



## EXTENDING YOUR COMPASSIONATE CARE: PRC'S CARES™ CONNECT SOLUTION

A Personal Message from Dr. Joe Inguanzo, President & CEO, PRC

From time to time, my family's own healthcare experiences deepen my appreciation for the work we do at PRC to equip you as champions of healthcare excellence. Recently, I was reminded of the importance and value of our new CARES™ Connect solution when my brother-in-law was hospitalized for diabetic complications due to an infection. When a small cut on the bottom of his foot put him in the role of the patient for 9 days, my brother-in-law found himself facing several frightening deliberations about whether or not to amputate one or more of his toes. My sister, a highly-engaged and devoted caregiver, was present and involved in each conversation with him and the care team, but was lost in a stack of discharge papers filled with technical language. What seemed clear to her on the final day in the hospital felt confusing during their first day home (thankfully with 10 toes remaining).

Put another way, they went from feeling supported and empowered in the hospital to feeling left out in the cold when they arrived home.

Their story, coupled with our continued commitment to reinforcing our clients' patient-centered care, is at the core of each CARES™ Connect call. We built this program in partnership with the Healthcare Experience Foundation to ensure your patients have a safe transition home. Unlike IVR technology or texts, your patients will talk with CARES™-certified team members trained in compassionate communication. As such, we will reduce the burden to your care team and confirm understanding of discharge instructions, medications, side effects or concerns, and more, with our early work already demonstrating great success and improved outcomes.

After my brother-in-law's recent experience, I felt that I owed it to you to make sure you are aware of this important outreach solution that will extend your compassionate care to your patients and families in their homes.

A member of our PRC team would be delighted to help ensure that your patients and families do not arrive home feeling uncertain and alone. Please visit our [CARES™ Connect webpage](#) to learn more about this solution.



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