

SHP | Agencies

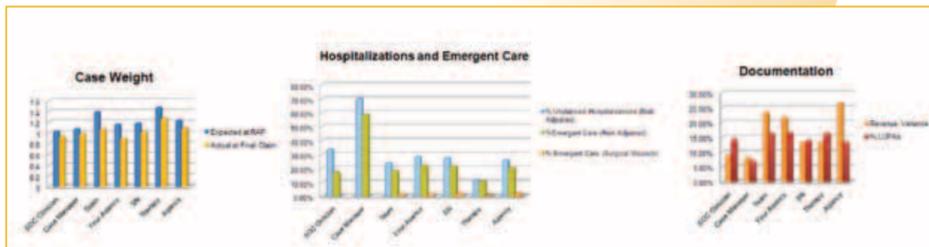
Real-time, actionable data is instantly delivered to protect and improve your payment and outcomes. Customize

your reports, drill downs, and benchmarks. Instantly receive the information you want and need.

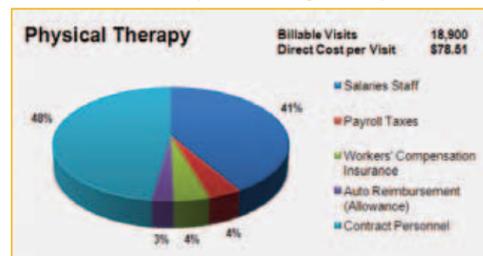
Determine where to focus your efforts immediately for real results.

Know precisely where you stand today and how your performance compares to the rest of the industry using benchmarks that calculate on-the-fly. This is an essential tool for performance improvement, Home Health Compare scores, and Pay for Performance.

SHP Clinician Scorecard™



Direct Cost per Visit by Discipline



From the Founder and CEO —Barbara Rosenblum

At Strategic Healthcare Programs (SHP), we take great pride in the innovative, real-time healthcare decision support tools and services we offer. With a detailed approach, a commitment to accuracy and a promise to respond quickly, SHP is constantly striving to optimize the business and clinical performance of our clients. We take the time to

listen to our customers, and our programs evolve to accommodate their expanding needs. I'm confident that we can help you, the way we've helped many others since 1996. Thank you for your interest in SHP.



Corporate Offices

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Home Health

Hospice

Patient Satisfaction

Home Infusion

HME

Are You Operating
in **REAL-TIME?**



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SHP | The Best Choice

SHP *real-time*, actionable, browser-based decision support programs are built using best-of-breed technology that supports quick enhancements and instant deployment of new features to meet the rapidly changing dynamics of the healthcare industry.

SHP brings a decade of experience providing secure and proven data interfaces to our clients' software applications, thereby easing the burden of data collection and transmission.

SHP delivers high-tech with a warm touch, supporting clients with SHP University multi-media events, including the well known *Winning Wednesday Webinars™*, weekly product reviews via teleconference, and a library of forms and FAQ's.

SHP is the industry's undisputed innovator having pioneered such things as data interfaces, web-based programs, real-time data, risk alerts, and on-demand benchmarks. Wherever the industry takes you, SHP will develop tools that help our clients prosper.

SHP provides customizable benchmarks on-the-fly to help our clients create their outcomes today and prosper under Pay for Performance tomorrow.

SHP is the industry's only one-stop data source for organizations that have multiple lines of business. All SHP programs offer a fully-integrated patient satisfaction service.

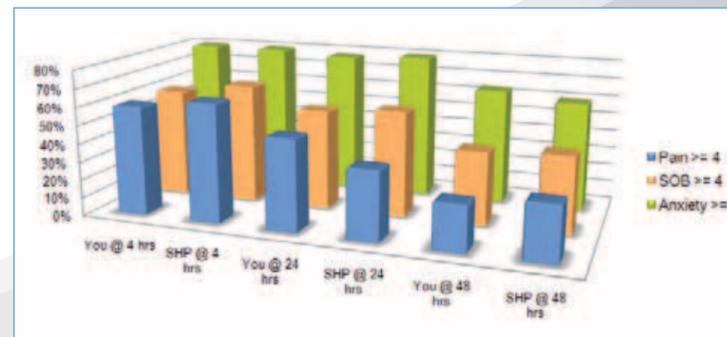
SHP | Hospice

Real-time, actionable data keeps you informed of precisely where to focus your efforts for QAPI and other important performance improvement initiatives. A simple, easy-to-use, turn-key program in full compliance with CMS Conditions of Participation is backed by SHP's 10 years of experience providing Hospice benchmarking and patient satisfaction services. SHP uses measures that are standard in the industry and we provide data to national organizations for advocacy purposes. Data interfaces to many software vendors are available.

The program includes a fully integrated choice of Patient Satisfaction surveys at no additional cost, including the NHPCO survey and Family Evaluation of Bereavement Services as well as the SHP Patient/Caregiver survey.

SHP University conducts regular education and provides forms and documents that help with data collection and analysis. A friendly voice is always a phone call away.

Symptom Outcomes and Benchmarks



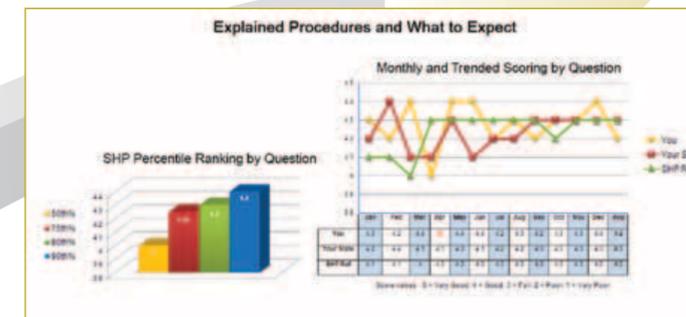
SHP | Satisfaction (Perception of Care and Services)

Home Health, Hospice, Private Duty, Home Infusion, HME

SHP is the only company with a fully integrated satisfaction component available for every sector of home care. Backed by a decade of experience providing satisfaction survey services, SHP brings a wealth of knowledge and a full complement of outsourcing options. Data interfaces with most software applications means that patient mailing information is automatically transmitted to SHP without your intervention.

Satisfaction with care and service is a critical component of the performance improvement picture. Winning companies focus intensely on their customers' opinions. SHP offers proprietary as well as other recognized survey instruments.

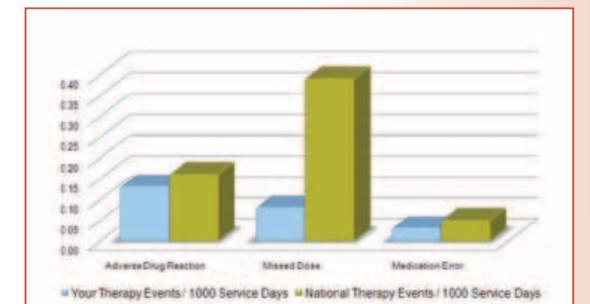
Satisfaction Survey Questions



SHP | Home Infusion

The industry's most comprehensive and respected benchmarking program for Home Infusion includes 50+ widely accepted measurements and provides information essential to the operation of a high-quality business: Clinical Outcomes, Utilization, Safety, Adverse Events, NHIA Operational Efficiency, Drug and Pump Data, Business Measures, and Patient Satisfaction.

Adverse Events



SHP | HME

A user-friendly quality and performance management program that monitors and benchmarks key information and reduces labor costs associated with meeting CMS Quality Standards, accreditation requirements, and managing patient satisfaction initiatives.

Trended Preventive Maintenance

