed by registered nurses and clinical sub-specialists including pharmacists, registered dietitians, life safety experts and other clinical providers as deemed appropriate. The mock survey process includes three steps: 1) a pre-survey planning session, 2) the on-site survey, and 3) a post-survey exit session.

Our clinical team will utilize Tracer Methodology – the Joint Commission's on-site survey process which allows surveyors to identify performance issues in one or more steps of the process, or interfaces between processes. Key areas of examination and observation include:

- Infection control
- Medicine administration and storage
- Kitchen
- Dining
- SNF beneficiary protection notification
- Resident council meeting(s)

Upon completion of the mock survey, MPRO will present the findings to SNF leadership. A comprehensive, detailed report will include discoveries and recommendations that are used for the development of corrective action plans that will assure your future success and compliance.

Related Compliance and Consulting Services

Should you desire additional post-survey quality improvement or compliance-related consultation or services, MPRO staff are available to support your efforts. Support services are available and can be customized to meet the needs of your facility. Other areas of support include:

- Action Plans Related to F-tag deficiencies
- Development of Care Plans
- Chart Audits
- Directed In-Service Training
- Other Customized Services as Requested

Contact Us

Contact Marvina Metts at 248-465-7356 or mmetts@mpro.org to discuss our services and how we can support your facility.



**PATHWAY
HEALTH**
Insight | Expertise | Knowledge

REGULATORY COMPLIANCE

PREPARE. PLAN. RESPOND.



PRE-SURVEY PREP | POST-SURVEY RESPONSE | QUALITY IMPROVEMENT & TURN-AROUND

Resources to Navigate Regulatory Change

The challenges facing the post-acute care leaders continue to escalate at a significant pace.

The experts at Pathway Health are here to assist your facility develop new operational systems, or better utilize current processes, and provide an unbiased review of compliance performance for audit and survey preparedness.

Preparation is Key

Pathway Health is your partner in readiness and success. We have a full complement of regulatory preparation, regulatory response preparation services and education available to leaders and organizations.



- **On-site Regulatory Review** - Mock Survey



- **Off-site Regulatory Reviews** - Clinical Documentation Scan and Trend Snapshot



- **On-site Targeted Regulatory Reviews** - Single, Four and Five Focus Area options



- **Regulatory Support Services (On-site or Off-site)** - Regulatory Response Services; On-site Regulatory Follow-Up; Virtual Coaching; Customized Staff Training.

Need assistance in customizing the policies, training, and tools for your organization?
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Apply our expertise to your regulatory strategy. Contact us today.

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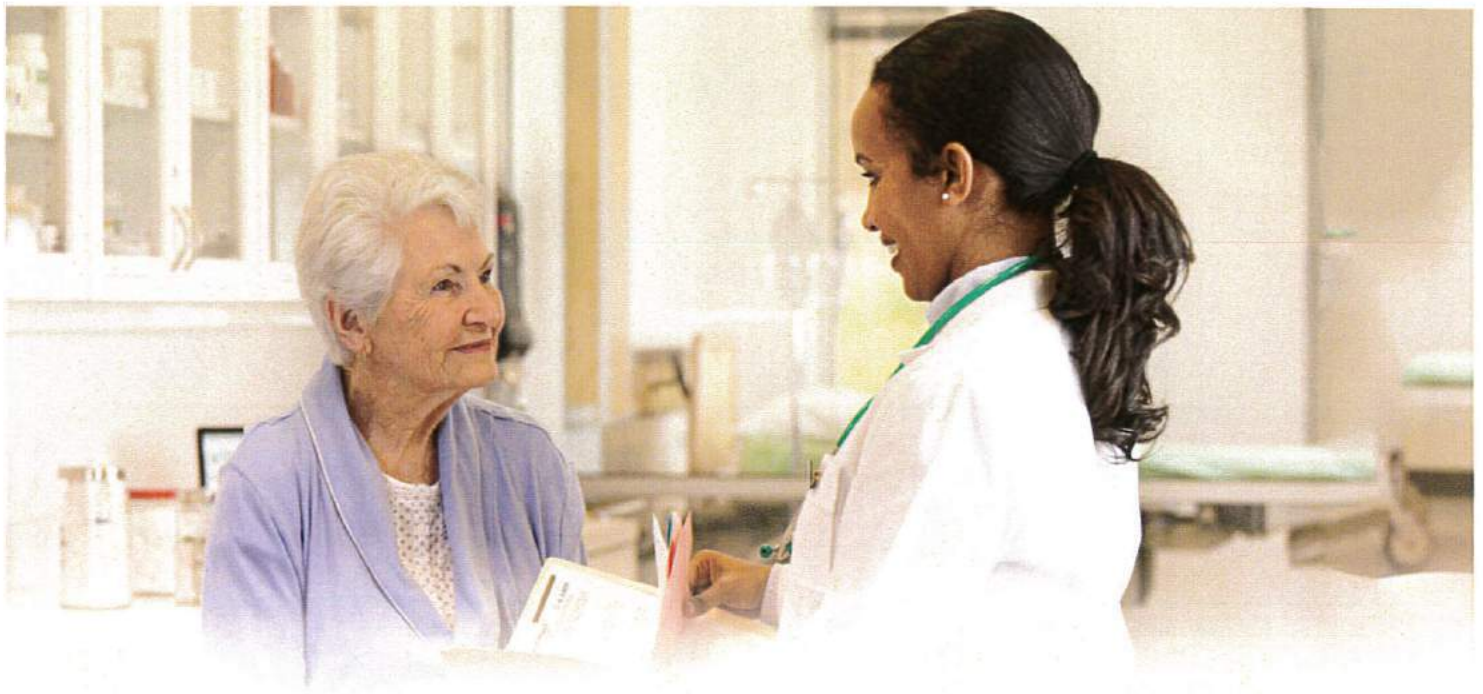
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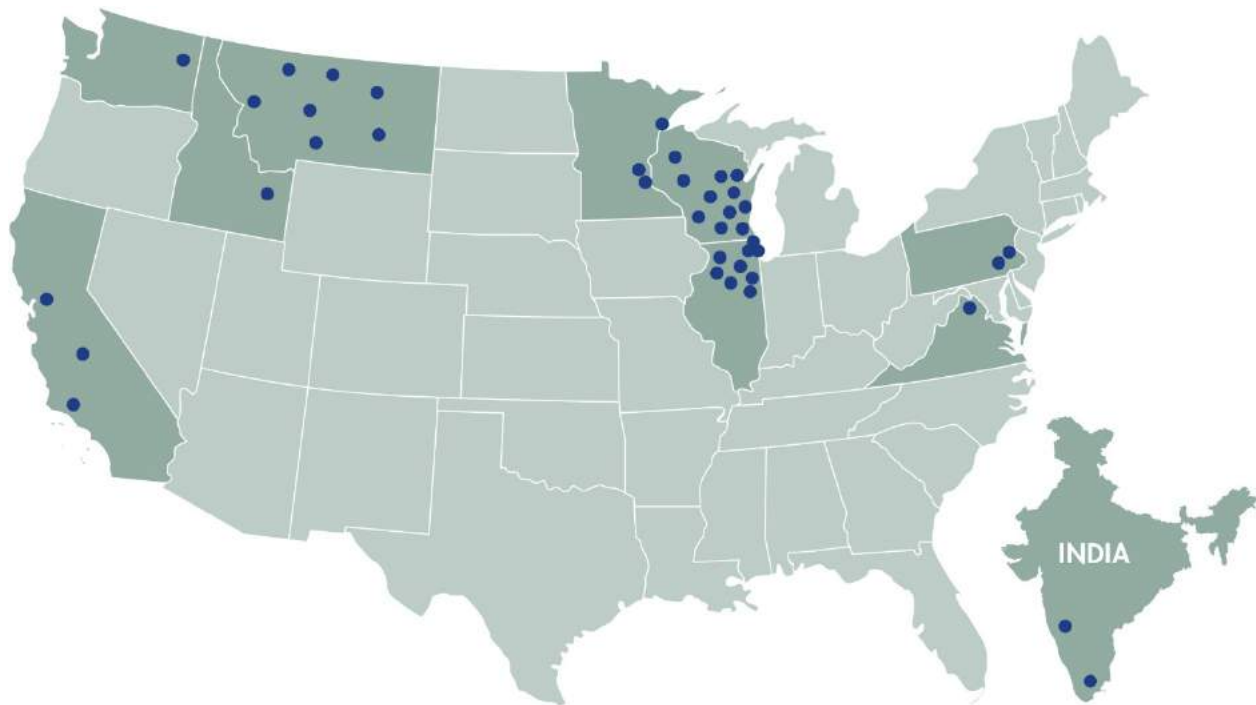


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To fulfill the needs of our diverse client base, Wipfli has grown into a multidiscipline professional services firm. Services include a wide range of financial and operational consulting services, and the firm has created specialized industry and business unit practices including:

Industry Groups

- Health Care
- Nonprofit and Governmental
- Manufacturing and Distribution
- Financial Institutions
- Construction and Real Estate

Business Unit Practices

- Audit and Accounting
- Tax
- Information Technology
- Human Resources
- Retirement Plan Services

Our Health Care Services

- Wipfli's health care industry group has deep experience in the market. We have over 1,700 health care clients, including hospitals, nursing homes, assisted living organizations, and physician practices in 48 states and 100 health care professionals, including 17 partners. Our industry-focused approach means that we are continually refining our understanding of emerging health care industry issues, leading practices, and developing trends to provide well-informed and practical advice for clients in the health care industry.
- We have deep industry knowledge in the senior living industry, and Wipfli senior living professionals includes CPAs, licensed nursing home administrators, RNs, senior living market analysts, and nursing home billing specialists. These professionals serve nursing home clients in Wisconsin, Minnesota, Michigan, Washington, Idaho, and Oregon as well as throughout the rest of the nation. As a result, we are familiar with the unique nursing home reimbursement and operational environments in the states, in which your facility operates as well as throughout the rest of the nation.
- Wipfli sponsors regional conferences on issues that are important to health care providers. In addition, we lead training and educational sessions and present webinars for industry groups at both the regional and national levels, at state and national senior living associations, the American Institute of Certified Public Accountants, Health Care Financial Management Association, National Rural Health Association, and the National CPA Health Care Advisors Association. Through our active involvement in state, regional, and national associations, we provide education and training to thousands of senior living leaders and professionals annually on a wide variety of topics.
- In addition, our health care professionals and the firm maintain memberships in a variety of professional associations including the American Institute of Certified Public Accountants, state societies and institutes of certified public accountants, Healthcare Financial Management Association, state hospital and nursing home associations, the National CPA Health Care Advisors Association, Medical Group Management Association, National Rural Health Association, National Association of Rural Health Clinics, and other health care associations.
- We provide value-added observations and recommendations related to accounting processes, practices, and internal controls as part of our audit process. In addition, Wipfli's health care and senior living experts are available as an extension to your internal teams as you grow and enhance your financial performance. Following are just a few examples of the value-added services available to the facility through Wipfli's comprehensive industry-focused experts.

FIRM PROFILE AND CAPABILITIES

- **Tax Services.** Wipfli has invested tremendous resources in building a team of experienced, creative tax specialists. We believe we have assembled a group of individuals with unsurpassed tax talent who live and work in the area. These individuals include former Big Four partners, seasoned senior managers, experienced National Tax veterans, former revenue agents, and tax attorneys.
- **Audit Services.** We pride ourselves on utilizing deep industry expertise to provide value-added, efficient, and affordable audit services to our health care clients. Our auditors are industry specialists who understand the unique needs and challenges of senior living organizations. We also understand the importance of staff consistency on engagements. These factors result in highly satisfied audit clients who build long-term relationships with our staff.
- **Accounting and Small Business.** Recruiting, retaining, and educating a comprehensive internal staff for accounting, human resources, information technology needs of a small business can be challenging and cost-prohibitive. Wipfli's has a complete team of professionals who are available to add resources to our client's existing capabilities or to serve as an affordable and cost-effective outsourcing solution.
- **Clinical and Operational.** Our team includes clinical and operational experts led by a nationally recognized leader in the nursing home profession. This clinical and operational team of experts provide a diverse set of services ranging from ICD-10 training, MDS coding analysis, mock surveys for regulatory compliance, and staffing and operations assessments.
- **Market Analysis.** Wipfli's senior living market analysis and strategic planning team assists senior living organizations in adapting their services to the changing landscape. This team conducts comprehensive strategic planning engagements, nursing home bed need analysis, and assisted living, independent living, and home health market assessments.
- **Reimbursement.** Our reimbursement experts complete and/or review Medicare and Medicaid cost reports for accuracy and optimization based on the reimbursement environment within each state.
- **Risk Advisory.** Our risk advisory team helps our health care clients ensure the confidentiality, integrity, and availability of protected health information (PHI), including the electronic devices and systems that are used with this information under the Health Insurance Portability and Accountability Act (HIPAA) and by utilizing HITRUST Common Security Framework (CSF) in executing comprehensive security assessments.
- **Information Technology.** Our information technology analysts help clients maximize their information technology investments through network development and support services, conducting information technology environment audits, and helping with software selection and project management for major system implementations.
- **Benchmarking.** Through our proprietary database of nursing home Medicare cost reports, which includes all nursing homes in the nation, we can provide a benchmarking analysis for each facility. This analysis will compare key revenue and cost indicators to state, regional, and national benchmarks.

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To provide the best wound care solutions for each facility... one resident at a time.

AMERICAN MEDICAL TECHNOLOGIES, AMT, is the leading independent provider of wound care solutions for Long Term Care facilities in the United States. We have been providing quality wound care programs since 1994 and currently service residents in over 4,600 facilities nationwide. Our wound care program is designed to help your facility and staff in four key ways:

- + Enhance the quality of resident care.
- + Increase educational resources available to your staff.
- + Reduce wound care related costs for your facility.
- + Assist with mandatory CMS documentation.

AMT is a member of the National Pressure Ulcer Advisory Panel, NPUAP, in addition to many other state and national organizations. We are a fully accredited and Participating Durable Medical Equipment, Prosthetic, Orthotic and Supplies Medicare Part-B Supplier. As part of our commitment to excellence in Nursing Home Care, AMT has long been an active champion of the Advancing Excellence in America's Nursing Homes campaign.

Education

All good clinical care starts with proper education and training. By partnering with AMT, staff is trained to meet the CMS DME POS supplier standards.

- + Provide clinical, regulatory and documentation education to facility staff related to wound care products.
- + Provide ongoing education tailored to each facility's needs.
- + Offer education to ensure proper product utilization.
- + Trusted education advisor for each facility.
- + Tele-education program provides on demand education and access to wound care literature and standards of care.

Clinical Expertise

Nationally, wound issues in long term care facilities are one of the most cited deficiencies by state surveyors. Our licensed Clinical Specialists work closely with your staff.

- + Monitor proper utilization and compliance with wound care products.
- + Licensed healthcare providers with expertise in wound care.
- + Decrease the risk of state infractions.
- + Less paperwork for your staff means more time for resident care.
- + More than 2,000 collective years of clinical experience you can trust.
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- + Tablets provide live support for your wound care product needs.

Wound Care Products

AMT is able to access a wide array of products to meet the specific needs of residents.

- + Work with most major manufacturers.
- + Ensure appropriate use of dressings over a 30 day period.
- + Supply Medicare approved dressings.
- + Bill the resident's insurance directly through: Medicare Part B, Medicaid, HMO's and other primary payers.
- + AMT accepts full assignment for wound care products provided.
- + Verify insurance prior to providing products to your residents.

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Source: CertifyMe.net



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Source: IBM study



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Source: The Research Institute of America



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Preparation is Key

Pathway Health is your partner in readiness and success. We have a full complement of regulatory preparation, regulatory response preparation services and education available to leaders and organizations.



- **On-site Regulatory Review** - Mock Survey



- **Off-site Regulatory Reviews** - Clinical Documentation Scan and Trend Snapshot



- **On-site Targeted Regulatory Reviews** - Single, Four and Five Focus Area options



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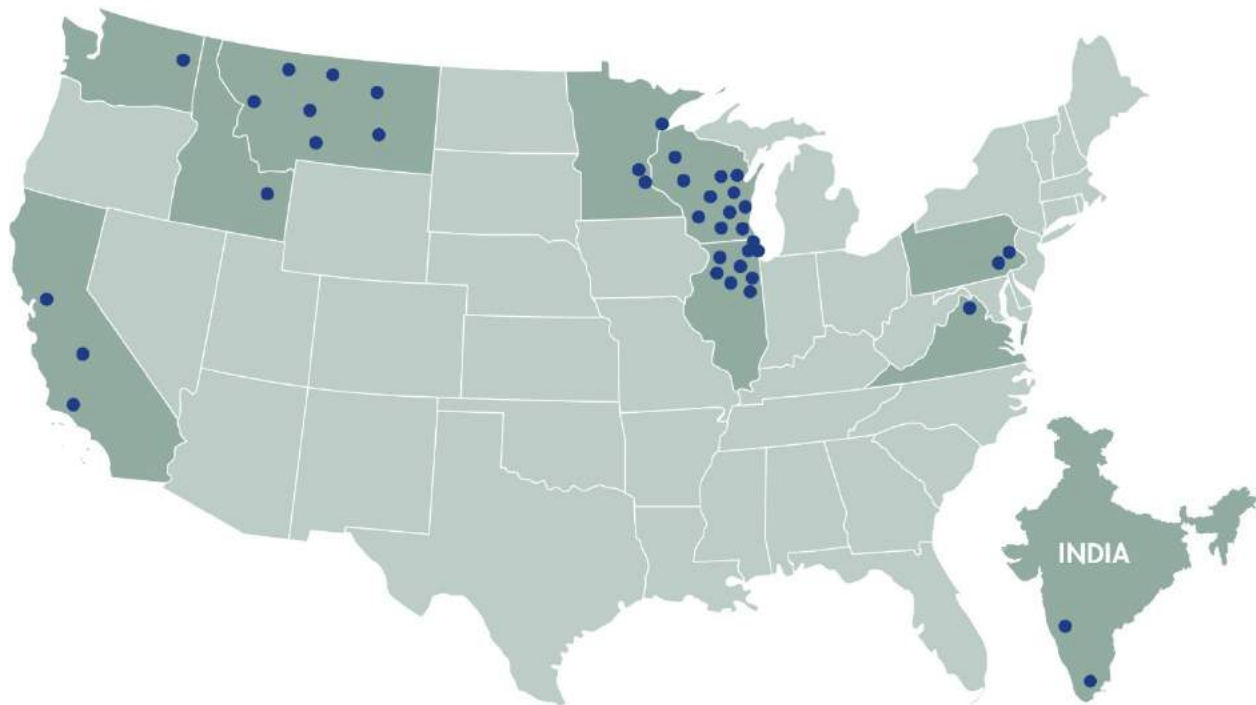
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* We can also Customize an Education Program to meet your Special Requirements

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Owner/Operator: Dan Haile
Email: danielhaile@hotmail.com

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Whenever your water heater fails, we replace it—fast.

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Peace of mind for the long haul.

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Our turn-key option for water heaters, softeners & other accessories.

Rates Vary
by equipment

From start to finish – we've got you covered.

Our budget-friendly monthly fee INCLUDES:

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Our plumber or yours? Either way, the install cost is covered!

Equipment

No upfront equipment costs – it's all part of the package!

24/7 Service, Parts & Labor

Call 1-800-356-1444 for emergency water heater service, day or night.

Water Heater Replacement

Whenever your water heater fails, we replace it—fast.

Ongoing support and service

Peace of mind for the long haul.

24/7 Service Plan

Your water heater - our trusted service protection.

\$30-45
monthly

You provide the water heater, we provide the 24/7 service.

Our budget-friendly monthly fee INCLUDES:

24/7 Service, Parts & Labor

Call 1-800-356-1444 for emergency water heater service, day or night.

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EXPERIENCE MAKES THE DIFFERENCE

One of the nation's largest groups of finance professionals dedicated to the senior living sector, Lancaster Pollard has earned a reputation over the past 25+ years for delivering sound financial advice, providing cost-effective financing options and delivering outcomes that meet or exceed our clients' expectations.

Now more than ever, the choice of senior living financier is a very important factor in whether your loan will close on time, or at all, and the amount of time, money and personal involvement you ultimately invest in the process. Lancaster Pollard's senior living financing experience means its clients will be able to maintain focus on their businesses, receive the best possible terms and conditions, and close in an expeditious manner.

A Full Range of Financing Options for New Construction, Renovation, Expansion, Refinance and Acquisition

Lancaster Pollard's platform of services was created especially for senior living, and it continues to evolve and adapt to new trends and changing markets with this sector's needs in mind. Options include:

- FHA/HUD mortgage insurance: #1 HUD LEAN lender FY 2010 - FY 2013
- Fannie Mae Seniors Housing Program



- USDA guaranteed loan programs
- Taxable/Tax-Exempt Bonds
- Loan Syndications and Placements
- Bridge to Agency Lending
- Mergers & Acquisitions Services
- Proprietary EquityTap® balance sheet loan program

More options means better access to affordable capital in any market condition. It means better opportunities to match an appropriate capital strategy to your goals and objectives. A 25+ year focus on senior living and the experience of hundreds of successful closings to accomplish a variety of objectives enhance Lancaster Pollard's ability to better understand and articulate the credit characteristics unique to your project, paramount to achieving best execution.

Expert Speaker on Access to Capital & Financial Strategies

- National Investment Center
- SeniorCare Investor audioconference expert speaker
- Numerous state-level conferences, including affiliates of the American Health Care Association and LeadingAge

Recent Senior Living-Related Publications:

- Levin's Dealmaker's Forum, "Go with Propero" - 2015.
- McKnight's Long-Term Care, "New Construction with FHA Financing" - 2015.
- Senior Housing News, "Pricey Acquisitions Lead Small Operators To Bank on Construction" - 2015.
- The Senior Care Investor, "Expert Opinion" - 2015.
- Assisted Living Federation of America (ALFA), "Lancaster Pollard Announces Leadership Changes" - 2015.

Lancaster Pollard at a Glance

- Focus on senior living finance since 1988
- Investment banking, mortgage banking and investment advisory services
- Six offices nationwide
- Healthcare and seniors housing clients in 44 states
- #1 HUD LEAN lender FY 2010 - FY 2013
- Fannie Mae Seniors Housing Underwriter/ Servicer
- Winner, Inc. 5000 2007, 2008, 2011, 2012, 2013, 2014, 2015 (Fastest growing private companies in the nation)
- Winner, 2010 BBB Torch Award for ethics
- Winner, Ernst & Young Entrepreneur of the Year Award 2006

Brad Competty,
Vice President
(614) 224-8800
bcompetty@lancasterpollard.com

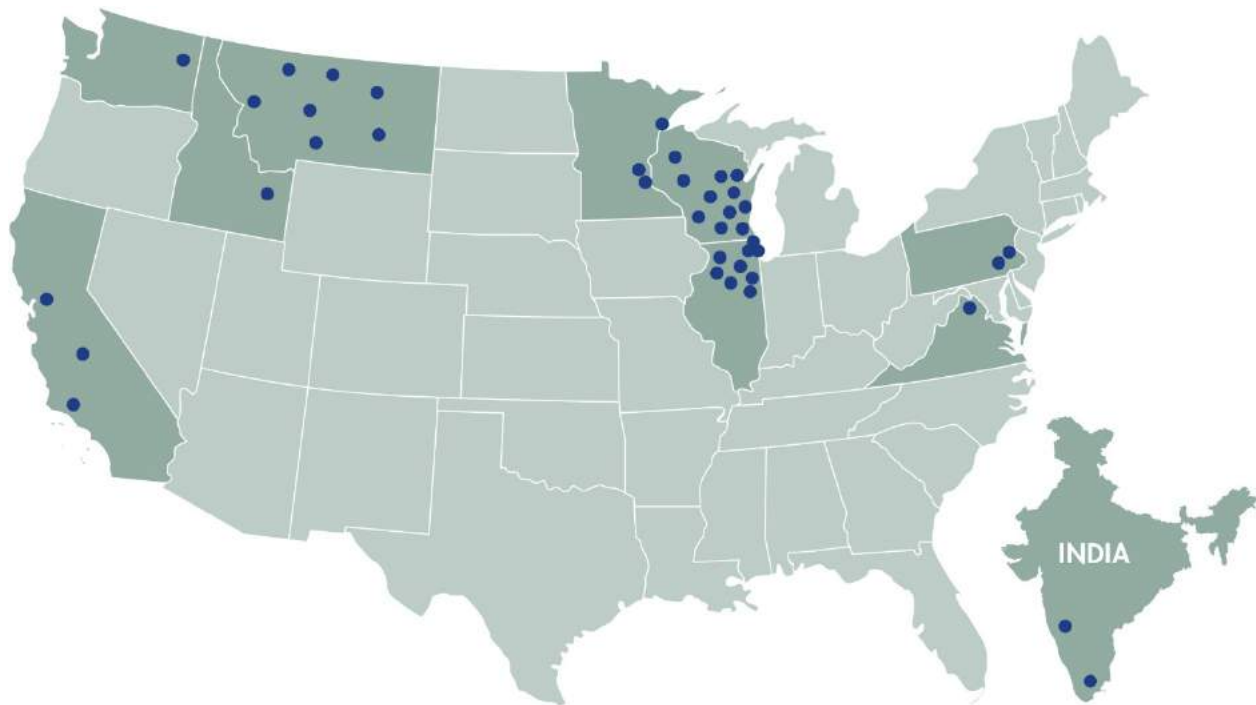
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Professional Senior Living Services



WIPFLI^{LLP}
CPAs and Consultants
HEALTH CARE PRACTICE

With more than 1,700 associates, 37 offices in the United States and two offices in India, Wipfli LLP (Wipfli) ranks among the top 20 accounting and business consulting firms in the nation. For over 86 years, Wipfli has provided private and publicly held companies with industry-focused assurance, accounting, tax and consulting services to help clients overcome their business challenges today and plan for tomorrow.



To fulfill the needs of our diverse client base, Wipfli has grown into a multidiscipline professional services firm. Services include a wide range of financial and operational consulting services, and the firm has created specialized industry and business unit practices including:

Industry Groups

- Health Care
- Nonprofit and Governmental
- Manufacturing and Distribution
- Financial Institutions
- Construction and Real Estate

Business Unit Practices

- Audit and Accounting
- Tax
- Information Technology
- Human Resources
- Retirement Plan Services

Our Health Care Services

- Wipfli's health care industry group has deep experience in the market. We have over 1,700 health care clients, including hospitals, nursing homes, assisted living organizations, and physician practices in 48 states and 100 health care professionals, including 17 partners. Our industry-focused approach means that we are continually refining our understanding of emerging health care industry issues, leading practices, and developing trends to provide well-informed and practical advice for clients in the health care industry.
- We have deep industry knowledge in the senior living industry, and Wipfli senior living professionals includes CPAs, licensed nursing home administrators, RNs, senior living market analysts, and nursing home billing specialists. These professionals serve nursing home clients in Wisconsin, Minnesota, Michigan, Washington, Idaho, and Oregon as well as throughout the rest of the nation. As a result, we are familiar with the unique nursing home reimbursement and operational environments in the states, in which your facility operates as well as throughout the rest of the nation.
- Wipfli sponsors regional conferences on issues that are important to health care providers. In addition, we lead training and educational sessions and present webinars for industry groups at both the regional and national levels, at state and national senior living associations, the American Institute of Certified Public Accountants, Health Care Financial Management Association, National Rural Health Association, and the National CPA Health Care Advisors Association. Through our active involvement in state, regional, and national associations, we provide education and training to thousands of senior living leaders and professionals annually on a wide variety of topics.
- In addition, our health care professionals and the firm maintain memberships in a variety of professional associations including the American Institute of Certified Public Accountants, state societies and institutes of certified public accountants, Healthcare Financial Management Association, state hospital and nursing home associations, the National CPA Health Care Advisors Association, Medical Group Management Association, National Rural Health Association, National Association of Rural Health Clinics, and other health care associations.
- We provide value-added observations and recommendations related to accounting processes, practices, and internal controls as part of our audit process. In addition, Wipfli's health care and senior living experts are available as an extension to your internal teams as you grow and enhance your financial performance. Following are just a few examples of the value-added services available to the facility through Wipfli's comprehensive industry-focused experts.

FIRM PROFILE AND CAPABILITIES

- **Tax Services.** Wipfli has invested tremendous resources in building a team of experienced, creative tax specialists. We believe we have assembled a group of individuals with unsurpassed tax talent who live and work in the area. These individuals include former Big Four partners, seasoned senior managers, experienced National Tax veterans, former revenue agents, and tax attorneys.
- **Audit Services.** We pride ourselves on utilizing deep industry expertise to provide value-added, efficient, and affordable audit services to our health care clients. Our auditors are industry specialists who understand the unique needs and challenges of senior living organizations. We also understand the importance of staff consistency on engagements. These factors result in highly satisfied audit clients who build long-term relationships with our staff.
- **Accounting and Small Business.** Recruiting, retaining, and educating a comprehensive internal staff for accounting, human resources, information technology needs of a small business can be challenging and cost-prohibitive. Wipfli's has a complete team of professionals who are available to add resources to our client's existing capabilities or to serve as an affordable and cost-effective outsourcing solution.
- **Clinical and Operational.** Our team includes clinical and operational experts led by a nationally recognized leader in the nursing home profession. This clinical and operational team of experts provide a diverse set of services ranging from ICD-10 training, MDS coding analysis, mock surveys for regulatory compliance, and staffing and operations assessments.
- **Market Analysis.** Wipfli's senior living market analysis and strategic planning team assists senior living organizations in adapting their services to the changing landscape. This team conducts comprehensive strategic planning engagements, nursing home bed need analysis, and assisted living, independent living, and home health market assessments.
- **Reimbursement.** Our reimbursement experts complete and/or review Medicare and Medicaid cost reports for accuracy and optimization based on the reimbursement environment within each state.
- **Risk Advisory.** Our risk advisory team helps our health care clients ensure the confidentiality, integrity, and availability of protected health information (PHI), including the electronic devices and systems that are used with this information under the Health Insurance Portability and Accountability Act (HIPAA) and by utilizing HITRUST Common Security Framework (CSF) in executing comprehensive security assessments.
- **Information Technology.** Our information technology analysts help clients maximize their information technology investments through network development and support services, conducting information technology environment audits, and helping with software selection and project management for major system implementations.
- **Benchmarking.** Through our proprietary database of nursing home Medicare cost reports, which includes all nursing homes in the nation, we can provide a benchmarking analysis for each facility. This analysis will compare key revenue and cost indicators to state, regional, and national benchmarks.

AN INDUSTRY LEADER IN YOUR OWN BACKYARD

TOP 3*
HEALTHCARE
ADVISOR
IN 2015

Senior Living Real Estate & Finance Specialists

Ziegler's Corporate Finance team is focused on delivering best-in-class advisory and financing solutions for companies and organizations across Wisconsin. In our core practice areas of nursing homes, assisted living, CCRC, hospice, and home healthcare providers, Ziegler is one of the most active M&A firms offering innovative sell-side, buy-side, recapitalization, restructuring, and strategic partnering services. In addition, our FHA/HUD lending practice is dedicated to providing fixed-rate, non-recourse financing options to the senior living industry.

* Number of middle market healthcare transactions (valued at less than \$100M) in 2015. Based on full credit given to financial advisors for healthcare M&A transactions completed nationally. Rankings and amounts through Thomson Financial Securities Data as of 3/7/16.

OUR SERVICES

- Facility Sales
- Sale-Leasebacks
- Strategic Advisory & Valuations
- Refinancing
- FHA/HUD Approved Mortgage Lender

OUR CLIENTS

- Nursing Homes
- CBRFs/RCACs
- CCRCs
- Hospice Care Providers
- Home Healthcare Providers

NICK GLAISNER

SENIOR VICE PRESIDENT
877 245 5840
nglaisner@ziegler.com

735 North Water Street
Suite 1000
Milwaukee, WI 53202



Your Success IS OUR SUCCESS



For 77 years we have dedicated our business to helping our customers grow their operations. Industry knowledge helps drive that success. We understand the challenges of the industry and work alongside our customers to provide long-term solutions.

Top 5 Industry Challenges As We See Them Today:

- + A Government Mandated Five-Star Rating System
- + Reimbursement Changes – Making it Difficult to Sustain Normal Operations
- + Labor – Hiring and Maintaining Quality Staff
- + Constant Updates and Changes to Industry Regulations
- + Resident Satisfaction/Census Maximization

The partnerships we establish from day one allow us to evaluate these challenges as they relate to each organization and to customize a program that will enhance dining operations, impact financial goals and improve clientele nutrition.

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LOWERING THE RISKS + OPERATIONAL COSTS OF SENIOR LIVING

Energy Performance Lighting

Proper human-centric lighting design is an element of risk mitigation because of its capability to lower the number of falls, reduce rates of sundowners syndrome, and lessen dependence on medications like antidepressants & antipsychotics.

In 2017, the state Department of Health Services tallied up 2,664 falls—most of them with injuries—among nursing homes and assisted living facilities in Wisconsin (an 11 percent increase over 2016). The cost of these falls to Medicare & Medicaid cost taxpayers nearly \$30 million in 2017 alone. Prescription drugs added another \$486 million—over \$18,000 per senior!

Based on peer-reviewed research completed by the UW School of Medicine and Harvard Medical School, centered around light's impact on health and physiology, our lighting designs demonstrate the ability to reduce the number of falls & events of sundowners over 30%; while also decreasing prescription drug dependency. Give our lighting specialists a call to see how easy it is to get an unbeatable, human-centric lighting system today.



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to schedule an evaluation of your lighting.

Partner with Navigator Group Purchasing, Inc.



Navigator is the experienced leader in skilled nursing, senior living, and CCRC purchasing services. We provide maximized savings opportunities and value for Navigator members through:

- An extensive portfolio of food, medical, and business products and services
- Full transparency reporting
- Distributor flexibility
- No-Cost Membership



800-642-3020
www.NavigatorGPO.com



TRANSPARENCY > FLEXIBILITY > SAVINGS > INSIGHTS

> FLEXIBILITY

Our extensive contract portfolio and distributor neutrality model help maximize savings opportunities by providing members access to an optimized portfolio of national branded and quality private label items. With over 150 business partners and our strategic partnership with Foodbuy, the nation's largest food service procurement services organization, Navigator members gain leverage on complete purchasing needs:

- Food
- Medical Products & Services
- Business Products & Services
- E-Procurement Neutrality



> SAVINGS

Navigator Members obtain access to substantial savings opportunities through:

- Pinnacle & Pinnacle Plus flagship food purchasing programs
- Formulary Development – driving increased savings and compliance
- Offeror Rebate Program
 - Offeror Rebates
 - Brand Incentives
 - Volume Allowance Rebates



> TRANSPARENCY

Unparalleled transparency benefits Navigator members via:

- Comprehensive reporting of savings and rebate opportunities customized for your business
- Detailed distributor incentives and analytics to help optimize spending
- Purchasing alerts, Key Performance Indicators (KPIs) and dashboards to guide informed business decisions

> INSIGHTS

Navigator's dedicated and experienced Account Management team provides industry expertise and guidance, while using gathered member intelligence, to help:

- Drive efficiency and savings
- Utilize customized order guides
- Optimize purchasing decisions
- Gain field and dietary guidance



Request a case study to find out more about the benefits of a Navigator membership.

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Manage Your Non-Labor Spend with Shared Purchasing Solutions

Transform your long-term care facility's operational health with Shared Purchasing Solutions (SPS)!

An affiliate of Intalere—a leading healthcare Group Purchasing Solutions (GPO)—we leverage the purchasing power of members to enhance your financial and operational effectiveness through targeted non-labor expense categories.



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Our contract portfolio includes competitive pricing on the products and services you use everyday—from the suppliers you trust and emerging innovators.

And, our supply chain solutions don't end there!

We offer an entire range of personal services and consultative development options designed to deliver optimal cost, quality and outcomes for your facility.

Transforming the way your long-term care facility manages their non-labor spend begins with SPS.

Let SPS be your supply chain partner!



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ST. CROIX

HOSPICE

At St. Croix Hospice, we believe that moments of joy can be found through meaningful experiences, even in challenging times.

Individualized Approach to Care

Our highly skilled and compassionate team will tailor care and comfort according to your unique preferences. With St. Croix Hospice, there is no need for pain to go unmanaged or loved ones to go without support. When the time is right, we are here to provide you, your family, and primary caregivers with dignity, privacy, and respect.

IN THIS BROCHURE

Hospice Care Team

Learn more about the services offered through our exceptional care team

Questions

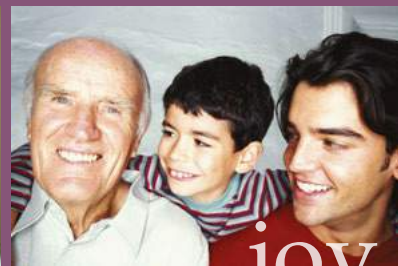
Answers to your frequently asked questions

Contact

Our company values and information on how to contact the branch nearest you.

comfort

Finding joy in the journey...



joy

Hospice Care Team

The Hospice Care Team will work under the direction of your family physician to develop a plan of care that meets your unique goals, and they will closely coordinate visits that are right for you. With St. Croix Hospice, you choose how each hospice team member can assist you in the care you request.

"When you put your hand in a flowing stream, you touch the last that has gone before and the first of what is still to come."

– LEONARDO DA VINCI



NURSING SERVICES

The hospice nurse makes regularly scheduled visits to provide expert pain management and symptom control techniques, as well as ongoing teaching regarding disease progression. Throughout your hospice experience, the nurse will keep your primary physician informed of your condition.

HOSPICE AIDE SERVICES

Hospice aides provide assistance with personal cares such as: companionship, light homemaking services, grooming and bathing.

VOLUNTEER SERVICES

Hospice volunteers are a vital part of the Hospice Care Team. They serve as helping hands, companions and attentive listeners.

NUTRITIONAL COUNSELING

The hospice Registered Dietitian and Registered Nurse can provide you and your family with consultation to assist in developing a specific nutritional plan of care. This could include: diet modification, weight loss, oral intake concerns, wound management, swallowing difficulties, tube feeding interventions, bowel concerns, and feeding techniques.

THERAPIES

For comfort, therapies are provided as directed by your individualized plan of care. This could include: physical, occupational, speech, music or massage therapy.

EMOTIONAL & SPIRITUAL SUPPORT

Social Workers are available for emotional support and counseling. They also provide assistance with financial concerns, funeral planning, transfer between care environments and many other resources. Social Workers evaluate the need for support or resources and can facilitate connection and communication with community agencies as needed.

Chaplains are trained to provide emotional and spiritual support to all people, helping navigate the unknown waters at the end of life.



We are committed.

- We will empower your voice to be heard on the journey from life to death.
- Quality of life and quality care are the highest priorities.
- Your care is defined by your goals.
- We will coordinate care closely with your physician and pharmacy of choice.
- We will respond to your needs promptly as they arise.
- You have access to the hospice team 24/7 for admissions, regularly scheduled visits, or unplanned critical situations (evenings, weekends, and holidays are included).



Questions

WHO IS ELIGIBLE FOR HOSPICE?

Persons eligible for hospice include individuals who have a life threatening illness or injury, have the consent of their family physician, and have decided that comfort care is their wish.

WHO CAN BENEFIT FROM HOSPICE CARE?

Hospice is for patients with ANY illness or injury that causes a shortened life expectancy. Hospice offers support to the families and primary caregivers of those patients as well.

WHEN IS IT TIME FOR HOSPICE?

It is never too early to ask about hospice care. Patients and families are eligible when treatments for a cure are no longer successful. We encourage patients and their families to come to us early. There is no need for pain to go unmanaged or for people to struggle without support.

WILL PATIENTS HAVE TO CHANGE DOCTORS?

No – St. Croix Hospice ensures open communication and care coordination with the patient's current family physician, and any affiliated health system of the patient's choosing.

WHERE IS HOSPICE CARE PROVIDED?

Hospice care is provided wherever patients call home.

WHO PAYS FOR HOSPICE CARE?

Medicare, Medicaid, and many private insurances have a hospice benefit. At St. Croix Hospice, no one is turned away due to inability to pay.

Finding joy in the journey...

Hospice is a healthcare program focused on improving quality of life and comfort for patients living with advanced illness, their caregiver(s), and families.

Hospice provides pain and symptom relief, medical attention, and emotional and spiritual support from an experienced and compassionate hospice clinical team. In addition to managing a patient's physical comfort, the hospice team also provides emotional support to caregiver(s) and family.

Another benefit to choosing hospice is that care can be provided any place that a hospice patient may consider their home.

Vision

St. Croix Hospice will raise the standard of quality care provided to the patients and families that we serve by our commitment to the growth and development of the team.

Mission

St. Croix Hospice will provide the highest quality hospice services to those affected by a life-limiting illness.

Values

Gratitude | Integrity | Compliance
Accountability | Achievement

ST. CROIX HOSPICE

To be connected with the nearest St. Croix Hospice branch,
please call us toll free at

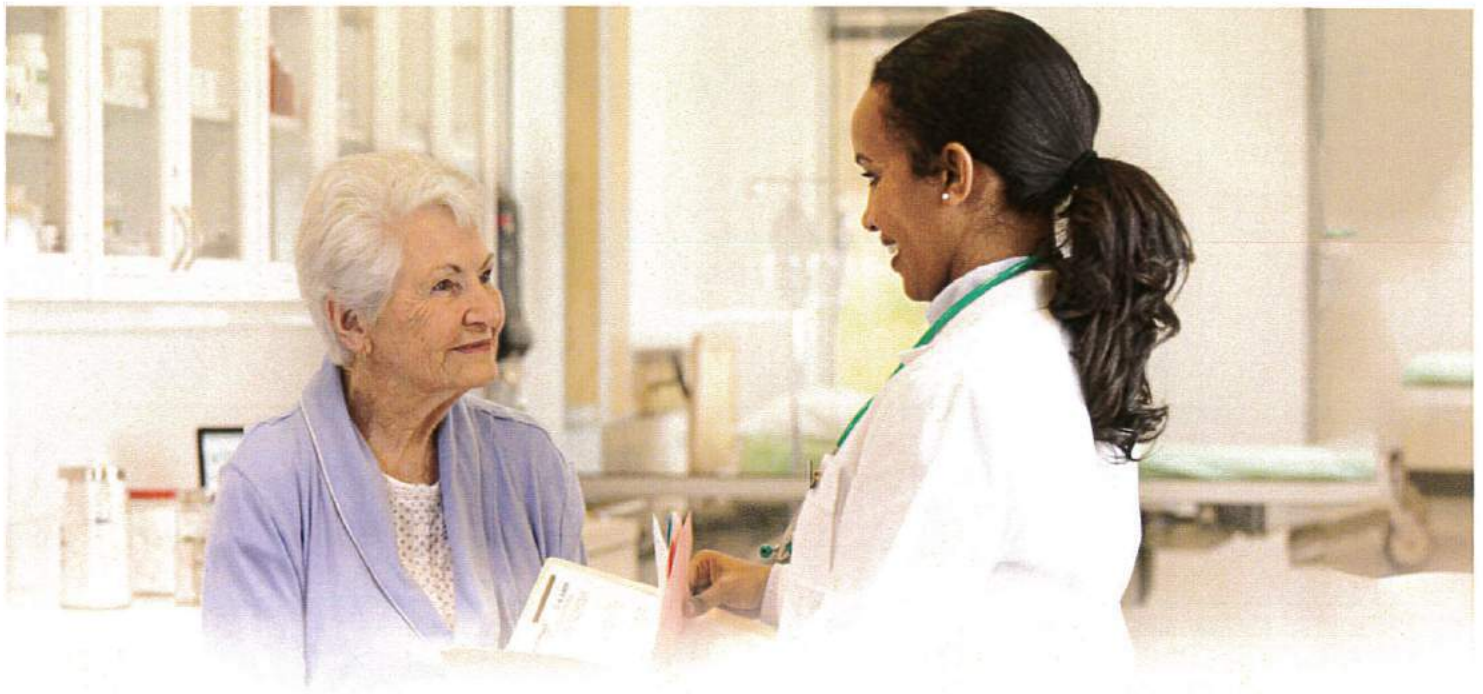
855.278.2764

StCroixHospice.com

Learn more • Ask a question • Connect



Patient services are provided without regard to race, color, religion, age, gender, sexual orientation, disabilities (mental or physical), communicable disease, national origin, or ability to pay.



Choose the Care that's Right for You

What would you want at the end of life? Do you know what decisions you might face? Do your loved ones know your wishes?

You have the right to determine your own end-of-life care. Be sure that your wishes are honored.

- Discover the end-of-life care options available.
- Decide for yourself what kind of care you want.
- Discuss your end-of-life wishes with loved ones.
- Document your wishes so they are clear to everyone.

Many people find it hard to talk about death and dying, but they have strong opinions about how they want to be treated. Early planning is the best gift you can give to yourself, your family and the people who love you.

Take the first steps: Caring Connections, a service of the National Hospice & Palliative Care Organization, offers free state-specific advance directive documents and extensive end-of-life education. Go to www.caringinfo.org or call 800.658.8898.

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Advantage™ Bathing System:
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Bathing System

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- FDA Class II medical whirlpool system provides true hydrotherapy
- With its modular architecture and competitive prices, Apollo can configure a spa to meet your needs and budget
- Industry leading reliability and clinically impactful feature set provide the highest possible Return on Investment



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Contact Julie Tindal, Regional Sales Manager, for more information, to schedule an on-site demonstration, or to request a quote

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| Advantage™ with Internal Bathing Chair Outstanding system for "Aging in Place." Accommodates both ambulatory and non-ambulatory residents, and allows you to add features as needed. | Advantage™ with Level Glide™ Transfer System Increases resident comfort and safety and reduces the number of transfers. Integrated scale allows resident weight to be recorded during bath preparation. | Advantage™ with Rapid Fill™ Reservoir Most efficient bathing system available. Provides exceptional bathing efficiency and resident comfort, as well as outstanding return on investment. | Essence™ Spa Side-Entry Bathing System Side entry bathing system that provides a spa-like bathing experience. Perfect for ambulatory and weight bearing residents. Earth-Tone Granite color option also available. |

APOLLO BATHING SYSTEM OFFERINGS INCLUDE:

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- Remedy® Ultraviolet Water Purifier
- Air Spa
- Whirlpool (FDA Class II medical device for hydrotherapy)
- Level Glide Transfer System
- Digital Weigh Scale
- Rapid Fill Reservoir

Essence™ Spa Side-Entry Bathing System

- Remedy® Ultraviolet Water Purifier
- Air Spa
- Whirlpool (FDA Class II medical device for hydrotherapy)
- Configurable to a variety of installation environments
- Earth-Tone Granite color with Brushed Nickel Fixtures option now available

Only Apollo offers an FDA-Approved Germicidal UV water purification system



Clinically Proven to Reduce:

- UTI's by 50%
- Respiratory Infections by 35%

Contact your Apollo Representative, Julie Tindal, for more information or to schedule a free on-site demonstration.

Julie Tindal, Regional Sales Manager
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Advisory**

Health Dimensions Group, one of the nation's leading health care management and consulting firms, specializes in post-acute and senior care. Our expertise is the knowledge base that comes from both managing post-acute and senior living assets, as well as consulting to some of the nation's largest health care organizations.

If you are looking for innovation, industry knowledge and guidance, our team's depth of experience and expertise can provide tailored solutions that meet today's challenges as well as industry leadership that envisions tomorrow's opportunities.

Mock Surveys and SNF Performance Improvement

About MPRO

MPRO is a national leader in healthcare quality improvement and medical review. Our goal is simple - we are helping healthcare get better. MPRO provides medical consulting and review, as well as data analysis to federal agencies, state Medicaid and public health organizations, healthcare facilities, private health plans and other third-party payers. Our services offer our clients and partners access to a proven, impartial, connected resource that understands and navigates the intricacies of healthcare. For more information, visit www.mpro.org



About MPRO's Experience in Wisconsin

MPRO has extensive experience working with skilled nursing facilities in Wisconsin. In fact, MPRO administered Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution review services for over 11 years in the state of Wisconsin.

We can help you and your facility.

MPRO has launched a commercial SNF product service line to help your facility maintain clinical and operational performance accreditation standards.



Mock Surveys

Our mock surveys are performed by registered nurses and clinical sub-specialists including pharmacists, registered dietitians, life safety experts and other clinical providers as deemed appropriate. The mock survey process includes three steps: 1) a pre-survey planning session, 2) the on-site survey, and 3) a post-survey exit session.

Our clinical team will utilize Tracer Methodology – the Joint Commission's on-site survey process which allows surveyors to identify performance issues in one or more steps of the process, or interfaces between processes. Key areas of examination and observation include:

- Infection control
- Medicine administration and storage
- Kitchen
- Dining
- SNF beneficiary protection notification
- Resident council meeting(s)

Upon completion of the mock survey, MPRO will present the findings to SNF leadership. A comprehensive, detailed report will include discoveries and recommendations that are used for the development of corrective action plans that will assure your future success and compliance.

Related Compliance and Consulting Services

Should you desire additional post-survey quality improvement or compliance-related consultation or services, MPRO staff are available to support your efforts. Support services are available and can be customized to meet the needs of your facility. Other areas of support include:

- Action Plans Related to F-tag deficiencies
- Development of Care Plans
- Chart Audits
- Directed In-Service Training
- Other Customized Services as Requested

Contact Us

Contact Marvinna Metts at 248-465-7356 or mmetts@mpro.org to discuss our services and how we can support your facility.



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REGULATORY COMPLIANCE

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PRE-SURVEY PREP | POST-SURVEY RESPONSE | QUALITY IMPROVEMENT & TURN-AROUND

Resources to Navigate Regulatory Change

The challenges facing the post-acute care leaders continue to escalate at a significant pace.

The experts at Pathway Health are here to assist your facility develop new operational systems, or better utilize current processes, and provide an unbiased review of compliance performance for audit and survey preparedness.

Preparation is Key

Pathway Health is your partner in readiness and success. We have a full complement of regulatory preparation, regulatory response preparation services and education available to leaders and organizations.



- **On-site Regulatory Review** - Mock Survey



- **Off-site Regulatory Reviews** - Clinical Documentation Scan and Trend Snapshot



- **On-site Targeted Regulatory Reviews** - Single, Four and Five Focus Area options



- **Regulatory Support Services (On-site or Off-site)** - Regulatory Response Services; On-site Regulatory Follow-Up; Virtual Coaching; Customized Staff Training.

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On-site Regulatory Review

Mock Survey – Completed using CMS survey tools and following the federally-mandated survey process. A verbal exit report will be provided along with notes about initial resident-specific findings. A written report will follow containing the consultant's detailed findings and recommendations for improvements.



On-site Targeted Regulatory Reviews

A qualified consultant to complete a focused regulatory review using the Centers for Medicare and Medicaid Services (CMS) Critical Element Pathway Survey Tools and other CMS survey tools. Targeted Regulatory Reviews include:

- A verbal exit report, followed by a written report detailing the consultant's findings and a recommended Action Plan.
- One QuickPATH related to a focus area
- 10% discount on Pathway Health products and tools (AANAC, INTERACT®, LEAD and Restorative training are excluded)

TARGETED REGULATORY REVIEW: Single Focus Area

Includes: A sample of records for five residents selected by the customer; Policies and procedures provided by the customer for the selected topic; Observation of staff practices associated with the topic; Interviews of residents and staff about the topic; and Environmental observations related to the topic.

TARGETED REGULATORY REVIEW: Four Focus Areas (two-days on-site)

Includes: A sample of records for five residents selected by the customer; Infection Prevention and Control; Sufficient and Competent Staffing; Incident and Accident Investigation Process; and one additional mandatory survey task or clinical topic review, as selected by the customer.

TARGETED REGULATORY REVIEW: Five Focus Areas (three-days on-site)

Includes: A sample of records for five residents selected by the customer; Infection Prevention and Control Program; Sufficient and Competent Staffing; Incident and Accident Investigation Process; Dining Observations; and one additional mandatory survey task or clinical topic review, as selected by the customer.



Off-site Regulatory Reviews

A qualified consultant will complete an off-site review of the electronic clinical records. Includes a written report detailing findings and a recommended Action Plan. In addition, a follow-up call to review the report, answer questions and provide initial support for implementing the Action Plan. *The electronic health record must contain the described documents for these reviews.*

REGULATORY CLINICAL DOCUMENTATION SCAN –

Sample of residents from the Facility Survey Matrix (provided by the facility) for a clinical documentation review, focusing on regulatory vulnerabilities in the documentation. **Includes:**

- Assessments
- MDS
- Care Plans
- Physician Orders
- Progress Notes
- Medical Diagnosis List

REGULATORY TREND SNAPSHOT – Focus on

regulatory vulnerabilities in the clinical documentation related to publicly reported data. **Includes:**

- Health Inspection History
- Quality Measures
- Re-admissions



Regulatory Support Services (On-site or Off-site)

Regulatory Response Services include the following:

- Support for IDR/IIDR
- Survey Recovery
- Draft Plan of Correction
- Immediate Jeopardy Removal
- Directed POC
- POC Implementation

On-site Regulatory Follow-Up – A Pathway Health consultant re-evaluates progress on Action Plan implementation and reduction of regulatory vulnerabilities. The number of onsite days and focus will be established prior to the visit.

Virtual Coach for Action Plan Implementation – Web-based meeting with facility leaders to support implementation of the recommended Action Plan. An expert consultant will guide staff through the development of new or revised processes and offer suggestions and recommendations for putting the recommendations into action. Web-based meetings can be scheduled at the customer's desired frequency and schedule.

Staff Education & Training – Pathway Health provides customized webinars or on-site education to support the facility's improvement process.

Keep your staff on the path to quality care and compliance. Contact Pathway Health.

Do you have in-house therapy now and feel that you pay too much for management? Are you paying a percentage of every RUG or MedB to an agency? Have your therapy department work for you and choose Progressive Beginnings to “manage” your in-house rehab program.

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Everyday our customers are experiencing the difference of working with a reliable pharmacy partner with a hometown feel that offers the vast capabilities and buying resources of a healthcare leader. The result of this combination is outstanding customer service, comprehensive solutions and competitive pricing. Its a unique balance that brings real value and only we can offer it.

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Collaborative and precise billing services.

We coordinate with your billing office, residents and family members to confirm coverage and handle Medicare, Medicaid and private billing accounts.

Client focused technology solutions.

We understand how important the right technology solution is to your facility's operations that's why we offer FrameworkLink, and multiple eMAR and interface options.

Consulting Solutions

Your nursing staff at its best.

Our experienced staff provides immediate guidance and consulting on medication administration, storage and inspection, wound care and much more. HealthDirect offers comprehensive, IV services, certification classes and the necessary on-going in-facility education and training. In addition, we have partnered with the National Institute for Health to offer our customers complimentary webinars on key industry topics.

Industry leading clinical reviews and analysis.

Trust our skilled team to provide client-focused evaluations and reports.

Proactively address compliance issues.

HealthDirect industry experts help you meet facility specific challenges and ever changing regulatory updates and compliance issues with deficiency free solutions.

Increase savings and resident safety.

Our experts review and assess all admission drug regimen plans to recommend quality improvements and cost-saving implementations.



Want to know more?

We're excited about the solutions we offer to help facilities save money and improve care. Feel free to call or email one of us directly to set up a face-to-face meeting sometime soon. Let's meet and talk about what HealthDirect can do for you.

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MattBoyle@hdrxservices.com



P 262-613-8631
TonyMacCudden@hdrxservices.com

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Pressure Injury Staging - New NPUAP Terminology and Definitions

October 12, 2016



**Nancy Morgan, RN, BSN, MBA, WOC,
WCC, DWC, OMS**

Wound Care Education Institute

Overview

- Identify stages of pressure injuries according to the 2016 National Pressure Ulcer Advisory Panel Staging guidelines
- Describe four tissue types associated with pressure ulcers
- List external factors related to pressure injury development

1 CEU will be provided by Wound Care Education Institute®
<http://www.wcei.net/CME-CE>

Peristomal Skin Complications

November 9, 2016



**Joy Hooper, RN, BSN, CWOCN,
OMS, WCC**

Wound Care Education Institute

Overview

- Identify clinical characteristics of 3 or more peri-stomal skin complications
- Choose treatment plans for peri-stomal skin complications based upon etiology and clinical characteristics

1 CEU will be provided by Wound Care Education Institute®
<http://www.wcei.net/CME-CE>

Treating Chronic Diabetic Wounds

December 14, 2016



**Nancy Morgan, RN, BSN, MBA, WOC,
WCC, DWC, OMS**

Wound Care Education Institute

Overview

- Identify 3 risk factors that lead to diabetic ulcer development
- List 3 treatment modalities that are used to successfully treat diabetic ulcers

1 CEU will be provided by Wound Care Education Institute®
<http://www.wcei.net/CME-CE>

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Medical Device Reprocessing Issues and Solutions

October 17, 2016

Chuck Hughes

VP Consulting Services

*1 CEU will be provided
by Crosstex/SPSmedical*



The Importance of Environmental Disinfection within the Ambulatory Care Setting

October 18, 2016

Susan Burns, BS, MT, CIC, VA-BC™

Medical Science Liaison

*1 CEU will be provided
by PDI, Inc.*



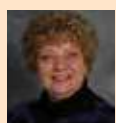
Soap: The Science Behind It, the Changing Regulatory Landscape Ahead, Tools and Tips For Selecting a Hand Soap That's Right For Your Practice/Facility

October 19, 2016

Megan J. DiGiorgio MSN, RN, CIC

Clinical Specialist

*1 CEU will be provided
by GOJO Industries, Inc.*



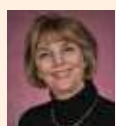
Weighing Rigid Containers Against Sterilization Wrap in the War on Infections

October 20, 2016

Peggy Pinz Leubbert, MS, MT(ASCP), CIC, CHSP

Consulting Educator

*1 CEU will be provided
by Halyard Health*



Needlestick Injury Prevention: Strategies to Protect the Staff From Infection and to Keep the Practice Compliant to Regulatory Requirements

October 21, 2016

Elise M. Handleman, RN, BSN, Med

Occupational and Environmental Health Consultant

*1 CEU will be provided
by BD*

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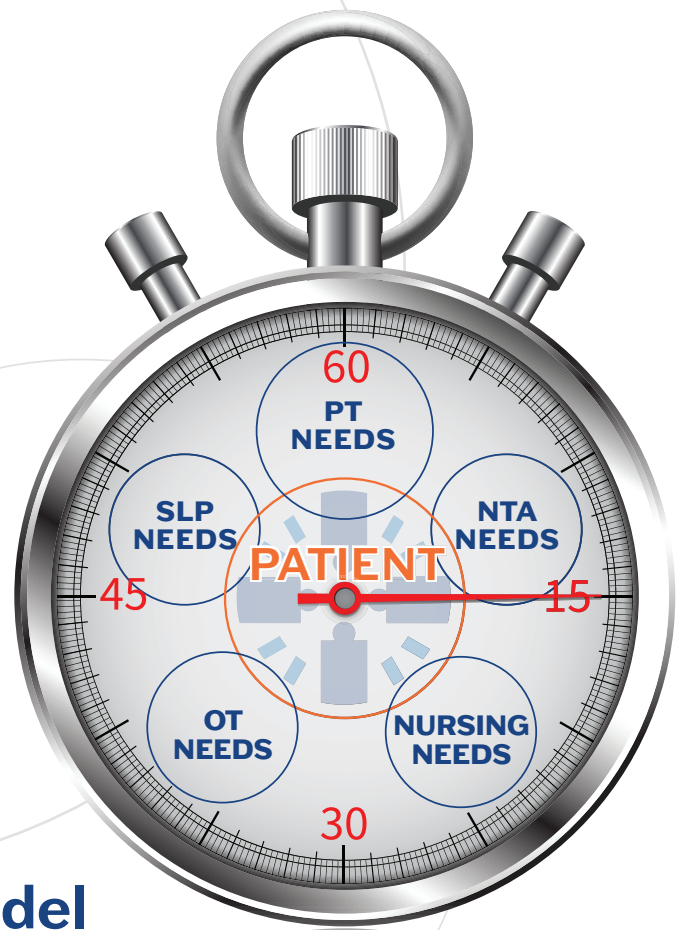
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the tools and the plan.



Patient-Driven Payment Model

CURRENT RUGS IV SYSTEM

Patient Services Driven:
Nursing services
Therapy minutes



Multiple assessments:
5, 14, 30, 60, 90, SC,
COT, OMRA



Reimbursement largely
driven by therapy minutes



Outcomes and LOS driven by
PT/OT portion of stay



PDPM SYSTEM

Patient Characteristics Driven:

5 case mix related components comprise rate:
(PT, OT, SLP, nursing and non-therapy ancillary,
non-case mix related costs)

Two assessments: Initial Assessment at
5-days and Interim Payment Assessment
(IPA) as warranted

Therapy still a component of reimbursement,
but now daily rate must look carefully at
non-therapy ancillaries to determine one of
the thousands of daily rate combinations

PT/OT reimbursement automatically
starts to decrease as LOS exceeds
20 days at a rate of 2% every 7 days

How important is it to choose the right technology for PDPM?

It's critical. Under PDPM, the potential for lost opportunities for reimbursement is exponentially greater than with therapy-driven reimbursement. Within the EHR, nursing notes, orders, and point-of-care information contain information that accurately represents the level of care. Without real time access to this information, reimbursement may fall short of the care provided.

Using Real Time, this data is always accessible and vital to classifying patients accurately based on the daily care they receive.

Auto populates all key areas for all PDPM assessments from your EHR

Real Time MEDICAL SYSTEMS **PDPM**
Simple. Actionable. Results.

Resident: Graham Stevenson (11172233) Bed: 224W Admit Date: 10/05/2018 Payer: Medicare A

| PDPM Item | Condition/Description | Date & Location Found |
|-----------|---|--|
| Section E | Hallucinations | + Keyword - Hallucinations: 10/2/19 |
| Section H | Ostomy | Clinical Charting: 10/1/19 |
| Section I | Aphasia: Amyotrophic lateral sclerosis COPD | Diagnosis List: 89928 Diagnosis List: G12.21 Diagnosis List: J44.9 |
| Section J | Shortness of Breath While Lying Flat Fever and Feeding Tube | + Keyword - SOB: 9/30/19 Rules Engine alert: 10/2/19 |
| Section K | Coughing or Choking during meals Feeding Tube Mechanically Altered Diet | + Keyword - Choking: 10/1/19 + Enteral Order: 9/30/19 + Dietary Order - Nectar Thick Liquid: 10/2/19 |
| Section M | Stage IV Pressure Ulcer | Weekly Wound Rounds UDA: 9/30/19 |
| Section O | Oxygen Therapy Tracheostomy Care While a Resident Dysphagia | + Respiratory order + Respiratory order + Keyword - Dysphagia |

Identifies where key areas are located to ensure accurate assessment

| Resident Name | Alert Message | Unit | Room | Date/Time of Alert | Suggested Interventions |
|---------------|---|----------------|-------|--------------------|---|
| Mary Adkins | Percentage eaten has decreased by 20% over the last 3 days (43%) compared to a 7-day average (48%). | 1-1 2 South | 205-A | 11/01/2018 7:22 AM | <input type="checkbox"/> Change to weekly weights <input type="checkbox"/> Offer 2 pm and 8 pm snacks <input type="checkbox"/> Add 2Cal supplement with med pass <input type="checkbox"/> Consult dietary for likes/dislikes and nutritional assessment <input type="checkbox"/> Consult OT/ST for self-feeding and swallowing changes <input type="checkbox"/> Notify MD, PA, NP with results <input type="checkbox"/> Update care plan and directives if appropriate |
| Linda Smith | Diagnosis of CHF with new cough and edema present. | 1-1 2 South | 205-A | 11/01/2018 7:22 AM | <input type="checkbox"/> Monitor Vital signs q4 for next 72 hours report changes <input type="checkbox"/> Check O2 saturation and C&S, report abnormal values to MD <input type="checkbox"/> Consider orders for -CXR, EKG, BNP, CBC and BMP <input type="checkbox"/> Consider initiating or increasing diuretic or Cardiovascular medications <input type="checkbox"/> Notify MD, PA, NP with results <input type="checkbox"/> Update care plan and directives if appropriate |
| Edward Backer | New diagnosis of dysphagia and diet downgrade to mechanical soft | 1-4 2 South | 205-C | 11/01/2018 7:22 AM | <input type="checkbox"/> Assess resident for Interim Payment Assessment (IPA) |

How can Real Time help make sure you're being paid for all the care you're providing?

As Real Time scours the entire resident record, it captures all information needed to give the most complete Initial Assessment rate possible. The value of Real Time doesn't stop there. The software continues to monitor all areas of the resident record that impact the PDPM score and alert you to opportunities for an Interim Payment Assessments (IPA).

Using EHR data in real time ensures you capture all the reimbursement to accurately represent the care provided; both at admission, and throughout the entire resident stay.

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Choose to be prepared.
Choose confidence.

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2Q17 NIC MAP Market Fundamentals

| | Seniors Housing* | | | Nursing Care |
|--|--------------------------|-------------|-------------|--------------|
| | Overall | Majority IL | Majority AL | Majority NC |
| | Market Fundamentals 2Q17 | | | |
| Occupancy | 88.8% | 90.6% | 86.5% | 86.5% |
| Annual Rent Growth | 3.4% | 3.5% | 3.3% | 2.6% |
| Annual Absorption | 3.0% | 2.0% | 4.3% | -0.6% |
| Annual Inventory Growth | 3.9% | 2.5% | 5.9% | 0.1% |
| Construction vs. Inventory | 5.8% | 3.9% | 8.2% | 0.7% |
| Rolling 4-Quarter Starts vs. Inventory | 3.1% | 2.0% | 4.7% | 0.2% |

*Overall Seniors Housing combines Majority IL and Majority AL Properties

Source: NIC MAP® Data Service

DID YOU KNOW?

Since the end of 2015, Milwaukee, Ozaukee, Waukesha and Washington Counties have seen 900 new senior living units enter the market...

Seniors Housing properties are the only commercial RE asset class that experienced positive rent growth during the Great Recession...

Seniors Housing rent growth has exceeded that of other commercial RE property types over the past several years...

Falls involving alcohol killed more than 400 Wisconsin senior citizens in 2016...

DHS reports a worsening trend from 2010-2016 with 2,266 Wisconsin seniors reported dying from alcohol-attributed falls...

The National Taxpayers Union reports that as much as 60% of taxable property in the US is overtaxed...

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2018

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COMPLETED TRANSACTION



Pewaukee, Wisconsin

COMPLETED TRANSACTION



Mukwonago, Wisconsin

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Spirit Lake, Iowa

COMPLETED TRANSACTION



Caledonia, Minnesota

COMPLETED TRANSACTION



De Pere, Wisconsin

COMPLETED TRANSACTION



Buffalo, Minnesota

PENDING TRANSACTION



Northwestern, Wisconsin

PENDING TRANSACTION



Southeastern, Wisconsin

To access the seniors housing market, contact the market leader.

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Ziegler's Corporate Finance team is focused on delivering best-in-class advisory and financing solutions for companies and organizations across Wisconsin. In our core practice areas of nursing homes, assisted living, CCRC, hospice, and home healthcare providers, Ziegler is one of the most active M&A firms offering innovative sell-side, buy-side, recapitalization, restructuring, and strategic partnering services. In addition, our FHA/HUD lending practice is dedicated to providing fixed-rate, non-recourse financing options to the senior living industry.

* Number of middle market healthcare transactions (valued at less than \$100M) in 2015. Based on full credit given to financial advisors for healthcare M&A transactions completed nationally. Rankings and amounts through Thomson Financial Securities Data as of 3/7/16.

OUR SERVICES

- Facility Sales
- Sale-Leasebacks
- Strategic Advisory & Valuations
- Refinancing
- FHA/HUD Approved Mortgage Lender

OUR CLIENTS

- Nursing Homes
- CBRFs/RCACs
- CCRCs
- Hospice Care Providers
- Home Healthcare Providers

NICK GLAISNER

SENIOR VICE PRESIDENT
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Why do so many skilled nursing facilities choose Greenfield Rehab?

Greenfield Rehab has been leading the way in therapy services for over 51 years in Wisconsin! We are integrated along the post acute care continuum in SNFs, home health, senior communities and outpatient therapy delivering superior outcomes and providing exceptional communication and personalized customer service to our partners.



Greenfield Rehabilitation Agency is a therapist owned and operated company which began as the first Rehab Agency in the state of Wisconsin owned by a woman. We are committed to our core values of **Performance**, **Compassion** and **Agility** which will equip us to continue to thrive in the constantly changing reimbursement and regulatory environment.

We place high value on our partnerships while putting the patient first and developing systems and processes to ensure that communication with our partners is seamless and efficient. We are committed to achieving success with full transparency and integrity. We offer Contract Therapy Services, In-House Management and Senior Campus Integration. We are passionate about our patient outcomes and the quality of life enrichment we offer our seniors!



To learn more about how Greenfield Rehab Agency can optimize the performance of your Rehab Service Delivery please contact:

**Kate Brewer PT, MBA
President**

(414) 534-0100

kbrewer@grawi.com

**Michelle MS, CCC-SLP
Director of Sales and
Marketing**

(262) 409-8585

mstrege@grawi.com

Leading the way in Rehabilitation Services in Wisconsin for over 51 years!



Who Will You Trust With Your Therapy Program?

We offer a free on-site assessment of your operation so you can better understand opportunities for improvement, including clinical enhancements and revenue capture, and what sort of implementation schedule is possible. To take advantage of this free offer—or to get more information about how we might help—contact Jane Beisser, Vice President of Long-Term Care, at:



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Select Solutions

6 Steps to PDPM Success

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Electronic Portal

- Optical scanning technology
- Upload key medical information critical for PDPM

2

Training Your Staff

- Select's MDS and RAI coding specialists train and educate

3

Section GG Coding

- Active participation by therapists
- Facility staff training

4

RUGs vs PDPM

- Analysis of prior CMS RUG-based claims
- Projection of reimbursement under PDPM

5

Marketing and Program Development

- Use CMS claims data and analytics
- Understand patient movement in local market
- Competitive analysis
- Rehospitalization rates

6

Select Connect

- Proprietary smart phone application
- Family can view patient progress in therapy

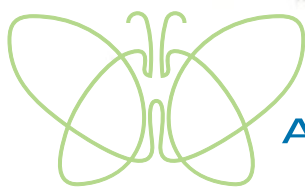
For more information on how to have a successful transition to PDPM please contact Rich Bagin at 262.665.9089 or rbagin@selectrehab.com.



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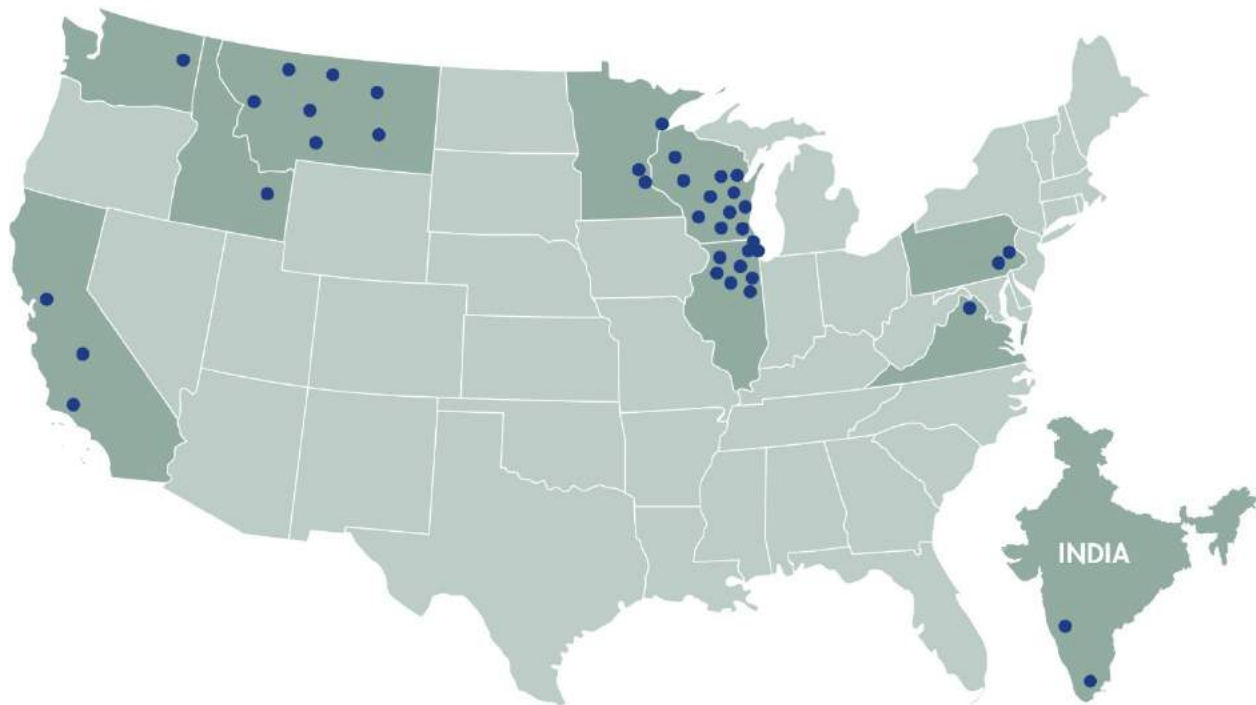
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WIPFLI^{LLP}
CPAs and Consultants
HEALTH CARE PRACTICE

With more than 1,700 associates, 37 offices in the United States and two offices in India, Wipfli LLP (Wipfli) ranks among the top 20 accounting and business consulting firms in the nation. For over 86 years, Wipfli has provided private and publicly held companies with industry-focused assurance, accounting, tax and consulting services to help clients overcome their business challenges today and plan for tomorrow.



To fulfill the needs of our diverse client base, Wipfli has grown into a multidiscipline professional services firm. Services include a wide range of financial and operational consulting services, and the firm has created specialized industry and business unit practices including:

Industry Groups

- Health Care
- Nonprofit and Governmental
- Manufacturing and Distribution
- Financial Institutions
- Construction and Real Estate

Business Unit Practices

- Audit and Accounting
- Tax
- Information Technology
- Human Resources
- Retirement Plan Services

Our Health Care Services

- Wipfli's health care industry group has deep experience in the market. We have over 1,700 health care clients, including hospitals, nursing homes, assisted living organizations, and physician practices in 48 states and 100 health care professionals, including 17 partners. Our industry-focused approach means that we are continually refining our understanding of emerging health care industry issues, leading practices, and developing trends to provide well-informed and practical advice for clients in the health care industry.
- We have deep industry knowledge in the senior living industry, and Wipfli senior living professionals includes CPAs, licensed nursing home administrators, RNs, senior living market analysts, and nursing home billing specialists. These professionals serve nursing home clients in Wisconsin, Minnesota, Michigan, Washington, Idaho, and Oregon as well as throughout the rest of the nation. As a result, we are familiar with the unique nursing home reimbursement and operational environments in the states, in which your facility operates as well as throughout the rest of the nation.
- Wipfli sponsors regional conferences on issues that are important to health care providers. In addition, we lead training and educational sessions and present webinars for industry groups at both the regional and national levels, at state and national senior living associations, the American Institute of Certified Public Accountants, Health Care Financial Management Association, National Rural Health Association, and the National CPA Health Care Advisors Association. Through our active involvement in state, regional, and national associations, we provide education and training to thousands of senior living leaders and professionals annually on a wide variety of topics.
- In addition, our health care professionals and the firm maintain memberships in a variety of professional associations including the American Institute of Certified Public Accountants, state societies and institutes of certified public accountants, Healthcare Financial Management Association, state hospital and nursing home associations, the National CPA Health Care Advisors Association, Medical Group Management Association, National Rural Health Association, National Association of Rural Health Clinics, and other health care associations.
- We provide value-added observations and recommendations related to accounting processes, practices, and internal controls as part of our audit process. In addition, Wipfli's health care and senior living experts are available as an extension to your internal teams as you grow and enhance your financial performance. Following are just a few examples of the value-added services available to the facility through Wipfli's comprehensive industry-focused experts.

FIRM PROFILE AND CAPABILITIES

- **Tax Services.** Wipfli has invested tremendous resources in building a team of experienced, creative tax specialists. We believe we have assembled a group of individuals with unsurpassed tax talent who live and work in the area. These individuals include former Big Four partners, seasoned senior managers, experienced National Tax veterans, former revenue agents, and tax attorneys.
- **Audit Services.** We pride ourselves on utilizing deep industry expertise to provide value-added, efficient, and affordable audit services to our health care clients. Our auditors are industry specialists who understand the unique needs and challenges of senior living organizations. We also understand the importance of staff consistency on engagements. These factors result in highly satisfied audit clients who build long-term relationships with our staff.
- **Accounting and Small Business.** Recruiting, retaining, and educating a comprehensive internal staff for accounting, human resources, information technology needs of a small business can be challenging and cost-prohibitive. Wipfli's has a complete team of professionals who are available to add resources to our client's existing capabilities or to serve as an affordable and cost-effective outsourcing solution.
- **Clinical and Operational.** Our team includes clinical and operational experts led by a nationally recognized leader in the nursing home profession. This clinical and operational team of experts provide a diverse set of services ranging from ICD-10 training, MDS coding analysis, mock surveys for regulatory compliance, and staffing and operations assessments.
- **Market Analysis.** Wipfli's senior living market analysis and strategic planning team assists senior living organizations in adapting their services to the changing landscape. This team conducts comprehensive strategic planning engagements, nursing home bed need analysis, and assisted living, independent living, and home health market assessments.
- **Reimbursement.** Our reimbursement experts complete and/or review Medicare and Medicaid cost reports for accuracy and optimization based on the reimbursement environment within each state.
- **Risk Advisory.** Our risk advisory team helps our health care clients ensure the confidentiality, integrity, and availability of protected health information (PHI), including the electronic devices and systems that are used with this information under the Health Insurance Portability and Accountability Act (HIPAA) and by utilizing HITRUST Common Security Framework (CSF) in executing comprehensive security assessments.
- **Information Technology.** Our information technology analysts help clients maximize their information technology investments through network development and support services, conducting information technology environment audits, and helping with software selection and project management for major system implementations.
- **Benchmarking.** Through our proprietary database of nursing home Medicare cost reports, which includes all nursing homes in the nation, we can provide a benchmarking analysis for each facility. This analysis will compare key revenue and cost indicators to state, regional, and national benchmarks.

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All of our Rental and Service plans *include* 24/7 Service coverage, protecting your entire facility from hot water outages, 365 days a year...



Standard Rental Plan

Water heaters, softeners & other accessories.

Rates Vary
by equipment

We provide your new equipment, your plumber installs it.

Our budget-friendly monthly fee INCLUDES:

Equipment

No upfront equipment costs – it's all part of the package!

24/7 Service, Parts & Labor

Call 1-800-356-1444 for emergency water heater service, day or night.

Water Heater Replacement

Whenever your water heater fails, we replace it—fast.

Ongoing support and service

Peace of mind for the long haul.

Premier Rental Plan

Our turn-key option for water heaters, softeners & other accessories.

Rates Vary
by equipment

From start to finish – we've got you covered.

Our budget-friendly monthly fee INCLUDES:

Installation

Our plumber or yours? Either way, the install cost is covered!

Equipment

No upfront equipment costs – it's all part of the package!

24/7 Service, Parts & Labor

Call 1-800-356-1444 for emergency water heater service, day or night.

Water Heater Replacement

Whenever your water heater fails, we replace it—fast.

Ongoing support and service

Peace of mind for the long haul.

24/7 Service Plan

Your water heater - our trusted service protection.

\$30-45
monthly

You provide the water heater, we provide the 24/7 service.

Our budget-friendly monthly fee INCLUDES:

24/7 Service, Parts & Labor

Call 1-800-356-1444 for emergency water heater service, day or night.

Easily Upgrade for Replacement

When your own water heater fails (& it will, because it's mechanical), easily upgrade to a water heater rental plan and we'll replace it—fast.

Ongoing support and service

Your equipment stays protected for the long haul.

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Enteral, Ostomy, Urology, and Trach products and related Medicare Part B billing is available through SMS' partner Lincare.

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