Key Finding CMS (Centers for Medicare & Medicaid Services) Hospital Comparison

Hospitals with regular visits from Mended Hearts members are significantly more likely to have fewer patient readmissions for heart failure.

(*Mended Hearts hospitals’ readmission rates for heart failure are significantly more likely to be “better than U.S. national rate” than other U.S. hospitals.*)

CMS/Mended Hearts Hospital Comparison: Are Mended Hearts Hospitals Different?

Comparison Objectives
- Assess the impact of Mended Hearts’ peer-to-peer support program on patient outcomes
  - Analyze hospital-level data from CMS Compare Data to examine 30-Day readmission and mortality rates for Heart Attack or Heart Failure

Data Access
- Total of 4805 hospitals’ data downloaded from CMS
- 164 Mended Hearts hospitals were compared to 4641 other hospitals

Research Results
The findings of this landmark research will be formally presented by Mended Hearts’ Executive Director, Michele Packard-Milam, on Sunday, March 15 from 3:45-4:15 Pacific Time at the ACC.15 Conference in the San Diego Convention Center, Exhibit Hall C - Patient Engagement Pavilion.

Contact: Michele Packard-Milam, CAE, Executive Director, Mended Hearts, Inc. (Michele.packardmilam@mendedhearts.org)

Patient Survey Methodology: How Do Patients Themselves Respond to Mended Hearts Visits?

Objectives of the Two-Phase Survey
- Understand the patient’s perceptions about meetings with a Mended Hearts visitor
- Measure the patient’s attitude and sense of wellness
- Compare hospitals with and without Mended Hearts visiting programs

Survey Access
- Survey links were provided to patients to access and complete online surveys
  - 294 patients completed the Phase I survey from 32 states
  - 94 Patients completed the Phase II survey from 25 states
    - 39% response rate for Phase II

Survey Dates
- Phase I was live from February 15 – August 20, 2014
- Phase II was live from April 10 – August 20, 2014
Phase I Survey Results (In-Hospital)

A Mended Hearts visitor impacts the patient’s hospital experience:

- Nine out of ten patients said the visit had a favorable impact on their experience at the hospital or office
  - More than half said the visit’s impact was “much more favorable”
- Nearly nine out of ten patients felt the Mended Hearts visitor was helpful to them
  - More than two out of three patients said the Mended Hearts visitor was “extremely helpful”

Visitors are perceived to be helpful in a variety of ways:

- Support from someone with similar experiences
- Helpful information on the patient’s medical condition and recovery process
- Encouragement

Phase II Survey Results (Post-Discharge)

Three out of four patients feel in “very good/excellent health”

- Over 50 percent indicated that they felt no impact on their activities

Top three conditions being treated

- Hypertension
- High Cholesterol
- Coronary Artery Disease

More than one in four suffered depression, but most had taken action

Approximately 25 percent experienced symptoms post-hospital, with atrial fibrillation being the most common

Less than one in five were readmitted to the hospital after discharge

- About a quarter of these had no additional procedures performed
- Almost two-thirds of readmitted patients had the same procedure performed as in their previous hospital admission

Patients perceived Mended Hearts visitors to be helpful through:

- Support from someone with similar experiences
- Helpful information on the patient’s medical condition and recovery process
- Encouragement

Patients rate themselves extremely highly for following their medical regimens

- Patients reported themselves diligent about adhering to medication schedules and use, especially diuretics
- Patients gave favorable ratings for physical activities and for watching for worsening symptoms

At 30 days post-discharge, patients were overall “very satisfied” with Mended Hearts, for both the encounter with the Mended Hearts visitor and with the “HeartPack” materials provided

More than nine out of ten patients are “extremely likely/very likely” to recommend Mended Hearts after their discharge

- Approximately two out of three patients were contacted after discharge
- Just over half joined Mended Hearts

Key Implications of the Patient Survey

Patients visited by Mended Hearts are more compliant and mindful of healthcare provider instructions
Patients visited by Mended Hearts are more optimistic and actively involved in recovery