



**Connecting Care**

**People | Process | Technology**

Developed by Healthcare Operators to Improve Outcomes

Case Study: Lexington Health Network





## About Lexington

Lexington Health Network (LHN) is a Post-Acute Network (PAN) who operates 10 Skilled Nursing Facilities (SNF's) with over 2,000 beds as well as Independent, Assisted, and Supportive Living. The company also provides Home Health and Hospice services. As a family owned business Lexington Health Network has

maintained a unique quality, considering post-acute, long term residents, family members, and employees as extensions of their family. Lexington Health Network is committed to those they care for and takes extreme pride in providing the very best care to achieve consistent clinical outcomes.



## The Curatess Essential Care Plus Solution

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LHN understood the importance of controlling avoidable readmissions to the hospital and committed to their patients & residents that LHN would implement clinical programs that would have impactful results. In 2012, LHN implemented onsite Advanced Practice Nurses (APN) coverage in all SNFs to provide in person advanced clinical oversight for the day shift. LHN fully believed that introducing additional advanced clinical coverage would elevate the care delivery within the SNFs. LHN was determined to implement enhanced clinical management of sudden change in conditions during the night and evening shift with a goal to reduce avoidable return to hospital rate. In 2015, the Essential Care Plus Telemedicine solution was introduced to provide remote APN advanced clinical oversight via Telemedicine from 6pm to 8am Monday through Friday and 24 hours a day on weekends and holidays. LHN branded the Essential Care Plus solution as "LexConnect" so it was easily identified by staff and partners.

The clinical staff at Lexington Health Network utilize the Essential Care Plus solution daily and depend on Telemedicine and the capabilities it provides for managing sudden changes in conditions. The Essential Care Plus solution is an open solution, meaning it allows any clinician to utilize our system. Many other Telemedicine solutions are tied to physician services which do not allow the Physician or Advanced Practice Nurse the ability to leverage

Telemedicine to manage their own patients. LHN allows Attending Physicians\APNs as well as Payer employed APNs to utilize the Essential Care Plus solution to manage their patients changes in conditions. Currently, LHN is one of the few SNFs in the Chicagoland post-acute care market who is utilizing Telemedicine, and allowing Attending Physicians\APNs as well as Payer employed APNs to manage change in conditions.

## The Outcomes

2,100 Managed Beds	2,300+ Encounters	86% Patients Managed in Place
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The outcomes after introducing the Essential Care Plus solution have exceeded the expectations of the Lexington Health Network team. Telemedicine is used in each building every day, resulting in 86% of patients evaluated being treated in place without a return to the hospital. In other words, the company is retaining 86% of the patients who are evaluated through Essential Care Plus and thereby having a positive impact on the number of hospital readmissions. Lexington Health Network does not utilize Telemedicine as a replacement to 911. Telemedicine is only used for changes in conditions that the nursing staff determine do not require a call to 911. With 86% of patients being retained in place, LHN has observed a positive impact on retained census days. The Essential Care Plus solution along with advanced clinical programs, has assisted LHN in better managing avoidable readmission to the hospital. Lexington Health Network had comprehensive clinical processes in place even before the use of Telemedicine, resulting in already low RTH rates compared to the national standards. LHN is proud to have an RTH of 12% across the 10 Skilled Nursing Facilities.

Lexington Health Network is a healthcare provider who has their finger on the pulse of market dynamics. While many providers are just now beginning to think about Telemedicine, Lexington Health Network has been utilizing Telemedicine since 2012. Curatess is proud to feature Lexington Health Network as a progressive and outcome driven organization. The use of our Essential Care Plus solution throughout their SNF's is just one example on how Lexington Health Network is proving they are the premiere Post-Acute Network in the Chicagoland market.

## Customer Testimonial

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As a physician and business owner, I've had nothing but success with the Curatess program. It is an amazing tool that provides for the highest quality medical care in skilled nursing facilities 24/7. The technology is superb. At 7pm, midnight or 3am I am able to do a comprehensive history & physical exam from the comfort of my home and know that I am giving the same level of care as if I was at the building. I would highly recommend this program to any medical professional who would like to offer state of the art medical care whenever it is needed, to avoid unnecessary ER visits and hospital readmissions.



Mary Beth E. Sutkowski MD  
Chief Medical Officer/Principal

## We Can Help Your Organization

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Want to learn about how Curatess can help your organization? Our talented staff is on call and ready to chat, 24x7.

## Get in touch

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