



golden
living®
Quality
Highlights

SECOND QUARTER 2010



Major New Technology Initiative Will Improve Clinical Care

Golden Living has entered into an agreement with Microsoft® to implement a new data management system known as Amalga™ Unified Intelligence System (UIS). This significant new technology will help Golden Living to increase efficiency and improve clinical care.

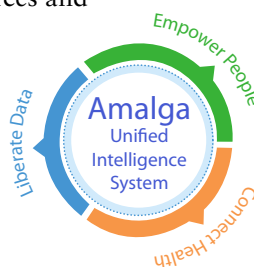
Golden Living is the first post-acute care organization to adopt Amalga, which will allow the company to benefit from the same technology used in some of the country's most advanced hospitals. It is the single largest technology investment Golden Living has ever made.

Golden Living will use Amalga UIS to collect important patient data from a variety of different sources and formats in one location, enabling caregivers to view the data all at once. The objective is improved care quality and cost reductions by converting data into actionable information.

Amalga UIS will provide many benefits for Golden Living, as well as for patients, their family members, other providers, and payers. Specifically, the system will help Golden Living improve clinical care, reduce costs, and increase communication with family members and physicians. In addition, Amalga UIS will facilitate integrated care between various Golden Living companies as patients transition to different care settings.

Amalga UIS also will benefit patients and their families when used in conjunction with Microsoft HealthVault™, the Web-based personal health record. With patients' permission, Golden Living will be able to move information — including data from hospital stays and post-acute care providers stored in the Amalga system — into their HealthVault accounts.

By building Web-based applications powered by HealthVault, Golden Living will enable family members to securely access information about patients' status and condition online, helping them to better monitor and manage care of their loved ones. This approach also will enable Golden Living to provide physicians with access to more complete information about their patients.



Enhancing the Role of the Medical Director

One of the unique aspects of Golden Living is that it is led by physicians — including President and CEO, Dr. Neil Kurtz; and Chief Medical Officer, Dr. James Avery. Strong medical leadership is a hallmark of Golden Living and an important component of quality care.

The Medical Director of each Golden LivingCenter and AseraCare Hospice and Home Health agency is responsible for providing medical leadership and ensuring the delivery of skilled, compassionate care. As a result, developing strong Medical Directors is a key objective for Golden Living.

The company has undertaken a number of initiatives to help achieve this objective. Division Medical Directors have been added to each of the four Golden LivingCenter divisions. The Division Medical Directors provide guidance to new LivingCenter Medical Directors.

AseraCare Hospice is enhancing learning opportunities for Hospice Medical Directors, who are expected to play an increasingly active and diligent role in regulatory oversight and quality improvement at each Hospice Agency. AseraCare Home Health, meanwhile, is adding medical

specialists to its team of Medical Directors as it develops and improves chronic disease management programs.

Additionally, a Medical Director Services Department handles administrative questions and facilitates rapid communication with Golden Living's physicians, enabling them to provide quick and uniform responses to medical challenges such as the H1N1 influenza virus.

Dr. Avery's monthly newsletter, *First Monday*, keeps Medical Directors informed about important developments in the fields of long-term and hospice care. First Monday also provides Medical Directors with an avenue to deliver feedback, fostering collaboration and coordination among physicians.

A new evaluation program annually assesses Medical Directors' performance based on measures they have approved.

These are just some of the ways Golden Living has worked to cultivate its physicians and raise the bar for their performance. Ultimately, these efforts reflect Golden Living's commitment to outstanding quality of care and continuous quality improvement.

'Freedom Through Functionality' Program Decreases Pain, Increases Function

Aegis Therapies understands that freedom and independence is essential for aging Americans to enjoy full and active lifestyles. That's why Aegis developed a unique strength-building program called Freedom Through Functionality (FTF) that utilizes specialized Nautilus® equipment.

Available exclusively through Aegis, the program is modeled on clinical evidence and research. It is a highly effective approach to increase an elderly person's mobility and independence and alleviate the risk of falls.

Aegis rehabilitation outcomes data show that patients who were treated in Golden LivingCenters with the FTF program experienced much greater relief from pain and increase in function. Specifically, patients treated for pain using the FTF program were more likely to be able to function and sleep without disruption and they only needed to take medication on an "as needed" basis.

Meanwhile, patients who were treated for pain using more traditional methods were more likely to experience occasional disruptions in their ability to function and disruptions in their sleep. These patients also needed to take medication on a regular basis to manage the pain.



AseraCare Falls Prevention Program Expands in 2010

One-third of healthy, community-dwelling older adults fall each year, and 20 percent to 30 percent of those who fall sustain a moderate to severe injury, such as hip fracture or head trauma, according to the Centers for Disease Control and Prevention.

To help reduce and prevent falls, AseraCare Hospice and Home Health in 2009 launched a new, comprehensive fall risk assessment and management program. The program is an element of a major quality initiative across the Golden Living family of companies to reduce falls, which is being led by a newly formed interdisciplinary Falls Council.

Ten AseraCare sites participated in the initial launch of Standing Tall Education Program and Services (S.T.E.P.S.[™]). S.T.E.P.S. puts interventions in place to address each patient's unique risks, which are identified upon admission. Patients are served by an interdisciplinary team of physicians, physical therapists, nurses, occupational therapists, certified home health aides, and volunteers who are trained on specific fall-risk and prevention modalities. The team develops and implements an evidence-based care plan for each patient that addresses the root causes for risk of a fall.

The AseraCare beta sites have assessed more than 2,000 patients since November 2009. Based on data collected before and after S.T.E.P.S. was launched, AseraCare leaders are reporting a favorable decline in rates of falls among both hospice and home health patients at these locations.

AseraCare plans to expand S.T.E.P.S. to all home health and hospice locations in 2010. The roll-out will help facilitate AseraCare's goal to reduce falls by at least 20 percent across the next year.



CNA Training Centers Help Golden Living Grow Its Own

A Golden Living program that supports Golden Living's mission to give patients and families the best possible care has trained thousands of certified nursing assistants (CNAs) across the past two decades, many of whom still work in LivingCenters.



Golden Living's CNA Training Centers offer a free, 33-day course designed to give students the tools they need to pass state licensure tests and deliver care with Golden Living's high standards of quality. Instructors teach in both classroom and clinical settings, and they also supervise students' care of LivingCenter patients. The Training Centers offer several classes annually. Classes begin with up to 20 students and adhere to strict attendance standards.

Students are not required to join Golden Living upon graduation, nor are they guaranteed a job. But more than three-quarters of graduates from the Training Centers have become part of the Golden Living family. Today, Golden Living operates CNA Training Centers in California, South Dakota, Minnesota, Indiana, and Missouri.

U.S. Navy Tool Supports Nurse-Physician Communication



When unexpected changes in a patient's condition occur, Golden Living nurses turn to a tool called SBAR to obtain and organize critical assessment information before calling a patient's physician or other healthcare providers. Developed by the U.S. Navy as a way to improve communication on nuclear submarines, SBAR is a formal method of communication that elicits information about the current situation, background, assessment, and recommendations.

Three Pennsylvania LivingCenters piloted SBAR in 2009, and all Golden LivingCenters began using it in December. The tool has enhanced communication between physicians and nurses, which ultimately will lead to improved clinical quality, reduced hospitalization of patients, and improved patient and staff satisfaction.

THE ELEMENTS OF SBAR ARE AS FOLLOWS:

SITUATION: Elicits information about what is happening at the current time. When calling a physician to report a change in the patient's condition, the nurse identifies his or her name and location, the name and room number of the patient, and the current situation.

BACKGROUND: Puts the situation into context. The nurse includes relevant background information specific to the situation, which could include the patient's vital signs, pain level, complaints, mental status, and physical findings, for example.

ASSESSMENT: This step provides the nurse with the opportunity to discuss the physical signs and symptoms associated with the situation and offer an analysis of the situation.

RECOMMENDATION: Allows the nurse to express what he or she believes will correct the problem and ask the prescribing physician what further testing will be performed.

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