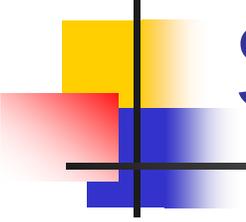


The Evangelical Lutheran Good Samaritan Society

The Federal
Communications Commission
9/22/13



A brief overview of the Good Samaritan Society

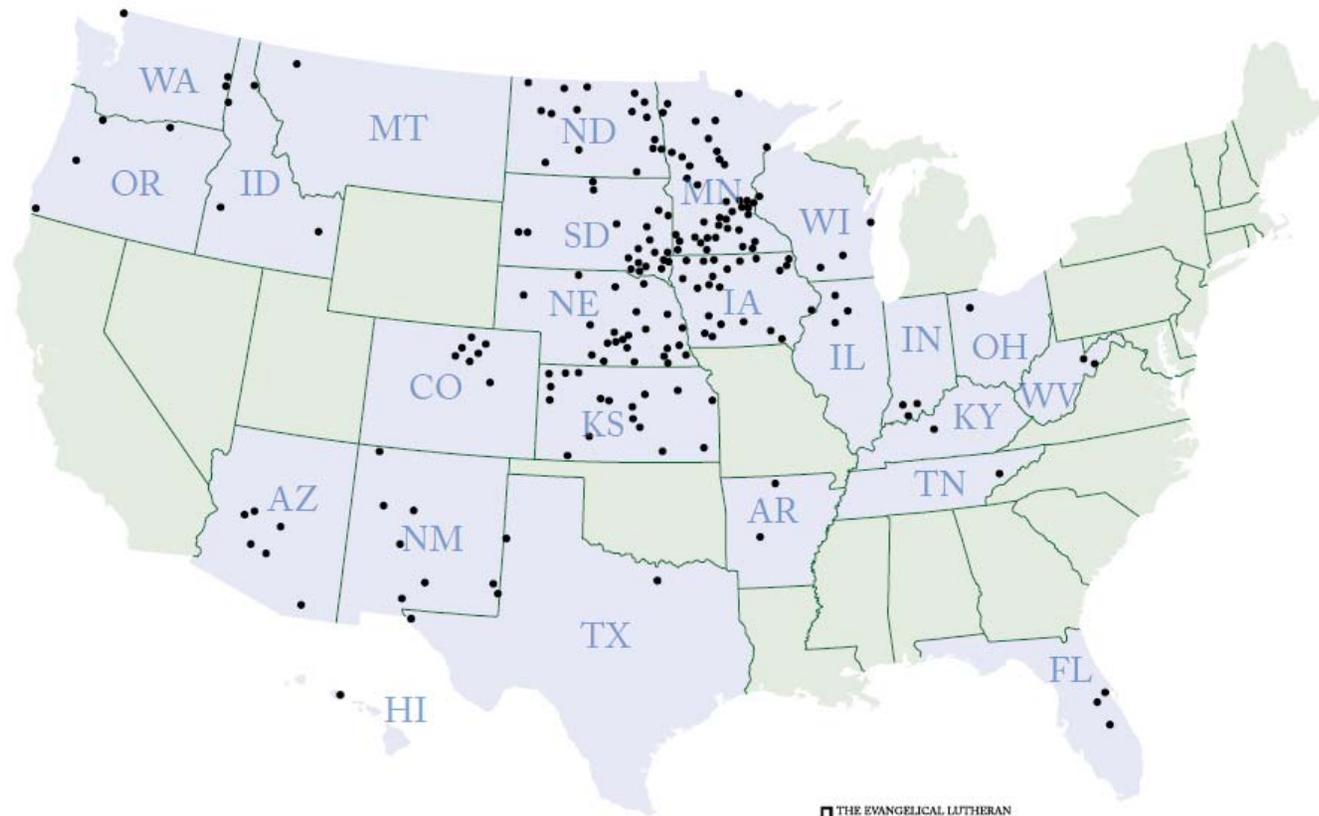
- We are the largest not for profit provider of long term care services for seniors in the United States;
- We have 240 locations located in 24 states;
- We serve over 27,000 individuals annually.
- Over 75% of our locations are rural



Services we provide

- We provide a wide continuum of services:
 - Home Health, Home Care, Hospice and Respite Care
 - Senior Living with Services
 - Assisted Living Memory and Specialty Care
 - Post-Acute Care Services
 - Technology enhanced remote monitoring services (LivingWell@Home)
 - Skilled Nursing Care
 - Adult Day Services
 - Affordable Housing
 - Inpatient and Outpatient Therapy

Service Area Map





Challenges for Long Term Care Industry

- No financial incentives for early EMR implementation;
- High need for broadband and telehealth services in rural areas;
- Growing need to communicate with other health care providers;
- Data collection and analysis requirements for new health care initiatives such a bundled payment, ACO's and other demonstration projects.



More challenges....

- Growing demand for electronic interaction with insurance payers
- Growing demand from consumers for electronic access to medical records.
- Increasing network utilization and costs
- Regulatory pressures that are the same as acute care systems (ie. HIPAA and State requirements)
- Reduced availability of internet service in rural communities.

The Good Samaritan Society's response...

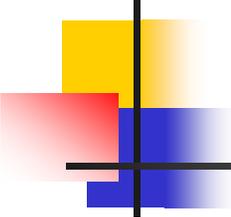


- Implementation of EMR 1/2012-10/2014
- Wireless Network Expansion to meet growing needs;
- Develop technology enhanced remote monitoring program (LivingWell@Home);
- Telemedicine pilot with acute care hospital (eLTC);
- Implemented electronic Point of Care documentation system;
- Improved electronic billing system;



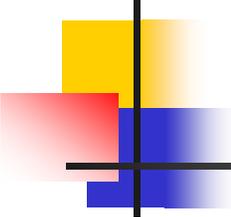
More responses...

- ePharmacy
- Big Data project-aims to bring together client directed information into one easy to use and accessible source. Other components include a client portal and predictive analytics.
- Piloting use of tablets to address isolation in seniors.
- In the future- use of technology to address mental health issues.



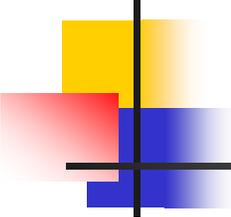
Suggestions for the Healthcare Connect Fund pilot for LTC providers

- Definition of rural providers should include non profit entities whose headquarters may be in an urban area;
- Allowable costs should include both new and existing broadband network expenses.
- Applicants must be able to demonstrate organizational capacity to implement the proposed project;



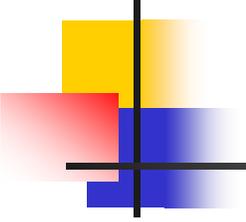
Other suggestions...

- Applicant should have multiple sites located in three or more states;
- Projects must show that they are replicable to other organizations and geographic areas;
- Organizations should demonstrate a history of commitment to advancing the use of technologies in their work.



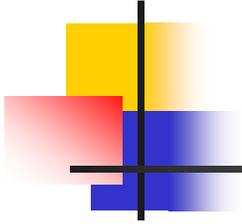
More suggestions...

- Possible measurable outcomes to include:
 - Reduced health care costs as a result of the interventions;
 - Client/Patient satisfaction;
 - Health care benefits for client/patient



In conclusion

- In many rural areas, a skilled nursing facility is the only health care provider. It is critical that their broadband capabilities are expanded to meet health care needs.



Thank you!