



Encompass Health

Rehabilitation Hospital
of **East Valley**



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To Whom it May Concern:

On the behalf of the Case Management Department of Encompass Health Rehabilitation Hospital of East Valley in Mesa, Arizona I am pleased to write a letter of reference for 24 Hr HomeCare, as they have shown to be a great resource for patients and their families who are needing additional support when they are returning home.

The main goal of Encompass Health is to have patients get back to a level of independence so they can continue their recovery journey in their own homes. Case Management identifies the patients that are needing additional help once they get back home in order to bridge the gap until the patient and family feel comfortable to manage daily living on their own. As the Director of Case Management, I expect the following outcomes from the companies that I refer: the urgency when assisting with vital needs, professionalism, exceptional customer service, and the availability to be reached. 24 Hr Homecare has exceeded to show the above expectations and is able to provide seamless transitions for our patients across the care continuum.

We started working with 24 Hr Homecare when we were identified as one of the post-acute hospitals involved in a BPCI program in 2015 thru 2018. We worked together and developed a low cost contract to lower readmission rates for the patients who qualified in the program. Since the program we have used 24 Hr Homecare for RideWith24, UberASSIST, and in-home care giving. All these services have become a valuable service to our patients and families at discharge in order to help them be successful in their own home.

Thank you for the positive experience 24 Hr Home care has provided to our patients, families, and my Case Management team. I look forward to our continued collaboration with 24 Hr HomeCare. If you have any additional questions, please contact me.

Sincerely,

Natasha Buhrman-Kleier, LCSW, CCM

Director of Case Management

Encompass Health Rehabilitation Hospital of East Valley