



Making Hospitals Heroes™

WarriorCentricHealth®

THE WARRIOR CENTRIC SOLUTION SUITE®

A Population Health Solution that fulfills your facility’s mission, reduces readmissions, and builds your bottom line.

THE PROBLEM

Because of the conditions of service, Veterans and their family members present with an unusually high rate of chronic illness, as well as significant rates of co-morbidity. The overwhelming majority of them—over 90% in any given year—receive their healthcare at commercial healthcare facilities, not Veterans Administration facilities. Many active duty service members, National Guard, and reservists also receive their healthcare from commercial facilities. Combined, this “Warrior Community” represents a significant portion of a commercial facility’s patient population—as much as 25%. But most facilities are neither aware of this unique and underserved population nor prepared to treat them optimally:

- They do not screen for them.
- Their providers may lack the clinical competencies needed to treat them.
- Their providers may lack the cultural competencies needed to communicate effectively with them.

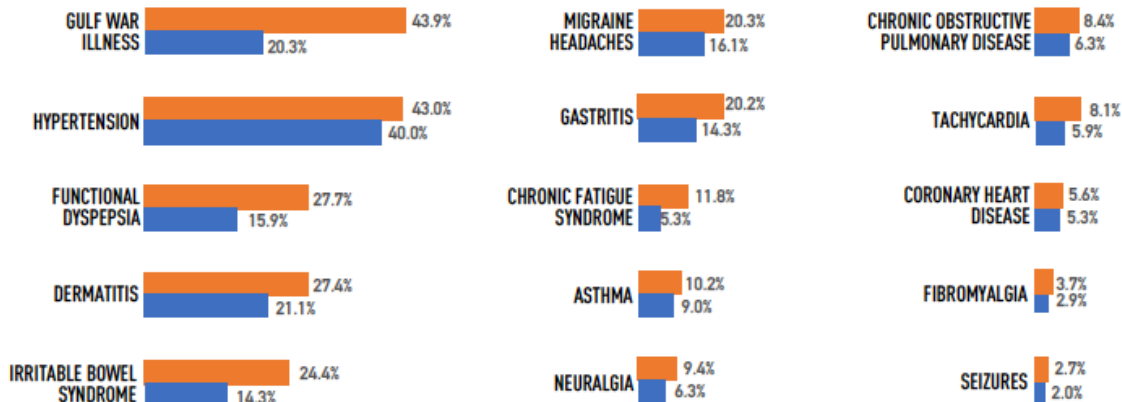
These conditions result in sub-optimal care for this large population. The cost to hospitals can be measured in elevated readmission rates, dragging down the bottom line.

The conditions of service leave veterans with a unique array of chronic medical conditions unexpected in a young population.

CHRONIC ILLNESSES

Deployed Non-Deployed

79% of Veterans reported at least one chronic medical condition (82% in deployed Veterans and 78% in non-deployed Veterans)



The average number of self-reported chronic medical conditions was 3.5 (3.7 in deployed Veterans and 2.9 in non-deployed veterans)

Dursa EK, Barth SK, Schniderman AI, Bossarte RM. Physical and Mental Health Status of Gulf War and Gulf Era Veterans: Results from a Large Population Based Epidemiological Study. J Occup Environ Med 2016; 58: 41-46.



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THE SOLUTION

The Warrior Centric Solution Suite® enables healthcare facilities and providers to deliver optimal care to the individuals in their Warrior Communities, people who are suffering the effects of military service, but who are now overlooked and underserved. It consists of three integrated solutions, which enable healthcare facilities and providers to:

- Identify and assess their Warrior Community (WarriorMark™ Analytics & Insights).
- Deliver optimal treatment to the Warrior Community (Warrior Centric Health® Education & Training).
- Encourage participation in your WCH program and fulfill Community Benefit requirements (WarriorComm™ Community Outreach Tools).

When a facility has successfully adopted the WCH Solution Suite, it is prepared to deliver optimal care to the Warrior Community.

The WCH Solution Suite: an integrated approach to the Warrior Community healthcare crisis.



IMPLEMENTATION

Facilities can put the full scope of the WCH Solution Suite into action in Year One, beginning with each facility's Environmental Scan and development of their Warrior Centric team. Warrior Centric provides each facility the tools to manage implementation, most of which are available online 24/7.

By the end of Year One, each facility should begin to see results from the program. WCH will assess those results against the benchmarks measured at the beginning of the year. In subsequent years, as the program matures, Warrior Centric will continue to measure against the benchmarks, leading to continuous improvement and accurate assessments of the facility's Return on Investment.

Year One Implementation follows a well-marked path, managed by WCH tools.

PHASE 1

- Kick-Off & Discovery
- Top-Down Communications to facility staff
- Environmental Scan

PHASE 2

- WCH provides Veteran Data to facility
- Begin CME/CE eLearning (WCH Education & Training)
- Begin Community Outreach (WarriorComm)

PHASE 3

- Collect Updated Measurements & Aggregate Knowledge Gain (WarriorMark)
- Continue Community Outreach (WarriorComm)



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BENEFITS

Facilities that adopt the WCH Solution Suite experience a variety of important benefits:

OPTIMIZED CARE

For any healthcare facility, the primary effect of the WCH Solution Suite is to **provide better outcomes to a large population of existing patients**. This Warrior Community may comprise as much as **25% of a facility's patient population**.

REDUCED READMISSIONS

Improving outcomes reduces readmissions. Doing so for a substantial, readmission-prone population can **measurably reduce a hospital's overall readmission rate**. This saves cost in readmission penalties.

CORE MISSION ACHIEVEMENT

By optimizing care to an existing hospital population, a facility takes concrete steps to improve results against its core mission. **The WCH Solution Suite is the only way currently to achieve compliance in all three areas of the AHA's Equity of Care Pledge.**

Facilities that successfully implement the WCH Solution Suite gain these recognitions.



AUTHORIZED

WarriorCentricHealth®
CLINIC



AUTHORIZED

WarriorCentricHealth®
FACILITY

RETURN ON INVESTMENT

Your facility's return on investment is measured through Warrior Centric's regimen of data collection, benchmarking, and periodic assessment. **Typical ROIs for individual facilities range from 50% - 150%, but can go much higher.**

**ABOUT
WARRIOR
CENTRIC
HEALTH**

Founded in 2008 by two Military Veterans, Warrior Centric Health, LLC® is the nation's first commercial health equity solutions provider. Presently, the Warrior Centric Solution Suite® is the only comprehensive way for hospitals and other healthcare facilities to optimize care to the large population of Veterans, active service members, and their families, over 90% of whom do not use the Veterans Administration system for their healthcare.

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