

Dr. Gary B. and Pamela S. Williams Tower



Optimizing Post-Acute Networks: Engagement and Common Goals Key to Maximizing Outcomes

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Speakers

Kathy Blake, MSN, RN, NE-BC

SVP, Post-Acute and At-Home Care Division, Complex Care Institute,
and Integrated Care Management

Michelle Dudek, PT, MPT, MBA

Vice President, Post-Acute/At-Home Care Division

Melissa Soltis, M.D.

System Medical Director, Complex Care Institute
Clinical Lead, Post Acute Division
VP Medical Staff

Conflict of Interest Statement:

None of the speakers have any real or perceived conflicts of interest that relate to this presentation.

Optimizing Post-Acute Networks: Engagement and Common Goals Key to Maximizing Outcomes

Agenda

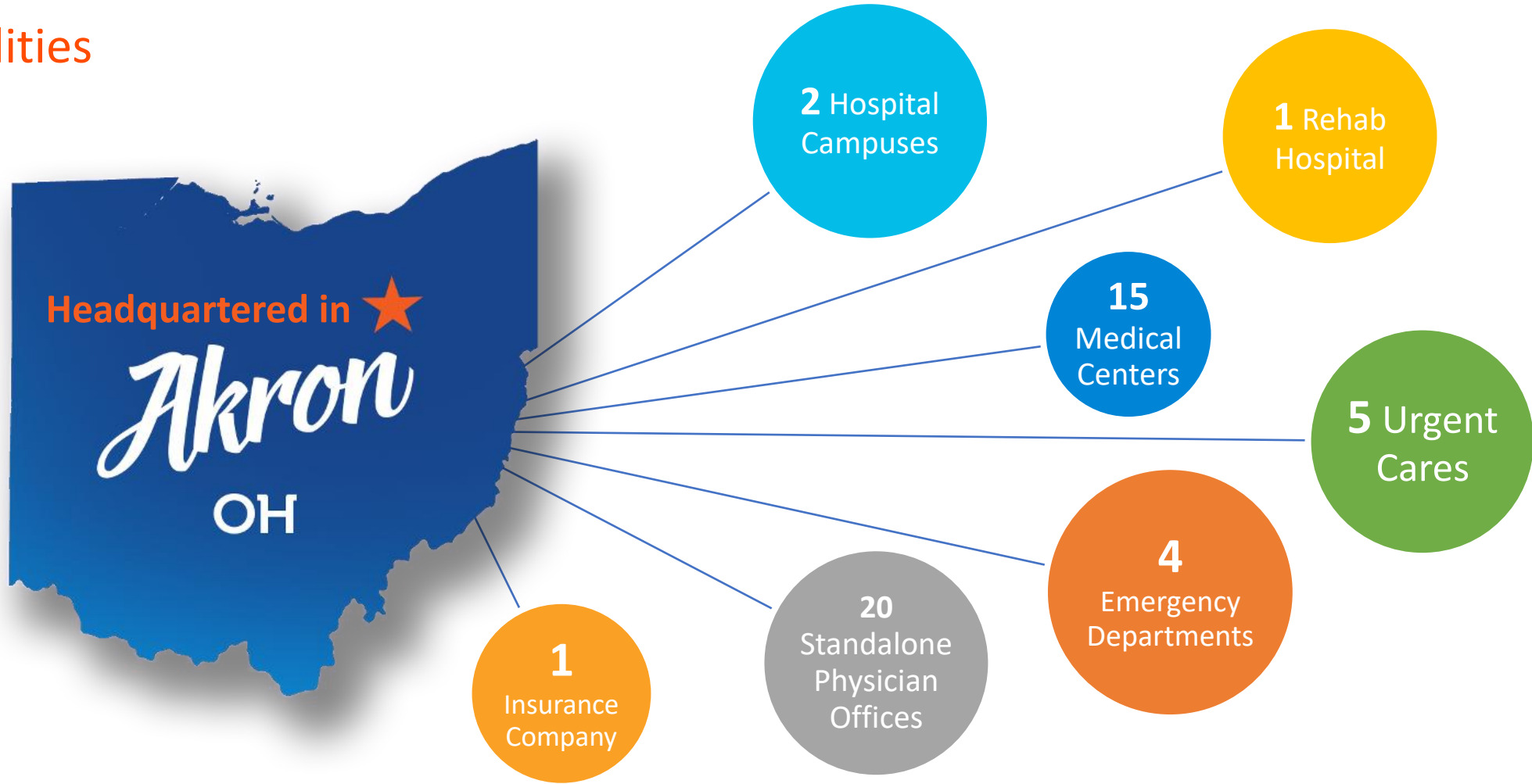
1. Summa Health Overview
2. Post-Acute Network Goals
 - Network Selection
 - Performance
 - Quality Metrics
3. Post-Acute Network Engagement
 - Dashboard Utilization
 - Caregiver Education
 - Provider Integration
4. Post-Acute Network Impact on System Outcomes
 - Readmissions
 - Throughput
 - Total Cost of Care
5. Questions/Discussion

Dr. Gary B. and Pamela S. Williams Tower

Summa Health is a **leading integrated healthcare delivery system** serving a five-county region in Northeast Ohio.

Summa Health at a Glance

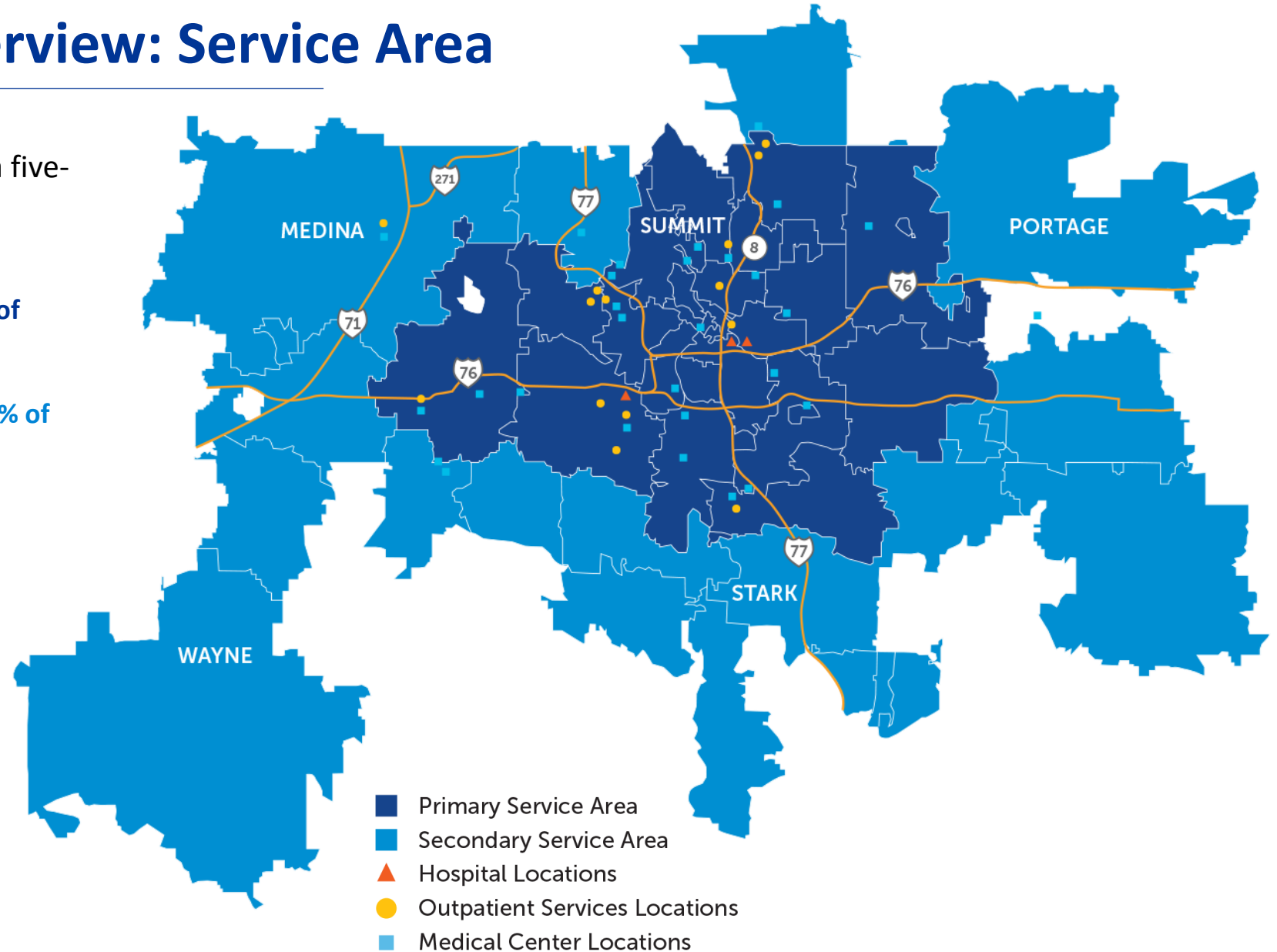
Facilities



Summa Health Overview: Service Area

Summa Health provides services to a five-county market in northeast Ohio.

- **Primary Service Area** represents 75% of 2024 inpatient discharges.
- **Secondary Service Area** represents 90% of 2024 inpatient discharges.



Summa Health Overview

Mission, Vision and Strategic Direction

Our Mission: Provide the highest quality, compassionate care to our patients and members and to contribute to a healthier community.

Our Vision: Recognized as one of the finest healthcare organizations in the United States and will be the preferred provider of healthcare services in our area.

Our Strategic Direction: Patient-centered population health management organization that provides integrated and coordinated care and a superior experience for the people of Northeast Ohio.

Our Commitments

Serve with Passion

- Go above and beyond
- Look for joy in our work
- Appreciate the opportunity to work with vulnerable patients in their time of need

Personalize Care

- Encourage patients and families to voice their opinions and concerns
- Make eye contact
- Create an open line of communication

Value Every Person

- Maintain unbiased treatment
- Look for the best in every patient
- Express gratitude, reach out to those in need
- Treat all patients and colleagues with respect

Take Ownership

- Take control in driving solutions
- Advocate as the voice of patients
- Model the actions and qualities you seek in others

Work Collaboratively

- Proactively seek ideas from colleagues, patients and families by asking questions
- Express eagerness to learn
- Build up colleagues with a positive attitude

Partner with the Community

- Appreciate Summa Health's significant role in the community
- Seek volunteer opportunities to give back
- Recognize diversity of patients and programs

Summa Health Overview: Patients and Employees

Licensed Beds	814
Full-time Employees	8,200+
Adult Inpatient Admissions	34,611
Adult Patient Days	176,991
Average Length of Stay	5.11
Inpatient Surgeries	7,888
Outpatient Surgeries	16,865

Emergency Visits	105,329
Total Hospital Outpatient Visits	372,079
Total Summa Health Medical Group Encounters	1,271,195
Births	4,918
Home Care Admits	137,714
Observation Patients	10,886
SummaCare Members	65,300

As of 12.31.24, all entities

Summa Health Overview: Strategic Framework | 2023-2025

Aligning Key Activities with the 2023 Strategic Framework

Investing In Our People

- Prioritize Workforce Development: Short and Long Term
- Promote Diversity, Equity and Inclusion
- Enhance Employee and Clinician Engagement
- Expand Quality, Safety and Nursing Infrastructures

Creating One Summa Experience

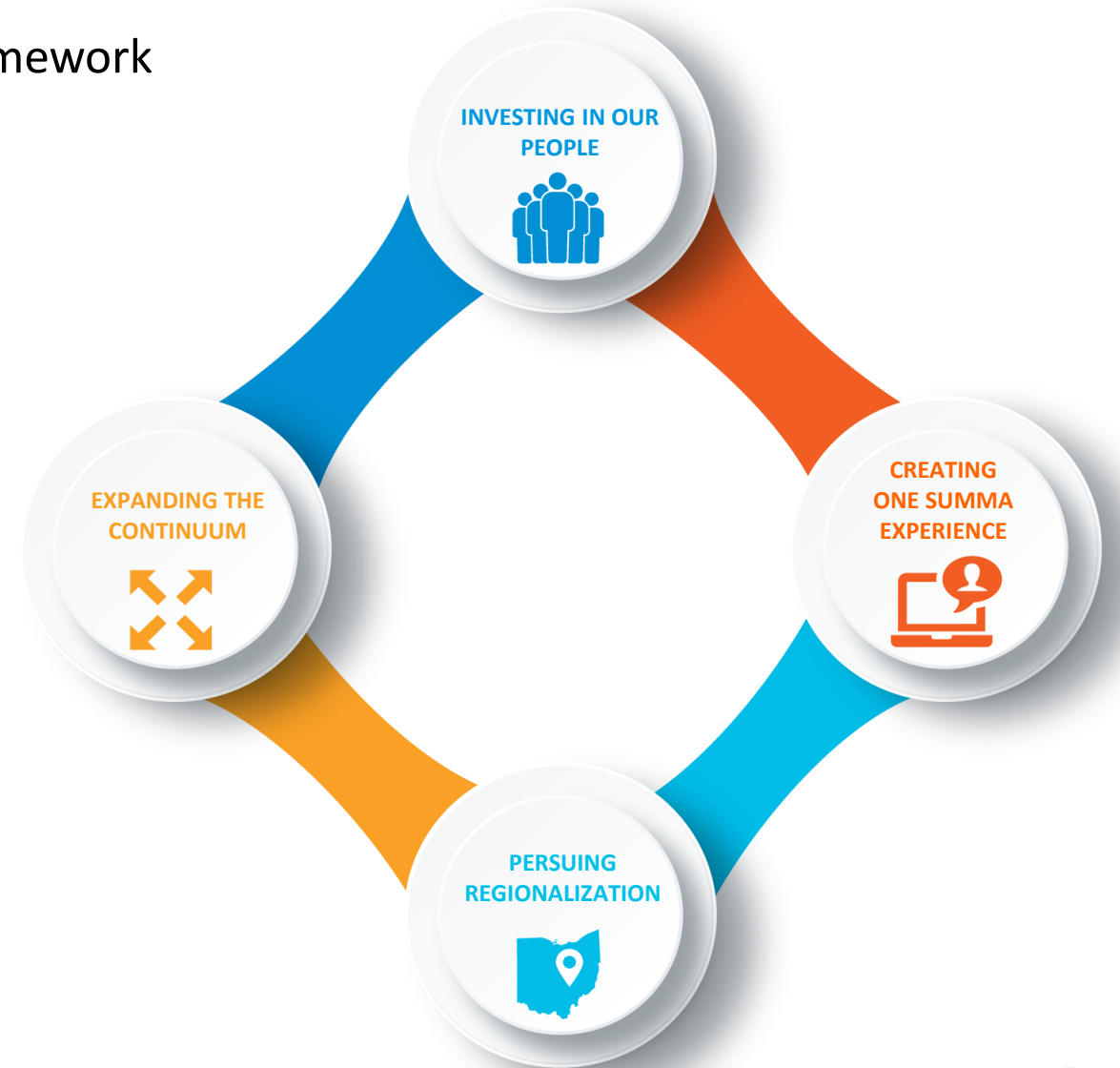
- Integrate Payer and Provider from a Consumer Perspective
- Make Access a Strategic Advantage
- Add Modern Customer Relationship Management Capabilities
- Invest in the Right Enabling Technologies

Pursuing Regionalization

- Support SummaCare Growth Regionally
- Solidify Current Regional Ambulatory Footprint
- Invest in High-Performing Primary Care Capabilities
- Grow Service Lines through Targeted Destination Programming

Expanding the Continuum

- Build Out Post-Acute and At-Home Services
- Create Retail-Priced Options
- Align with Selected Disruptors
- Advance Remote Monitoring Capabilities
- Succeed in Risk-Based Contracting



Post-Acute Network Goals

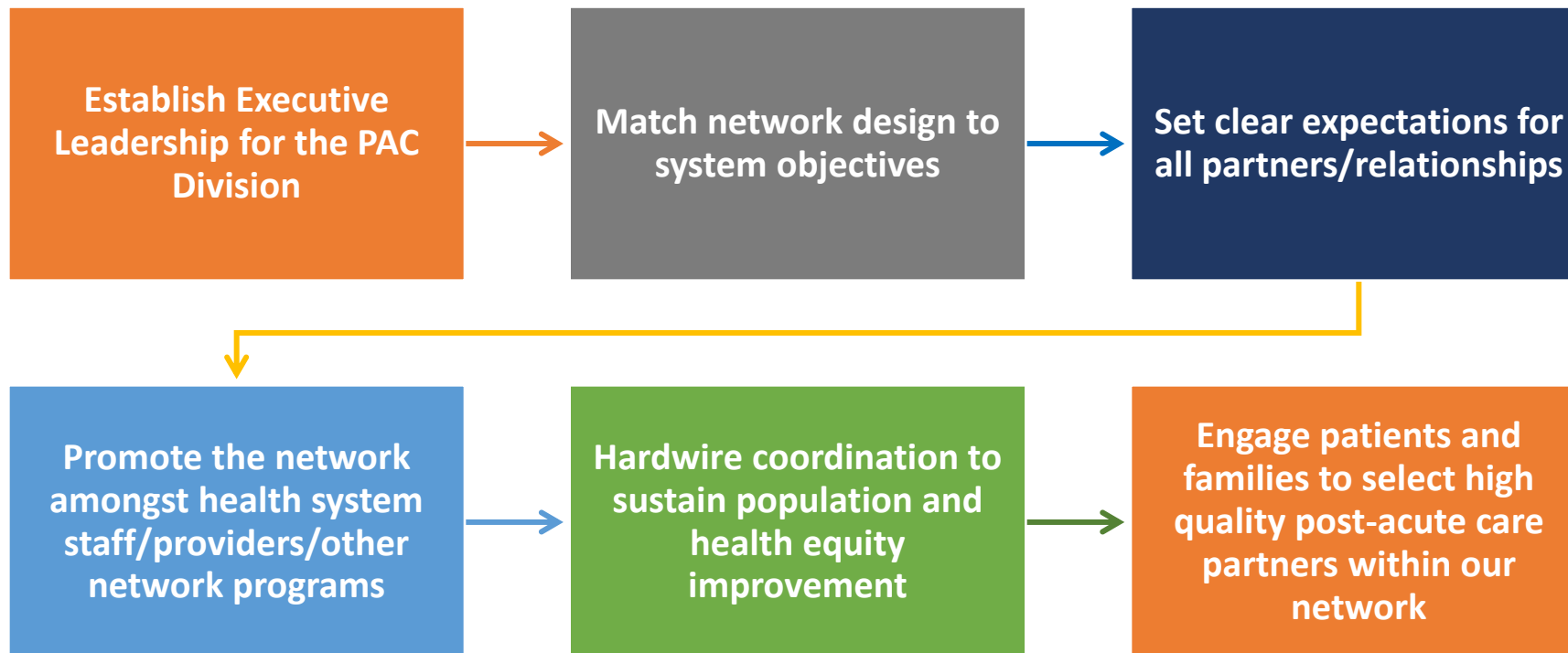
Selection

Performance

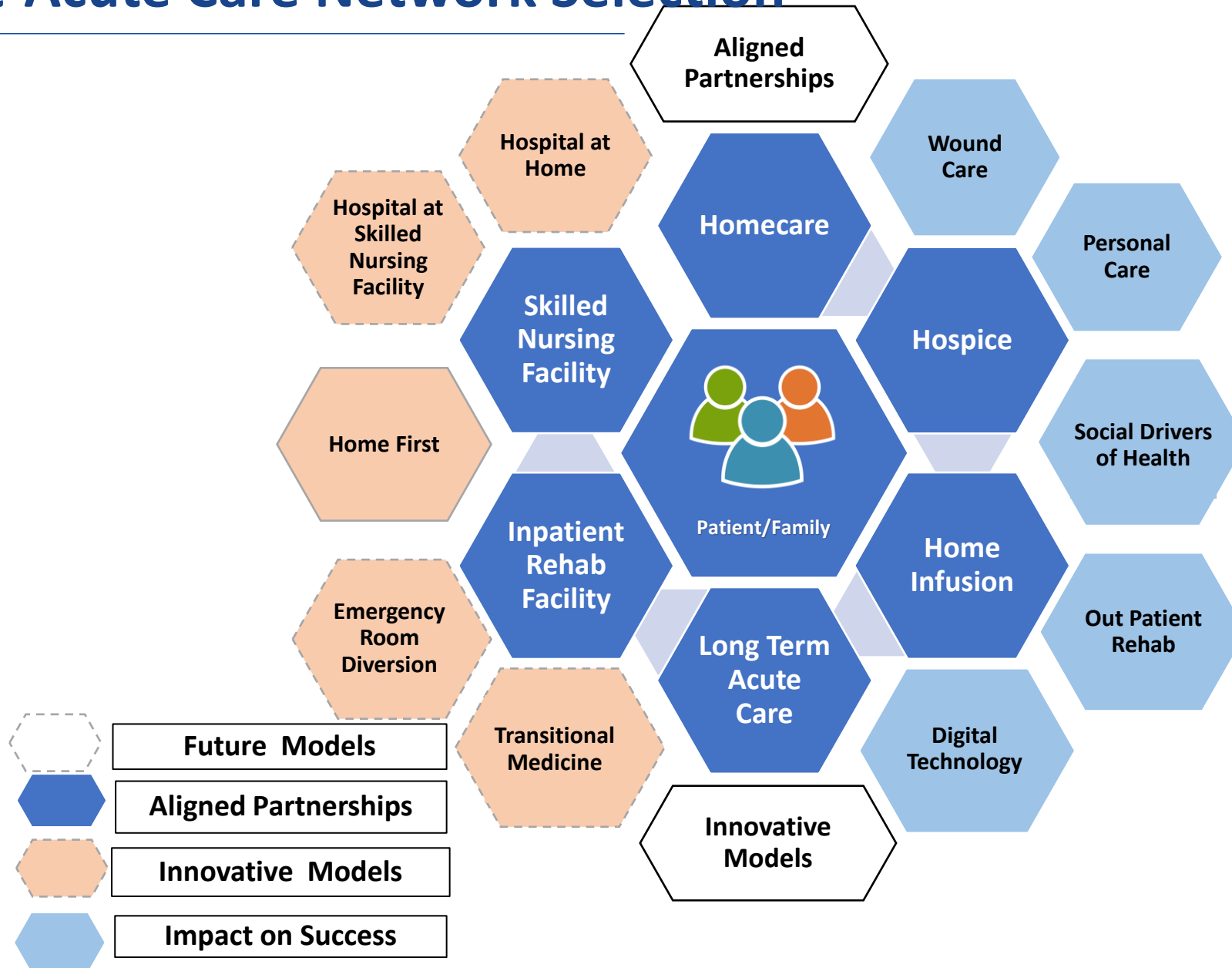
Quality Metrics

Post-Acute Care Network Overarching Goal

Assemble a High Performing Post-Acute Care Network (S) by establishing responsibilities and KPIs for each PAC partner (M) to achieve priority initiatives (A) that ensure optimal performance of care delivery and financial stewardship (R) throughout the 3-year strategic plan (T).







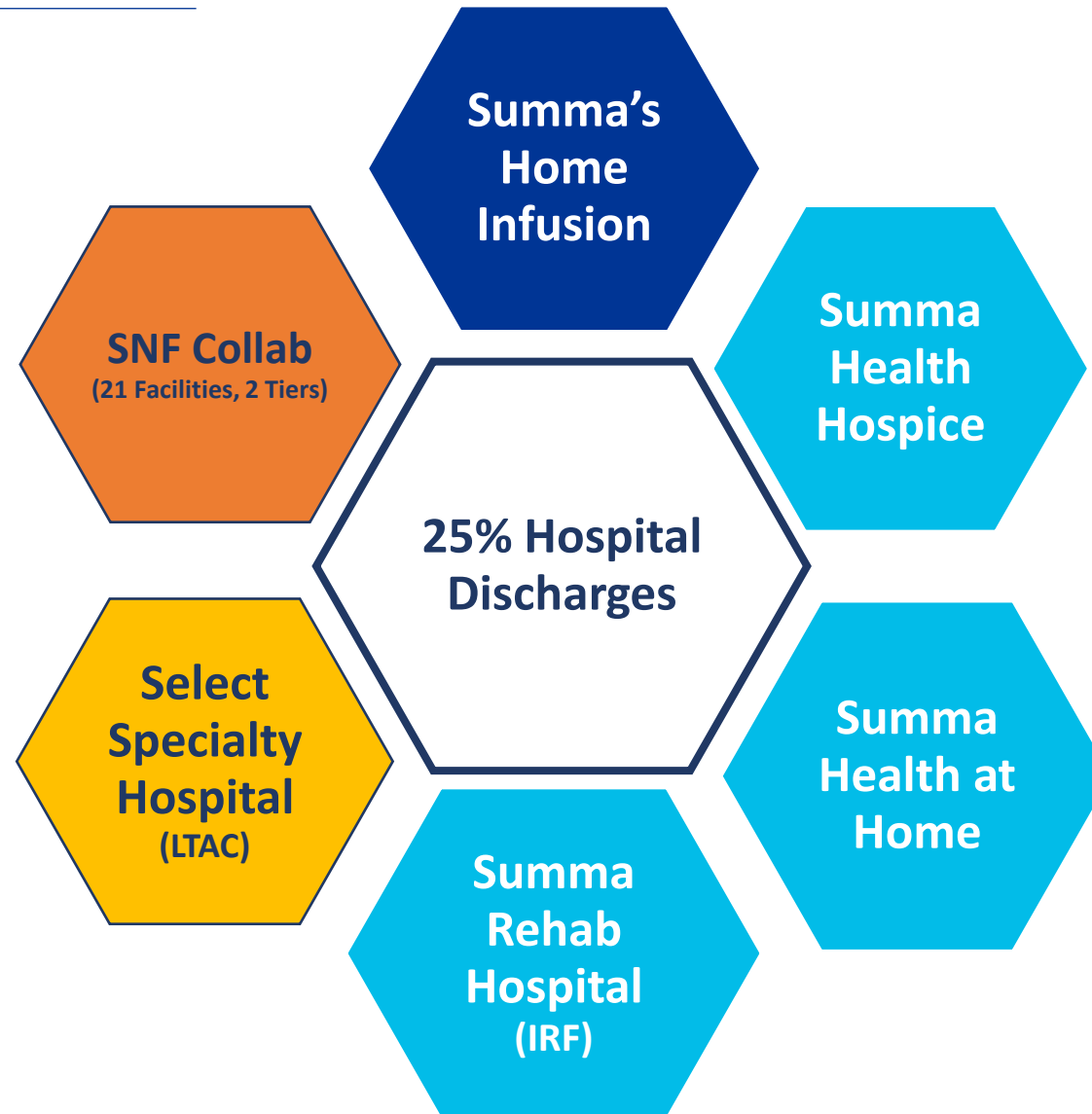
Post-Acute Care Network Selection



Post-Acute Care Network Selection

Summa Health Ownership:

-  Wholly Owned
-  Majority Owned
-  Minority Owned
-  No Ownership



All managed by non-Summa operators

SNF Collaborative Performance



Expectation	Summa Health	SNF Collaborative
Quarterly Meeting	<ul style="list-style-type: none"> Organize agenda/presenters based on relevant shared topics 	<ul style="list-style-type: none"> Attend meetings in-person
Readmissions	<ul style="list-style-type: none"> Root cause analyses 	<ul style="list-style-type: none"> Readmission surveys Root cause analyses
Agreements	<ul style="list-style-type: none"> Collaborative designation on patient choice/provider education materials 	<ul style="list-style-type: none"> SNF Collaborative Agreement
Data Exchange	<ul style="list-style-type: none"> Provide SummaLink access (remote EPIC) Share scorecards, dashboards 	<ul style="list-style-type: none"> Enable ADT feed to CarePort Prompt response to survey/document requests
Connectivity	<ul style="list-style-type: none"> Priority consideration for in-facility specialty support Collaboration with providers/services, PACN Real-time quality review meetings 	<ul style="list-style-type: none"> Utilization of Summa Health PACN when possible

SNF Collaborative Quality Metrics

Metric	Goal
Volume (placements/year)	≥ 24
CarePort Quality Score (1-5)	≥ 4
Adjusted RN Staffing HPRD	
Adjusted Total Staffing HPRD	
ADL Improvement	
ALOS for Patient Discharged to Community	
Discharge Rate to Community	
% Patients with ED Visit	
Medicare Spending per Beneficiary	
New or Worsened Pressure Ulcers	
30-Day Rehospitalization (risk adjusted)	
Survey Citation Points	
CMS Star Rating (1-5)	≥ 3

CarePort Quality Score Metric	2024 Average for Tier 1	2024 Range
Adjusted RN Staffing HPRD	0.5	0.4 - 0.7
Adjusted Total Staffing HPRD	3.18	2.7 - 3.5
ADL Improvement	37.7	17 - 62
ALOS for Patient Discharged to Community	16.5	13.4 – 22.6
Discharge Rate to Community	51.5%	44.3% – 63.6%
% Patients with ED Visit	10.9%	3.8% - 21.5%
Medicare Spending per Beneficiary	0.9	0.7 – 1.1
New or Worsened Pressure Ulcers	1.1%	0.0% – 4.3%
30-Day Rehospitalization (risk adjusted)	12.0%	4.6% - 17.5%
Survey Citation Points	19.8	4.0 – 53.9

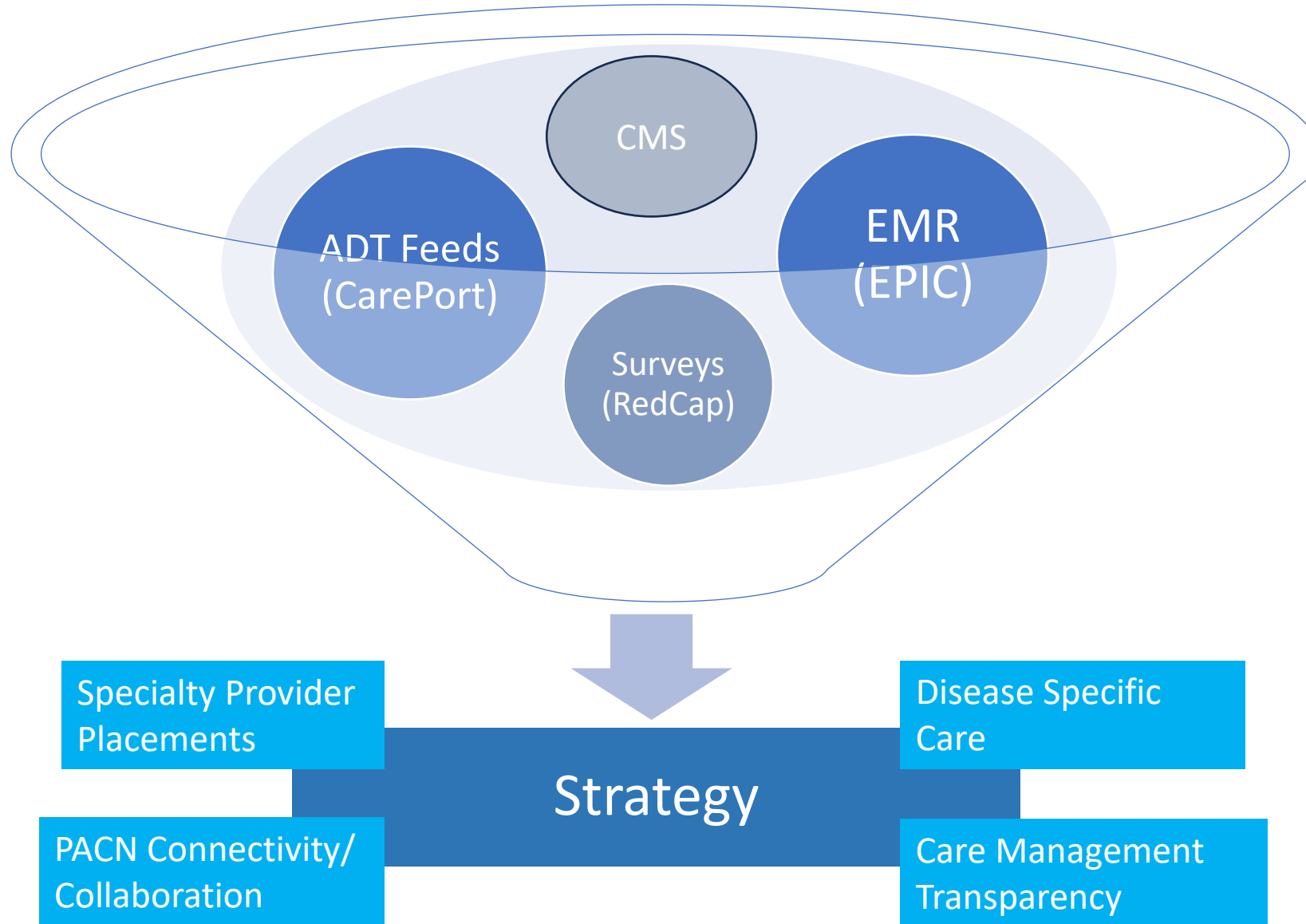
Qualitative Considerations:

- Locations
- Summa Health provider involvement
- Connectivity to post-acute network (HHC, Hospice, etc.)
- Care Management feedback

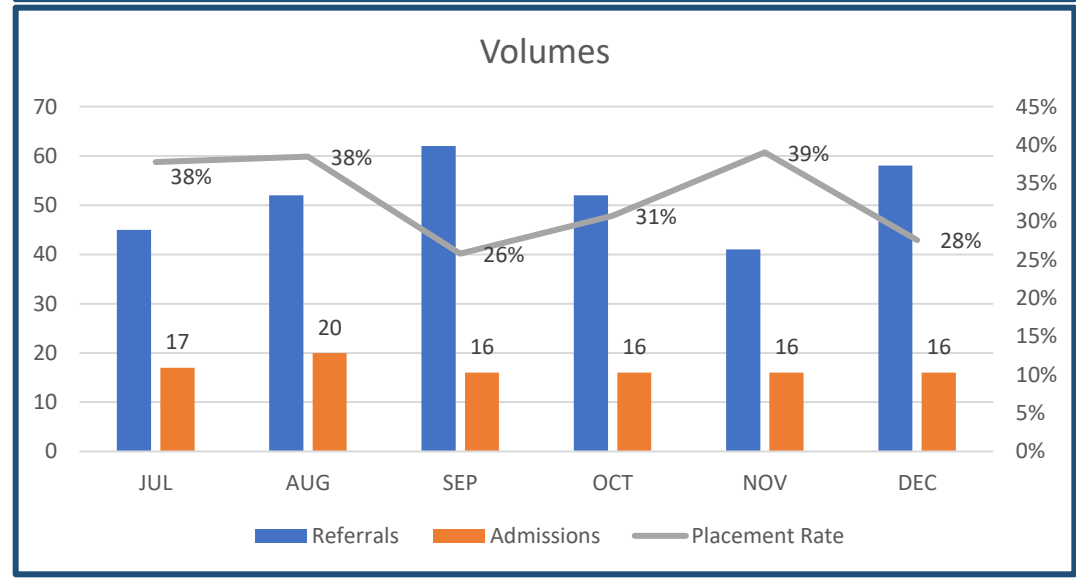
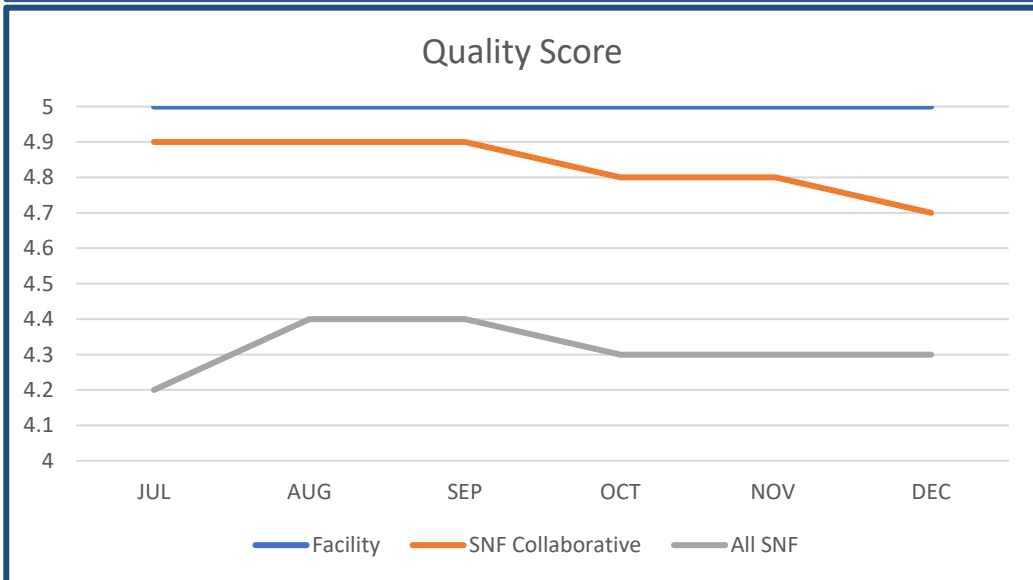
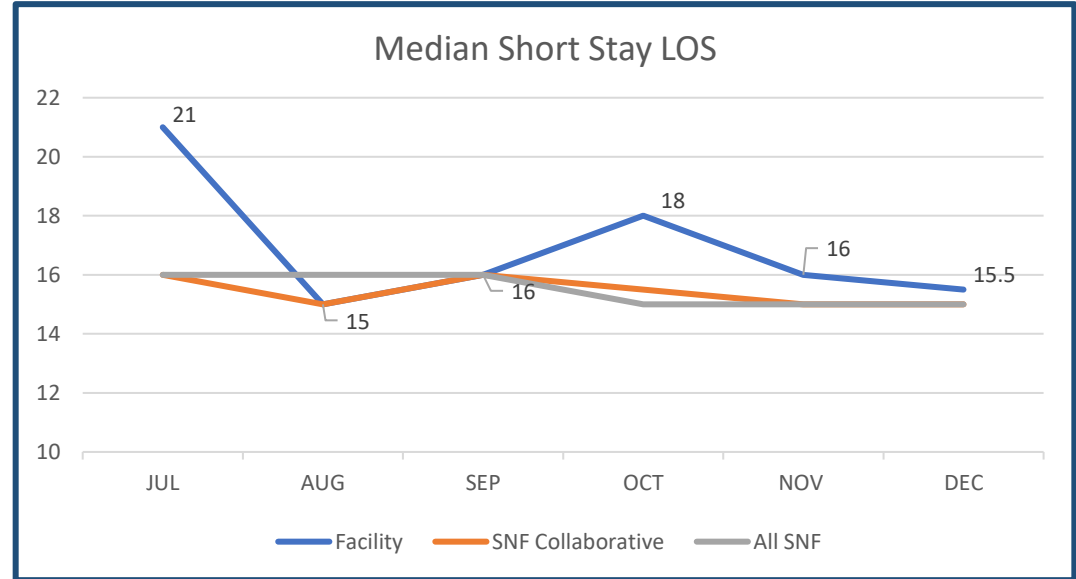
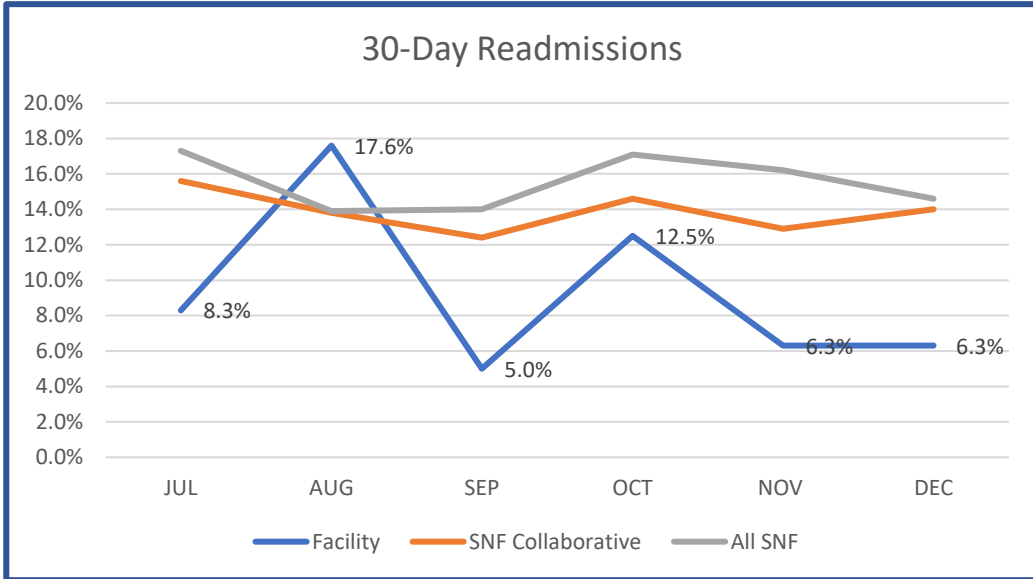
Post-Acute Network Engagement

Dashboard Utilization
Caregiver Education
Provider Integration

Post-Acute Network Data Sources



SNF Collaborative Dashboards



Post-Acute Care Network Dashboards

Network Utilization Filter

2024

Summa Post Acute Division - All

Year, Month PAC Form

2024

Year, Month Filter Readmissions

2024

74.2%

Network Utilization

PENDING

Total Falls

5%

7 Day Readmission Rate

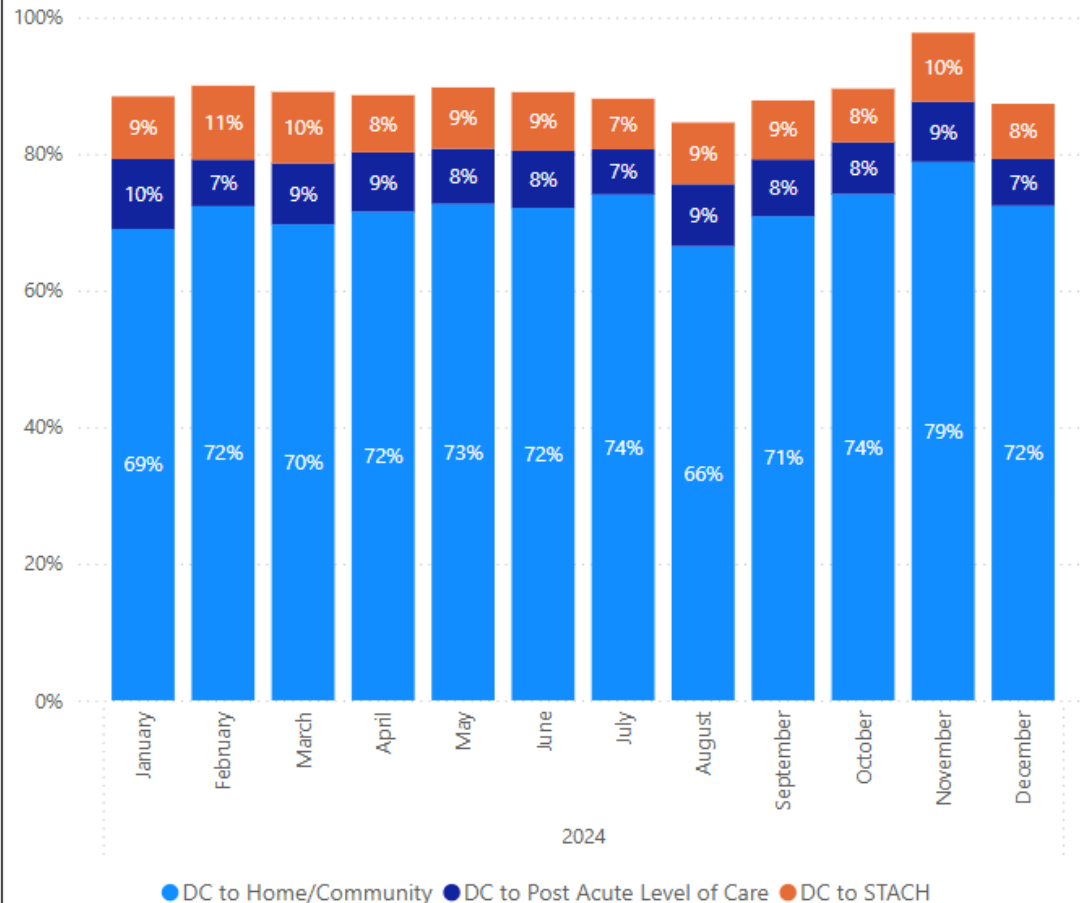
13%

30 Day Readmission Rate

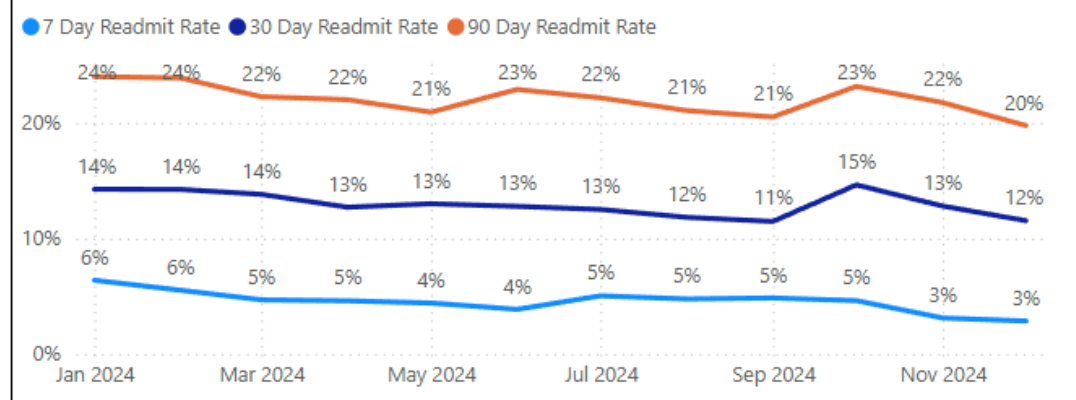
22%

90 Day Readmission Rate

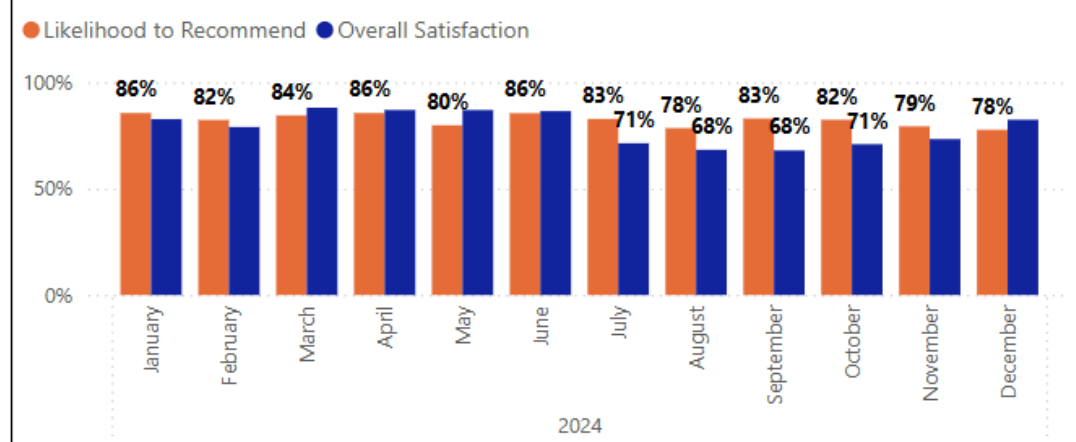
Discharge Disposition



7, 30, 90 Day Readmissions



Patient Satisfaction



Post-Acute Care Network Dashboards

Quality Metric Scorecard



Post Acute Care

Metric	2025 YTD	2025 Target	2024 Results	Accountable Operations
7-DAY READMISSION				
Skilled Nursing Facility Collaborative	4%	5%	4%	Bryan Crum, System Director Facility-Based Post Acute Care
Summa Health at Home	4%	5%	5%	Andrew Mangus, Field Administrator
Summa Hospice	0%	1%	1%	Katie McFarland, Executive Director
Summa Home Infusion	8%	9%	7%	Erica Finzel, Director
Summa Rehab Hospital	7%	7%	6%	TBD, Chief Executive Officer
Select Specialty Hospital (Akron)	0%	6%	7%	Dawne Chaney, Chief Operating Officer
PAC Overall	4%	5%	5%	Michelle Dudek, VP Post-Acute Care
Summa Health Overall	3%		3%	Dr. Dean Frate, Chief Medical Officer - Hospital
30-DAY READMISSION				
Skilled Nursing Facility Collaborative	13%	21%	14%	Bryan Crum, System Director Facility-Based Post Acute Care
Summa Health at Home	9%	13%	13%	Andrew Mangus, Field Administrator
Summa Hospice	0%	2%	1%	Katie McFarland, Executive Director
Summa Home Infusion	16%	19%	20%	Erica Finzel, Director
Summa Rehab Hospital	20%	19%	17%	TBD, Chief Executive Officer
Select Specialty Hospital (Akron)	15%	15%	19%	Dawne Chaney, Chief Operating Officer
PAC Overall	12%	14%	13%	Michelle Dudek, VP Post-Acute Care
Summa Health Overall	9%		9%	Dr. Dean Frate, Chief Medical Officer - Hospital
90-DAY READMISSION				
Skilled Nursing Facility Collaborative	21%	36%	25%	Bryan Crum, System Director Facility-Based Post Acute Care
Summa Health at Home	14%	26%	22%	Andrew Mangus, Field Administrator
Summa Hospice	1%	4%	1%	Katie McFarland, Executive Director
Summa Home Infusion	24%	32%	34%	Erica Finzel, Director
Summa Rehab Hospital	28%	34%	28%	TBD, Chief Executive Officer
Select Specialty Hospital (Akron)	26%	39%	41%	Dawne Chaney, Chief Operating Officer
PAC Overall	19%	23%	22%	Michelle Dudek, VP Post-Acute Care
Summa Health Overall	15%		17%	Dr. Dean Frate, Chief Medical Officer - Hospital
RETURN TO COMMUNITY				
Skilled Nursing Facility Collaborative		62%	72%	Bryan Crum, System Director Facility-Based Post Acute Care
Summa Health at Home	83%	81%	82%	Andrew Mangus, Field Administrator
Summa Hospice	97%	97%	96%	Katie McFarland, Executive Director
Summa Home Infusion			84%	Erica Finzel, Director
Summa Rehab Hospital	76%	78%	80%	TBD, Chief Executive Officer
Select Specialty Hospital (Akron)	34%	29%	32%	Dawne Chaney, Chief Operating Officer
PAC Overall	69%	70%	72%	Michelle Dudek, VP Post-Acute Care
Summa Health Overall	64%		62%	Dr. Dean Frate, Chief Medical Officer - Hospitals
PATIENT EXPERIENCE - LIKELIHOOD TO RECOMMEND				
Skilled Nursing Facility Collaborative			94%	Bryan Crum, System Director Facility-Based Post Acute Care
Summa Health at Home	72%	79%	75%	Andrew Mangus, Field Administrator
Summa Hospice	82%	77%	84%	Katie McFarland, Executive Director
Summa Home Infusion			91%	Erica Finzel, Director
Summa Rehab Hospital	75%	89%	67%	TBD, Chief Executive Officer
Select Specialty Hospital (Akron)	93%	92%	94%	Dawne Chaney, Chief Operating Officer
PAC Overall	81%		82%	Michelle Dudek, VP Post-Acute Care
Summa Health Overall	72%	69%	69%	Dr. Dean Frate, Chief Medical Officer - Hospitals

Last Updated: April 2025

Target Key
Target Met
Target within Reach
Target Not Met
Report not available

Post-Acute Care Network: Caregiver Education

Care Teams

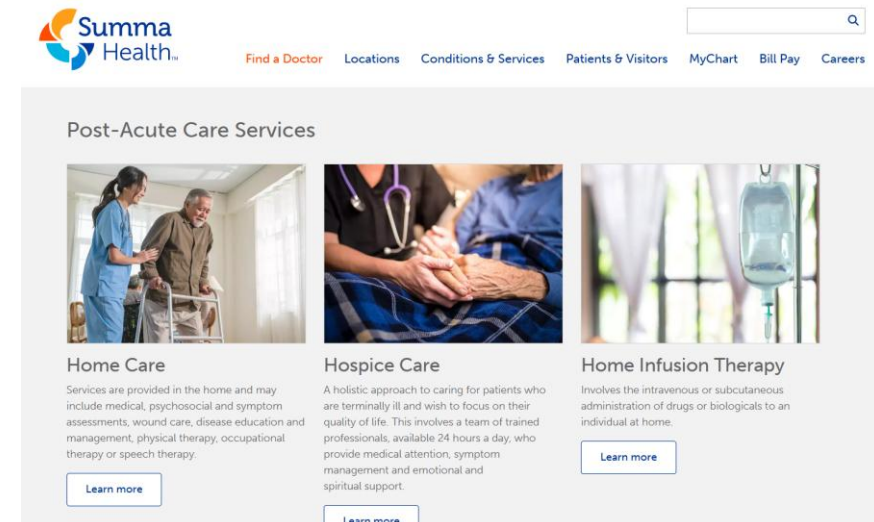
Care Management*
Post-Acute Care Coordinators*
Clinical Liaisons*
Specialty Program Navigators
Health Plan(s)
Therapy Services*
Post-Acute Care Management
Quality/Data Analytics

*Include all areas:

- Acute Care
- Ambulatory
- Post-Acute Areas

Education Resources

Marketing Collaterals
Level of Care Decision Guide
Post-Acute Care Coordination Platforms
Dashboards
Website



The screenshot shows the Summa Health website's navigation bar with links for 'Find a Doctor', 'Locations', 'Conditions & Services', 'Patients & Visitors', 'MyChart', 'Bill Pay', and 'Careers'. Below the navigation is a section titled 'Post-Acute Care Services' featuring three cards: 'Home Care' (with an image of a caregiver assisting an elderly patient), 'Hospice Care' (with an image of a caregiver holding a patient's hand), and 'Home Infusion Therapy' (with an image of an IV drip). Each card includes a brief description and a 'Learn more' button.

[Post-Acute Care Services | Summa Health](#)

Post-Acute Care Network: Provider Integration



Our Skilled Nursing Facility Network

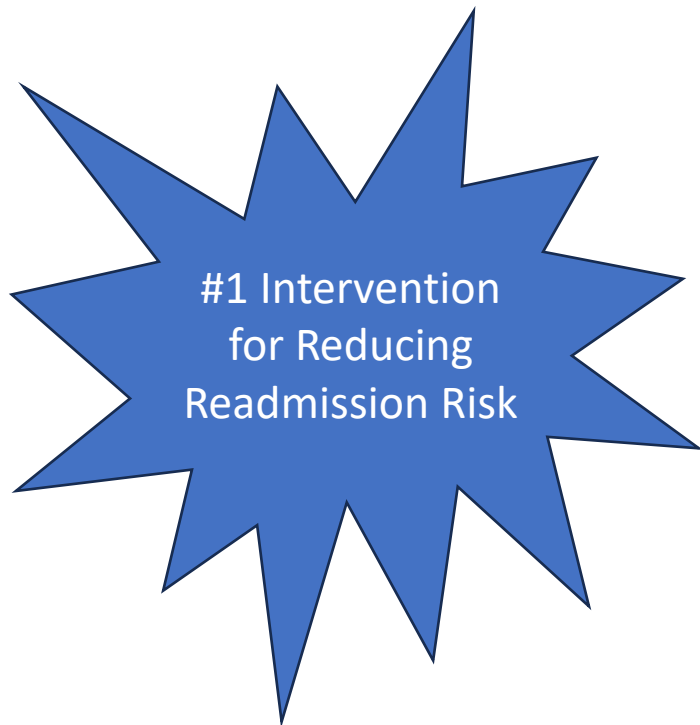
To maintain the highest quality options for patients and families, Summa Health collaborates with high-performing skilled nursing facilities for patients with specialized care needs. Summa Health holds these partner facilities to our standard of high-quality care. Selection criteria for Summa Health's Skilled Nursing Facility Collaborative include patient experience, readmission rates, CMS star rating, staffing and continuity of care with Summa Health at Home, Hospice, and Specialty providers.

Post-Acute Care

Facility	Address	Website	Services
Altercare Cuyahoga Falls	2728 Bailey Rd, Cuyahoga Falls, OH 44221	altercareonline.com/cuyahogafalls	●
Altercare Hartville	1420 Smith-Kramer St NE, Hartville, OH 44632	altercareonline.com/hartville	
Altercare Post-Acute	1463 Tallmadge Rd, Kent, OH 44240	altercareonline.com/postacute	●
Altercare Wadsworth	147 Garfield St, Wadsworth, OH 44281	altercareonline.com/wadsworth	
Bath Creek	330 Broadway St E, Cuyahoga Falls, OH 44221	fallsvillagesnr.com	●
Bath Manor	2330 Smith Rd, Akron, OH 44333	saberhealth.com	● ● ●
Copley Health Center	155 Heritage Woods Dr, Copley, OH 44321	communicarehealth.com/copley-health-center	
Doylestown	95 Black Dr, Doylestown, OH 44230	windsorhouseinc.com	●
Falls Village	330 Broadway St E, Cuyahoga Falls, OH 44221	fallsvillagesnr.com	● ●
Green Village	708 Moore Rd, Akron, OH 44319	greenvillagesnr.com	● ●
Heather Knoll	1134 North Ave, Tallmadge, OH 44278	sprengerhealthcare.com	● ●
Heritage of Hudson	1212 Barlow Rd, Hudson, OH 44236	heritageofhudson.net	●
Legacy Barberton	12200 Strausser St NW, Canal Fulton, OH 44614	promedicaskillednursing.org	● ●
Pebble Creek	670 Jarvis Rd, Akron, OH 44319	communicarehealth.com	● ● ● ●
Pinnacle Rehab	330 Southwest Ave, Tallmadge, OH 44278	pinnaclewh.com	●
Pleasant View	410 Snyder Ave, Barberton, OH 44203	pleasantviewhealthcare.com	●
Rockynol	3558 Ridgewood Rd, Fairlawn, OH 44333	ohioliving.org/communities/ohio-living-rockynol	●
Tallmadge Health and Rehab	619 Northwest Ave, Tallmadge, OH 44278	saberhealth.com	● ● ● ●
Tamarack Ridge Health & Rehabilitation	5113 St. Rt. 43, Kent, OH 44240	tamarack-ridge.net	
Timberland Ridge	3558 Ridgewood Rd, Fairlawn, OH 44333	timberland-ridge.net	● ●
Wadsworth Pointe	540 Great Oaks Trail, Wadsworth, OH 44281	saberhealth.com	● ● ●
Wayside Farms	4557 Quick Rd, Peninsula, OH 44264	waysidefarmnh.com	● ●

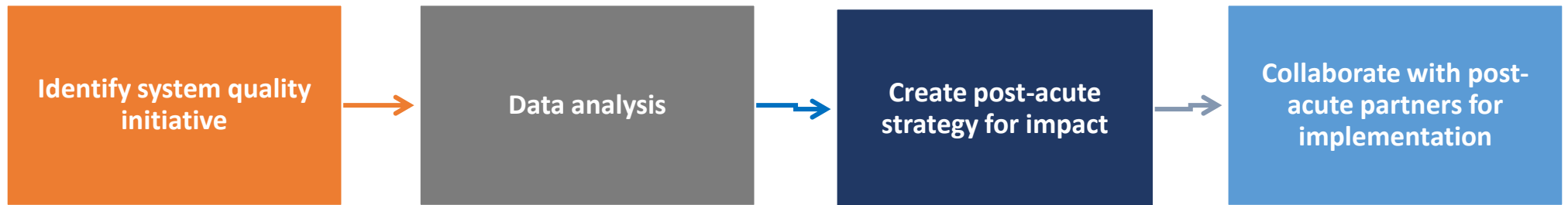
Service Legend

- Behavioral Health
- Congestive Heart Failure
- Geriatrics
- Left Ventricular Assist Device (LVAD)
- Palliative
- Pulmonary
- Wound Care

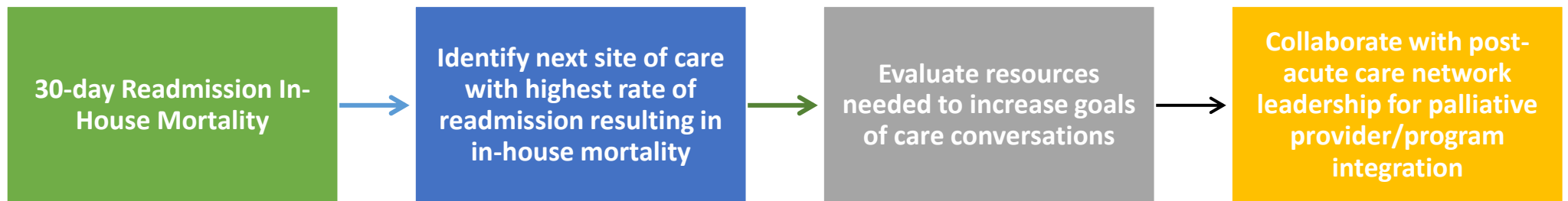


Post-Acute Care Network: Provider Integration Strategy

Process Map



Case Example



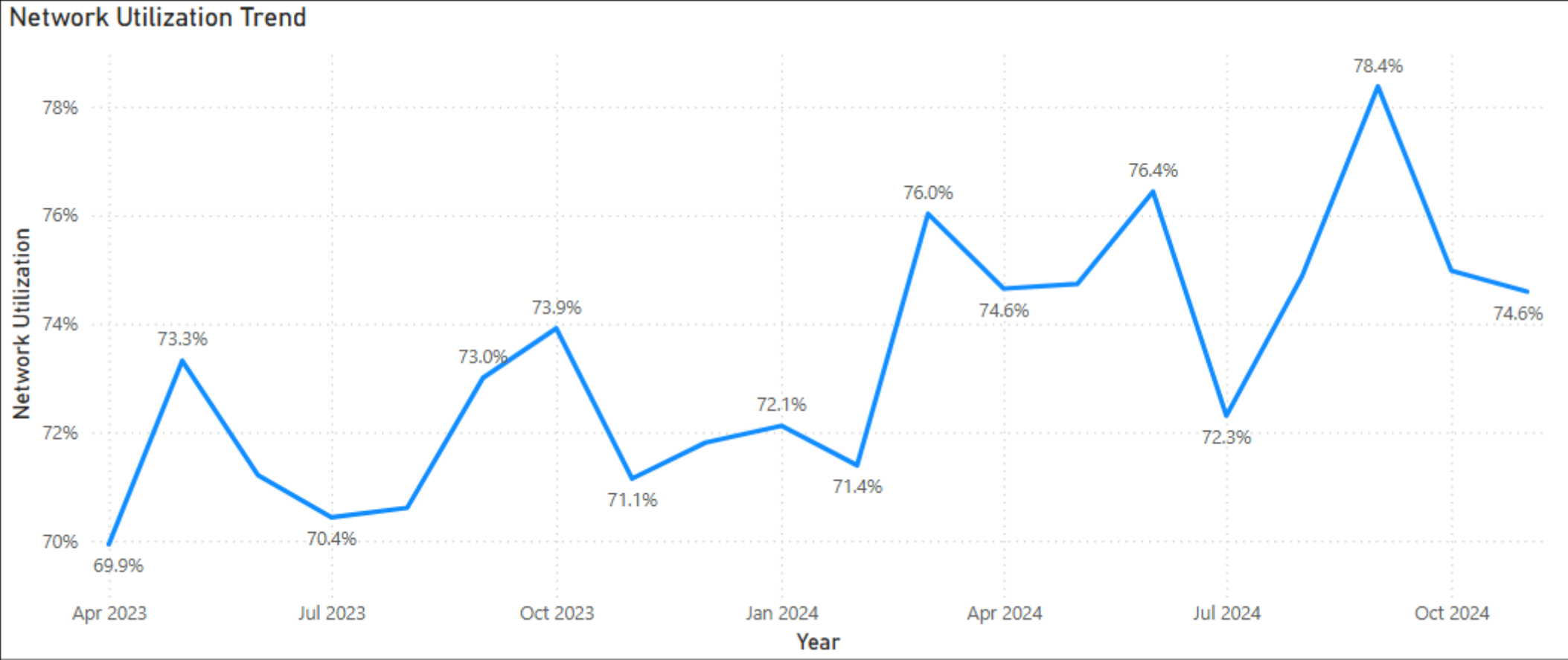
Post-Acute Network Impact on System Outcomes

Readmissions

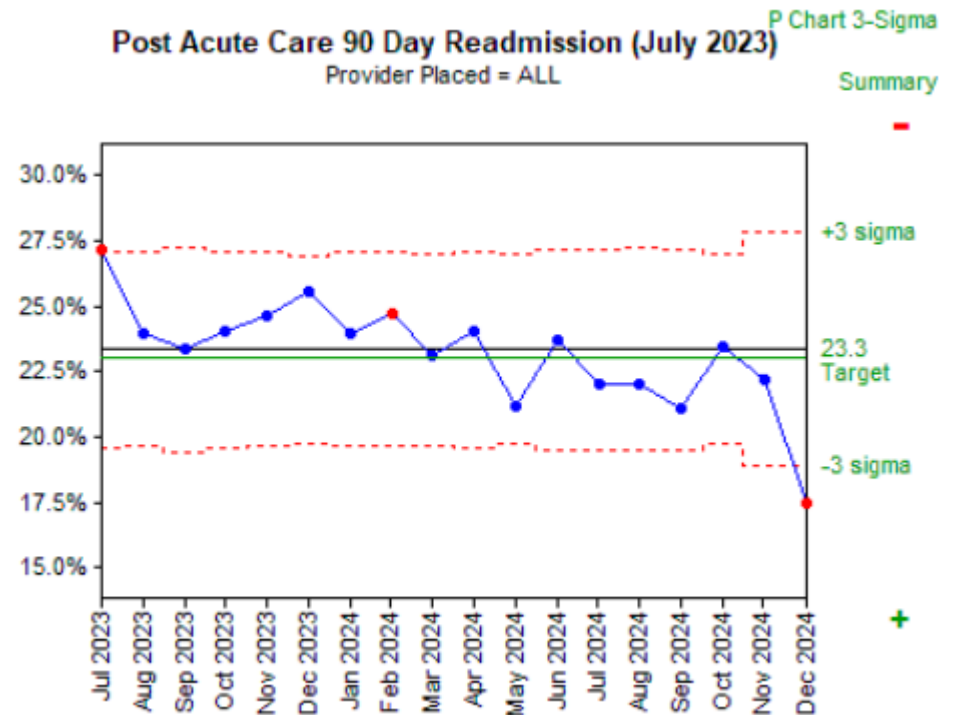
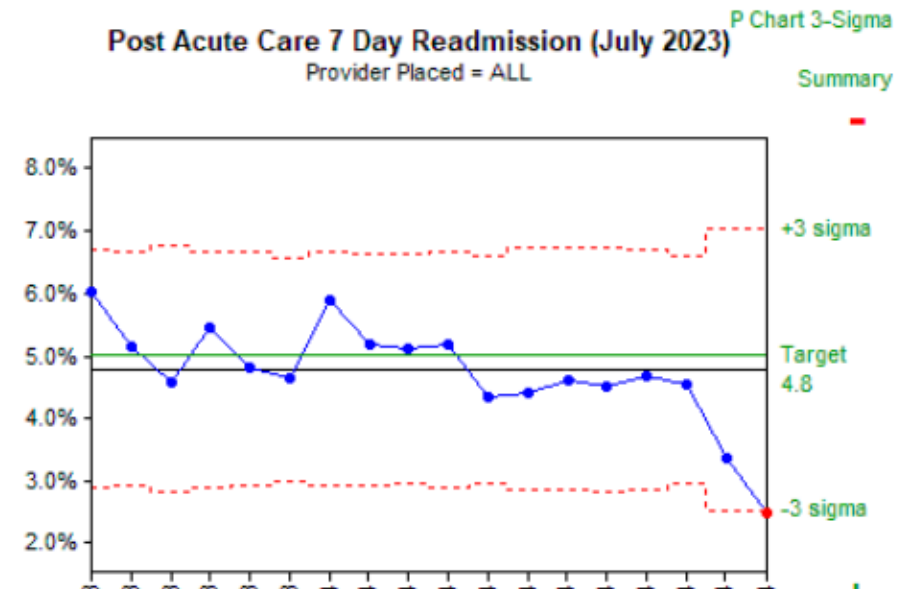
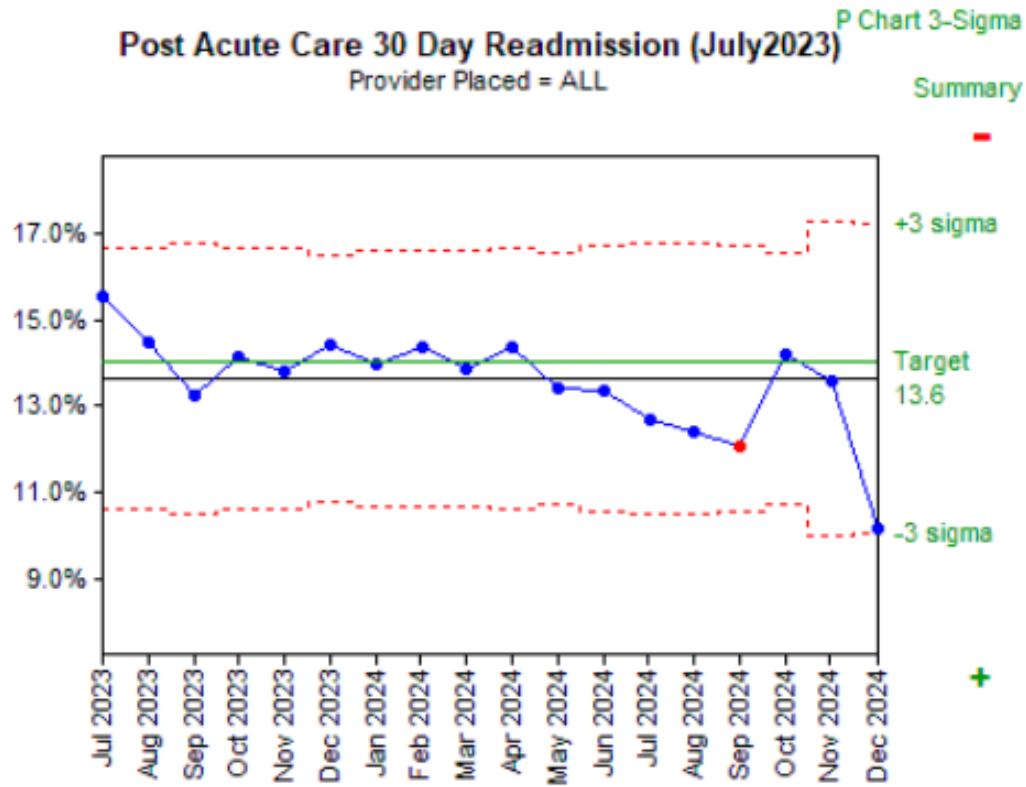
Throughput

Total Cost of Care

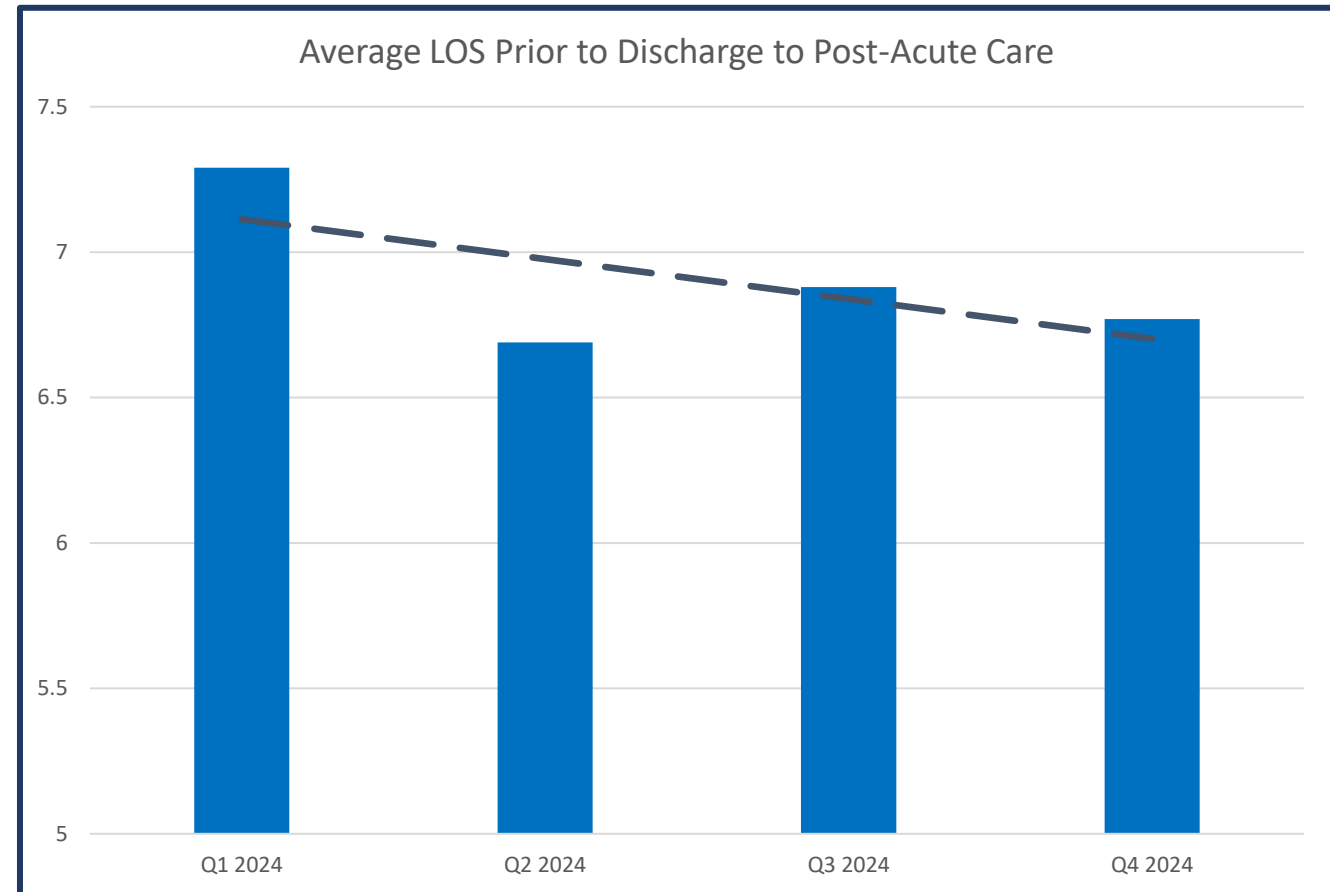
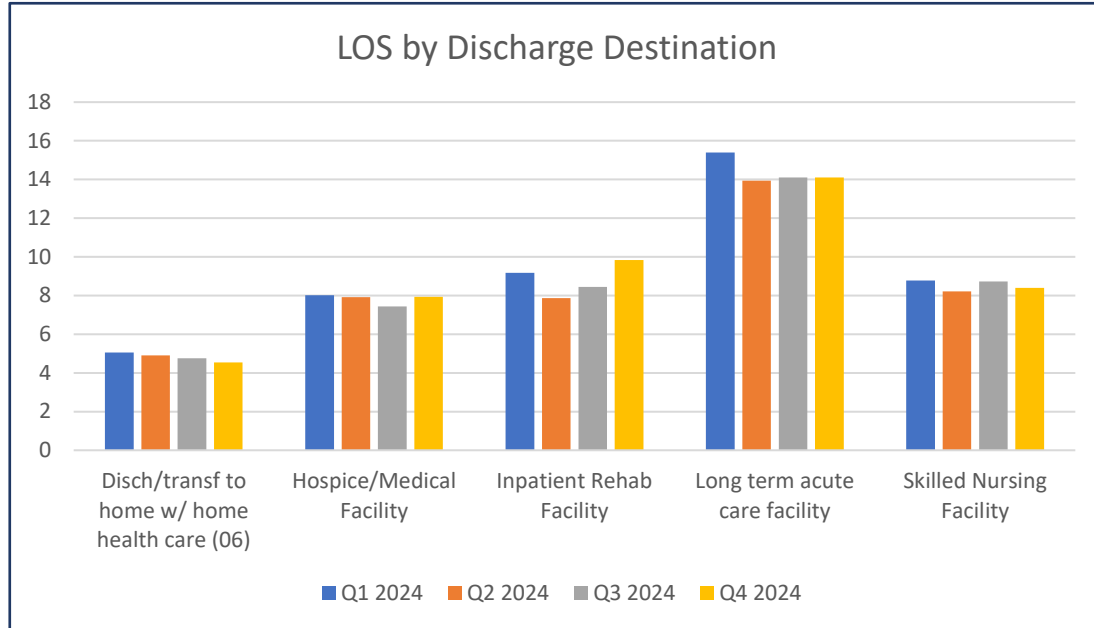
Post-Acute Outcomes: Utilization



Post-Acute Outcomes: Readmissions



Post-Acute Outcomes: Acute Care Length of Stay



Post-Acute Outcomes: Total Cost of Care Impact

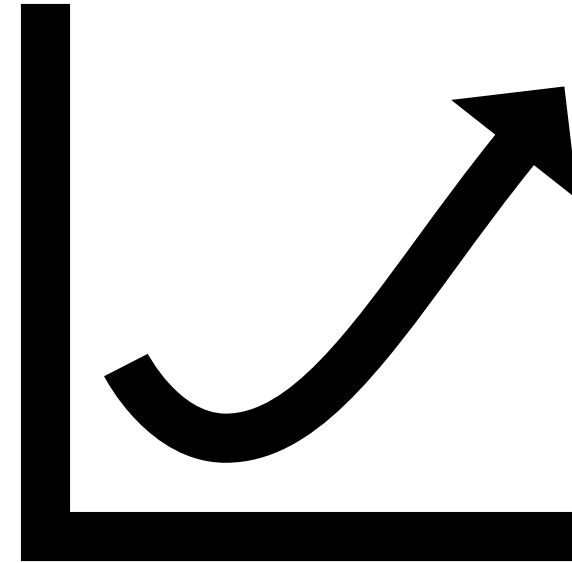
2024 ACO Data Example: Skilled Nursing Facility Utilization

Metric	SNF Collaborative	Non-Collaborative
Claim Count	384	411
Unique Patients	208	213
Average Paid	\$4,638	\$5,457
Average LOS	10.53	12.30
Readmit %	10.2%	11.2%

Post-Acute Care Network: Future Plans

2025 Focus:

- Caregiver Education
- Provider Integration
- Palliative/Hospice Utilization
- Fall Prevention Across the Continuum
- Payer Strategy:
 - Scorecards - Auth Timelines, Denial Rates
 - Preferred Network Alignment
- Home Healthcare Network/Collaboration
- Technology Integration
 - Remote Patient Monitoring
 - Virtual Interventions
 - Healthcare Anywhere



Optimizing Post-Acute Networks: Engagement and Common Goals Key to Maximizing Outcomes

Questions??



Thank You

Kathy Blake

blakek@summahealth.org

Michelle Dudek

dudekmic@summahealth.org

Dr. Melissa Soltis

soltism@summahealth.org