

# Providing Better Care and Access for Veterans and Their Families



Approximately 8.3 million United States military veterans receive comprehensive care from a Veterans Health Administration (VHA) medical center, outpatient clinic, community living center, Vet Center or Domiciliary.

Care coordination, powered through Ensocare, can help ensure that the VHA advances its mission to honor America's veterans by providing exceptional health care that improves their health and well-being. Ensocare works by allowing VHA clinical staff the time to focus on personal interaction with veterans who are receiving care and their families, and by helping VHA administrators streamline the processes between the complex network of care providers involved in veterans' health care.

## Enhancing Patients' Health Care Experience

Ensocare is care coordination software, but more than that, it is enabling technology backed by real people providing 24/7 service to veteran patients, their families and VHA medical providers. By implementing Ensocare in your VHA facility, you can achieve:

**Better care** Ensocare's robust provider network makes it easier to match veterans' unique medical, psychological and social needs with the Certified Post-Acute Care (PAC) Providers charged with caring for them. Because staff spend less time on clerical functions, they can spend more time personally interacting with and caring for veterans and their families.

**Better access** Ensocare helps individual facilities move veterans through the care continuum efficiently, without sacrificing respectful care. Using Ensocare, the response time for PACs to respond drops dramatically, and the inpatient-to-outpatient process becomes more efficient. Ultimately, this reduces length

of stay, which means more veterans and their families are able to access and benefit from VHA services.

**Better opportunity** Ensocare has developed a scale-up plan that is consistent with and supports the VEI initiative with hiring preference for qualified veterans. Whether through relationships with post-acute providers or on its own team, Ensocare is committed to helping veterans and their families achieve economic success.

## Improving Efficiency and Effectiveness in Delivering Care to Veterans

Ensocare is a web-based solution that gives medical facility staff on-demand, around-the-clock access to a national network of thousands of Certified Post-Acute Care (PAC) Providers. Clients in hospitals, including VHA medical centers, across the country, are using Ensocare to achieve:

**Improved productivity** our broad client base, including some VA medical centers, are seeing dramatic reductions in the time that staff spend on clerical functions. Discharge planners and case managers using Ensocare no longer have to fax paperwork to individual PAC facilities and follow-up with phone calls; now they can send inquiries containing accurate and complete patient information to a large provider network with just a few clicks.

### PAC RESPONSE TIME (MIN)

BEFORE

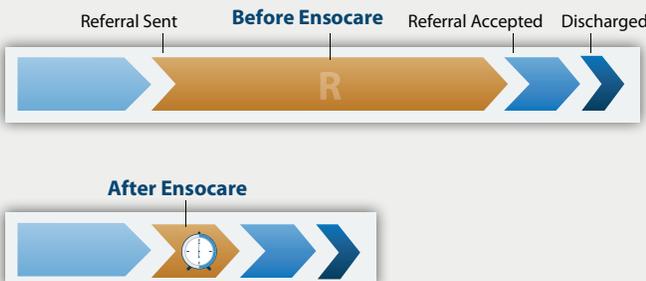
58.23

AFTER

26.65

Data based on one year of Ensocare usage at a current Veterans Administration Medical Center facility.

**Reduced costs** Ensocare helps facilities save on costs by efficiently moving veterans from the inpatient setting to Certified Post-Acute Care Providers, who can provide an appropriate, and typically less costly, levels of care. The savings can be reinvested into enhanced physical facilities and staffing.



**Larger network** – Ensocare’s Service Center staff excels at phone outreach to post-acute providers and can help the VHA significantly increase the size of its network of Certified PACs. Having more qualified Certified facilities ultimately benefits veterans and their families.

To see the impact that Ensocare can make in your facility and for the veterans you serve, contact:



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