

UCLA Santa Monica - UCLA
Medical Center

and



To Whom It May Concern,

As Manager of Care Coordination at UCLA Santa Monica Medical Center, my team of Social Workers and Case Managers help to navigate many different types of care transitions daily. Safe discharge, positive outcomes and quality of care are always a focus for us. We have had the pleasure of working with 24Hr HomeCare when professional caregiving services can be used to ensure a smooth transition from the hospital to the patient's next care setting.

When called upon, 24Hr HomeCare has been very responsive. We have even been able to prevent unnecessary Emergency Department admissions and create cost savings by sending patients home in their capable hands rather than keeping them unnecessarily in the hospital. Knowing that they are available to us 24hrs a day, with a live care coordinator, to respond to our needs gives us great peace of mind during business hours and beyond.

We have been also able to rely on 24Hr HomeCare for our patients at high risk of readmission. Their team has done a great job aligning the services that they provide with our patient care goals. Neil Wisecarver and his intake team come out to the hospital prior to discharge to develop a care plan in collaboration with our staff. Not only do they take direction from our team, but they truly get to know the individual that they will be serving. Their staff focuses on what motivates the patient to work towards self-care. Having collaborated with Dr. Eric Coleman for an organization-wide training named the 'Goals Curriculum', 24hr HomeCare understands the value of motivating patients to participate in their own care plan.

As a partner, they have been eager to hear from us on a regular basis regarding how they can better serve our medical center. Aside from the examples provided above, our team's appreciation for 24Hr HomeCare's services has been evident in the scores provided in their yearend surveys. In both 2016 and 2017 our team reported a very high level of confidence in providing 24Hr HomeCare as a resource to our patients.

In summary, our medical center and patients have benefited from 24Hr HomeCare's partnership over the years. As we continue to work together we appreciate having a collaborative and innovative community partner. I am happy to share more information regarding my experience with this organization to all who are interested.

Thank you,

A handwritten signature in cursive script that reads "Susan Senatra".

Susan Senatra RN, MSN, ACM