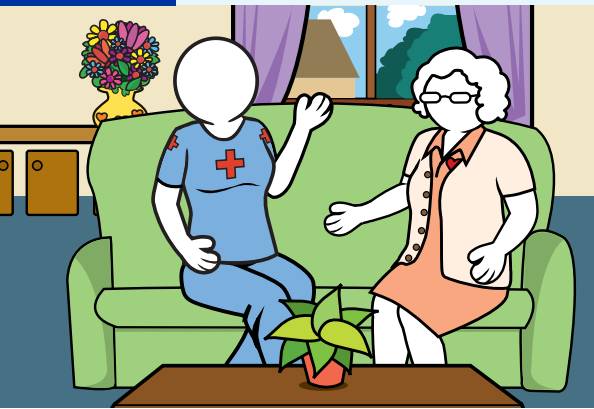




A Public Entity

Inland Empire Health Plan



RETURNING HOME

How IEHP transitions Members back into the community

IEHP provides more than health benefits. For more than 750 Members, we have given them a new outlook on life after moving them from a skilled nursing facility into a place they call home in the community.

In a skilled nursing facility (also called an inpatient healthcare facility), staff provides skilled care, rehabilitation and other related health services to patients who need nursing care without hospitalization. Patients may stay for short-term care of wounds or for physical rehabilitation. Some patients receive long-term care because of a stroke or perhaps a traumatic brain injury. Some are unable to speak or to leave their beds. Others use wheelchairs.

More than 3,500 IEHP Members live in a skilled nursing facility, but many do not have to. Despite the high level of care they receive, some Members would prefer being transitioned back into the community, according to findings by the IEHP Long Term Care Team.

As of May 1, 2018,
750+
IEHP Members
were successfully
transitioned.

“It’s exciting to be a part of giving our Members their independence back.”

- IEHP Review Nurse

HOW DOES A RETURN TO THE COMMUNITY BEGIN?

The Member, or caretaker, fills out a quarterly questionnaire. Based on the answers, the Long-Term Care Review Nurse can see whether the Member:

- Wants to go home
- Is capable of going home

The nurse also considers:

- Functional ability, mobility and cognitive state
- Income level
- Whether or not the Member can live alone

PROGRAM RESULTS

IEHP transitioned more than 750 Members as of May 1, 2018. Even though the Long Term Care Team leads

Continued on back

the way, each success story involves many departments at IEHP, including local resources, organizations, community partners and programs. The Landmark program, for example, offers in-home medical care – if needed and desired – to Members assigned to Landmark by IEHP. Landmark has a team of Doctors, Nurse Practitioners and Physician Assistants who attend to the Member in the home.

Other programs offered to the Member include:

- **Charter Healthcare Group** contracts with IEHP. For Members who qualify, Charter offers care 24 hours a day, 7 days a week. Care includes an in-home physician, nurse, and social worker. With around-the-clock care, Members can safely stay at home.
- **Community-based organizations and local resources** also play a vital role in moving a Member back into the community. There is access to Long-Term Services and Supports (LTSS) and Community-Based Adult Services (CBAS). IEHP offers a variety of programs as well, such as Health Education, Disability Program and Behavioral Health. Jointly, these services provide a safety net for Members.
- **Libertana**, a partner of IEHP, offers care management to certain Members who qualify to help them transition to a different level of care. This could include assistance in a home, assisted living in a residential care facility, or even an apartment by way of Section 8, a federal voucher program that helps low-income persons secure affordable private housing.

Among the Members who have transitioned back into the community, most say that their physical and emotional well-being has improved. They have a brighter outlook on life. While a skilled nursing facility provides top-notch care, there are other options that may be a better fit for some people. For those Members who prefer returning home, IEHP can help.

Successful transitions begin with access to basic life needs, often provided by community-based organizations and local resources.



“ IEHP helped me get a private room. That made me feel like a human again. Thank you very much for all the help you gave me. ”

-Sabino Alarcon, IEHP MEMBER

Destination >>> Health