

QUALITY REPORT | 2020

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The Schroer Group Family of Companies





Jerry Schroer Jr.
CEO, The Schroer Group

A Letter From Jerry Schroer Jr.

At The Schroer Group, our focus has always been on providing quality care that feels like it's coming from family. It's a core value that we've always held – even during challenging times.

Our parents, Sue and Jerry Schroer Sr., made great sacrifices when they founded our company in 1973. They taught us to make a positive impact on everyone, whether it's a patient, employee, customer or supplier. And despite many changes over the past 47 years, our culture of compassion, respect and trust is based on the foundation they laid.

We continue to build upon their legacy. Our five vertically integrated companies work together to help improve the lives of the elderly, chronically ill, people with disabilities and patients who require rehabilitative care following medical procedures.

This past year, we faced our own share of challenges. But we continually looked for ways to turn each obstacle into an opportunity for growth. And in doing so, we accomplished several significant goals.

We invested in attracting new employees as our industry and region faced a labor shortage. We added a large regional customer to Avalon Foodservice, which substantially grew our food-distribution business. Our Absolute team led the charge in educating our customers on how to implement a new reimbursement model at their facilities. And Valor Health Plan has deepened our focus on preventative care, reducing hospital admissions and emergency room visits for our patients.

Through it all, we continue to invest in our employees and our community through philanthropic outreach. It's a mission we have carried forward since our founding.

We look forward to embracing new opportunities as we move into the next year. And we remain committed to overcoming obstacles while doing the best thing for our employees, patients and communities.

Sincerely,

A handwritten signature in black ink that reads "Jerry". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jerry Schroer Jr.
CEO, The Schroer Group



Executive Summary

Our Continuum of Care

At The Schroer Group, we believe that those who place their trust in us should receive the full measure of care and services they deserve.

Our “family” approach to providing services results in a continuum of care that’s built into our DNA. It’s buoyed by the vertical integration of our organization. Each of our five divisions plays a key role in ensuring individuals receive a full range of innovative care and services on their health care journeys.

It starts with caring for our employees who provide the proper mix of technology, expertise and services to minimize re-hospitalization, improve health outcomes and return patients to their homes and loved ones when possible.



Altercare Integrated Health Services

- ◆ Delivers nationally recognized, award-winning care
- ◆ Focuses on quality, customer service and employee satisfaction
- ◆ Provides a continuum of care based on the full experience and resources



Absolute Health Services

- ◆ Remains committed to supporting each patient’s health care journey
- ◆ Serves four specialty areas – pharmacy, rehabilitation, billing and home health/hospice
- ◆ Aligns with nursing staff, food-service providers and others to ensure continuity



Avalon Foodservice

- ◆ Focuses on providing memorable, nourishing experiences every day
- ◆ Delivers nationally recognized brands and locally sourced products
- ◆ Serves ever-changing needs with products that are clean label, gluten-free, all-natural or raised without antibiotics



Leverage Purchasing Group

- ◆ Offers buying power to help members’ bottom lines
- ◆ Provides quality products, quality assurance and product security
- ◆ Serves rehabilitation centers, assisted living facilities and other long-term care facilities



Valor Health Plan

- ◆ Serves patients as one of Ohio’s few Institutional Special Needs Plans (I-SNP)
- ◆ Enrolls beneficiaries who are entitled to Medicare (Title XVIII) and reside in a contracted long-term care facility

Notably TSG

47 Years and Counting



NorthCoast 99

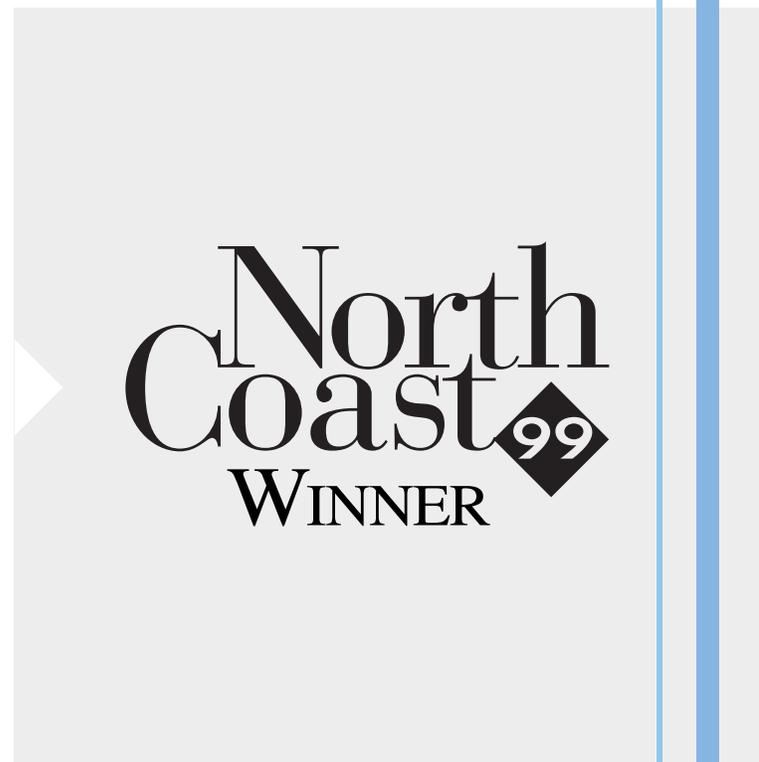
Our employees continue to make a difference in who we are and what we do. For 16 years in a row, The Schroer Group has been named one of the best places to work in Northern Ohio by ERC.

And in 2019, we were honored to be an Award of Excellence winner with a top score in ERC's large organization category.

ERC recognizes companies who excel in:

- ◆ Organizational strategy, policies and communication
- ◆ Recruitment, selecting and onboarding
- ◆ Employee well-being
- ◆ Employee engagement and development
- ◆ Total rewards

We appreciate our employees, and we continue to share this recognition with them.



Philanthropy



The In Jerry's Footsteps employee foundation provides grants to employees who have experienced:

- ◆ Unforeseen emergencies
- ◆ Major medical situations
- ◆ Catastrophic events
- ◆ Life challenges they are not prepared to handle

The foundation continues the legacy of our founders Sue and Jerry Schroer Sr. To date, 2,077 employees have helped raise \$71,028 to provide 46 grants for their colleagues. And in 2019, the third-annual Walking Together In Jerry's Footsteps event was held at the Kent State University Stark Conference Center. It raised \$12,300 for the foundation while celebrating the stories of employees who have been helped.



Jerry Schroer, CEO and DeeDee Colaner Brumme at the In Jerry's Footsteps Walking Together Fundraising event.



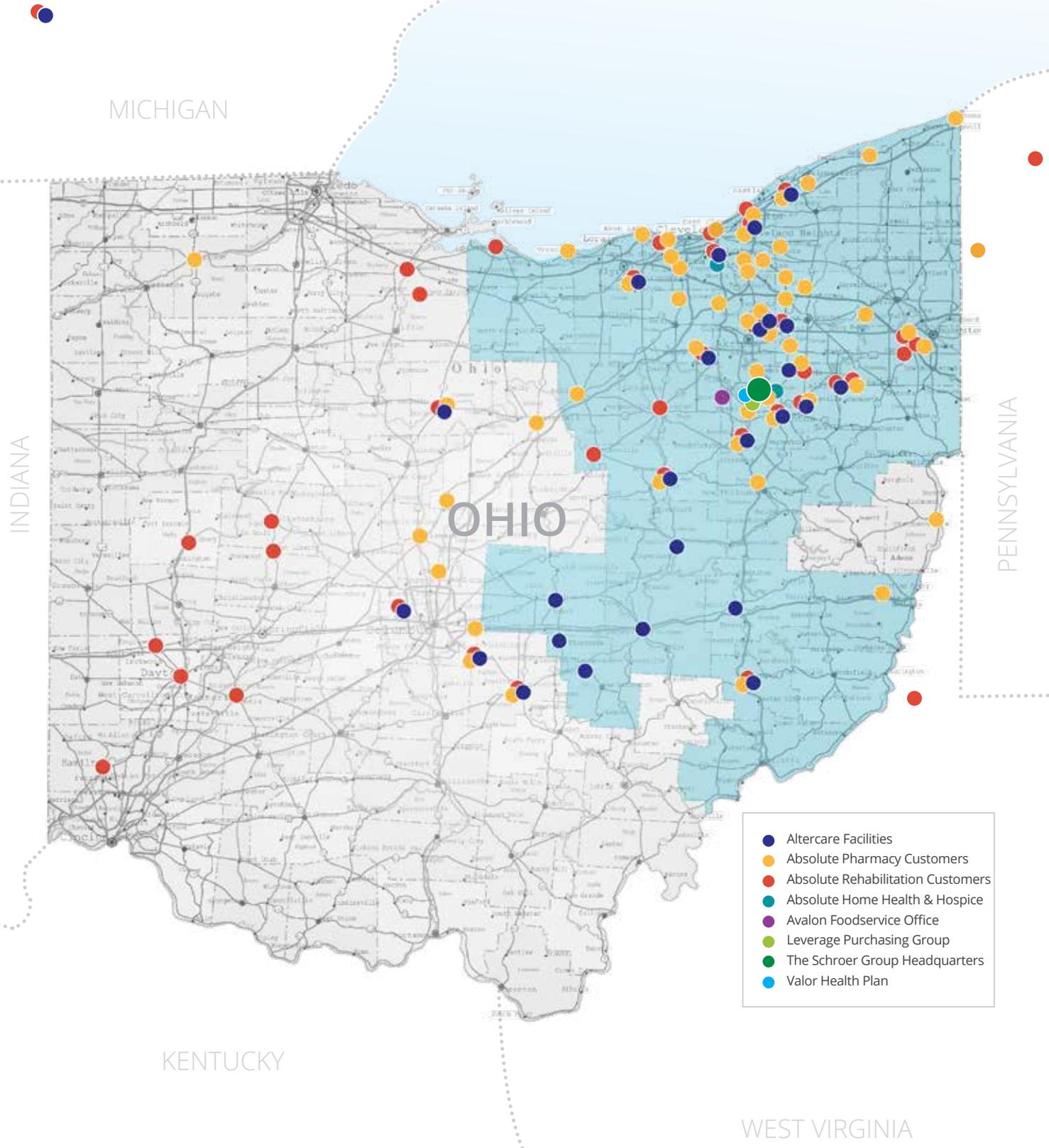
We are passionate about giving back to organizations who promote and advocate healthy living in our communities. Jerry Schroer Jr., CEO of The Schroer Group, and Greg Colaner, president of Altercare Integrated Health Services, served as co-chairs for the Stark Leadership Challenge and the American Heart Association. Their collective efforts contributed to the funding of hands-only CPR training, public health education and more.



It's often said that home is where the heart is. Home is also the heartbeat of our philanthropic partnership with Habitat for Humanity. It allows our employees to share time and skills to build a home for those who need it the most. In 2019, we were proud to help provide a house for one of our own, Cammie Brooks, state tested nursing assistant at Altercare Navarre. And we look forward to working with Habitat for Humanity on more projects in the future.



Where We Are



● ALTERCARE FACILITIES



- Alliance
- Big Rapids, MI
- Bucyrus
- Caldwell
- Cambridge
- Canal Winchester
- Canton
- Coshocton
- Cuyahoga Falls
- Hartville
- Hilliard
- Kent
- Lancaster
- Louisville
- Mayfield Village
- Mentor
- Millersburg
- Navarre (2)
- Newark (2)
- Somerset
- Stow
- Thornville
- Wadsworth
- Zanesville

Owned and operated as of April 1, 2020.

● ABSOLUTE PHARMACY CUSTOMERS



- Ashland
- Aurora (4)
- Austintown
- Avon (2)
- Bedford
- Brunswick
- Bucyrus
- Caldwell
- Canal Winchester
- Canton
- Chagrin Falls
- Cleveland (7)
- Columbia Station
- Conneaut
- Cuyahoga Falls
- Delaware
- Dover
- Euclid
- Geneva
- Green
- Greenville, PA (3)
- Hartville
- Huber Heights
- Lancaster
- Lewis Center
- Louisville
- Mansfield (2)
- Mantua (2)
- Marengo (2)
- Massillon (3)
- Mayfield Village
- Mentor
- Middleburg Heights
- Millersburg
- Munroe Falls
- Napoleon (2)
- Navarre (2)
- Newcomerstown
- Newton Falls (2)
- North Canton (6)
- Oakwood (2)
- Olmsted Township
- Poland (2)
- Portage Lakes
- Price Road
- Reynoldsburg
- Richfield (4)
- Rittman
- Rocky River
- Sebring (2)
- Solon
- St. Clairsville
- Steubenville (2)
- Stow (3)
- Streetsboro
- Vermillion
- Wadsworth
- West Lafayette
- Westlake (4)

● ABSOLUTE REHABILITATION CUSTOMERS



- Alliance
- Ashland
- Austintown (2)
- Bellefontaine
- Big Rapids, MI
- Bucyrus
- Caldwell
- Cambridge
- Canal Winchester
- Canfield
- Canton
- Cleveland
- Columbia Station
- Cuyahoga Falls
- Dayton
- Englewood
- Euclid
- Fremont
- Green Springs (2)
- Hamilton
- Hartville
- Hilliard
- Kent
- Lancaster
- Loudonville
- Louisville (2)
- Mayfield Village
- Mentor
- Millersburg
- Navarre (2)
- Newark (2)
- Poland
- Saegertown, PA
- Sebring (2)
- Sidney
- Somerset
- Springfield
- Stow
- Thornville
- Upper Sandusky
- Wadsworth
- Warrensville Heights
- West Liberty
- Westlake
- Wheeling, WV (5)
- Wooster
- Xenia
- Zanesville

● ABSOLUTE HOME HEALTH & HOSPICE



Service Area (Counties):

- Ashland
- Ashtabula
- Belmont
- Carroll
- Columbiana
- Coshocton
- Cuyahoga
- Erie
- Geauga
- Guernsey
- Holmes
- Huron
- Lake
- Licking
- Lorain
- Mahoning
- Medina
- Monroe
- Muskingum
- Noble
- Perry
- Portage
- Stark
- Summit
- Trumbull
- Tuscarawas
- Washington
- Wayne

Offices:

- Caldwell
- Independence
- North Canton



Altercare

Integrated Health Services

Delivering Nationally Recognized, Quality Care

The secret to our success is simple: As we've grown, we've stuck to our values and principles. As a family-owned business, our mission is to restore the health and well-being of patients with care and compassion. We do this by:

- ◆ Caring for patients as we would our own family
- ◆ Supporting our staff with career pathways and opportunities to thrive
- ◆ Embracing technology and innovation
- ◆ Providing a seamless continuum of care throughout the patient journey

While that family feeling can be hard to quantify, patient outcomes, facility results and industry accolades are not. Altercare is consistently awarded regional and national recognition for quality and professionalism.

Thanks to our vertically integrated, multi-disciplinary business model, we're able to integrate all aspects of patient care from within. We can help better control the quality and consistency of each patient's journey, resulting in healthy patient outcomes.

Altercare by the Numbers

Number of Sites

26

Average Number of Admissions Per Day

19

Average Number of Admissions Per Month

607

Total Number of Discharges

6,024

Total Number of Patients Served

9,144

Includes Altercare St. Joseph & The Villa Camillus.

CMS Five-Star Ratings

Families want to ensure their loved ones are receiving the highest standards of care. Referring sources want to select facilities with proven metrics of exceptional results. The Five-Star Rating System from the Centers for Medicare & Medicaid Services (CMS) helps make these key decisions.



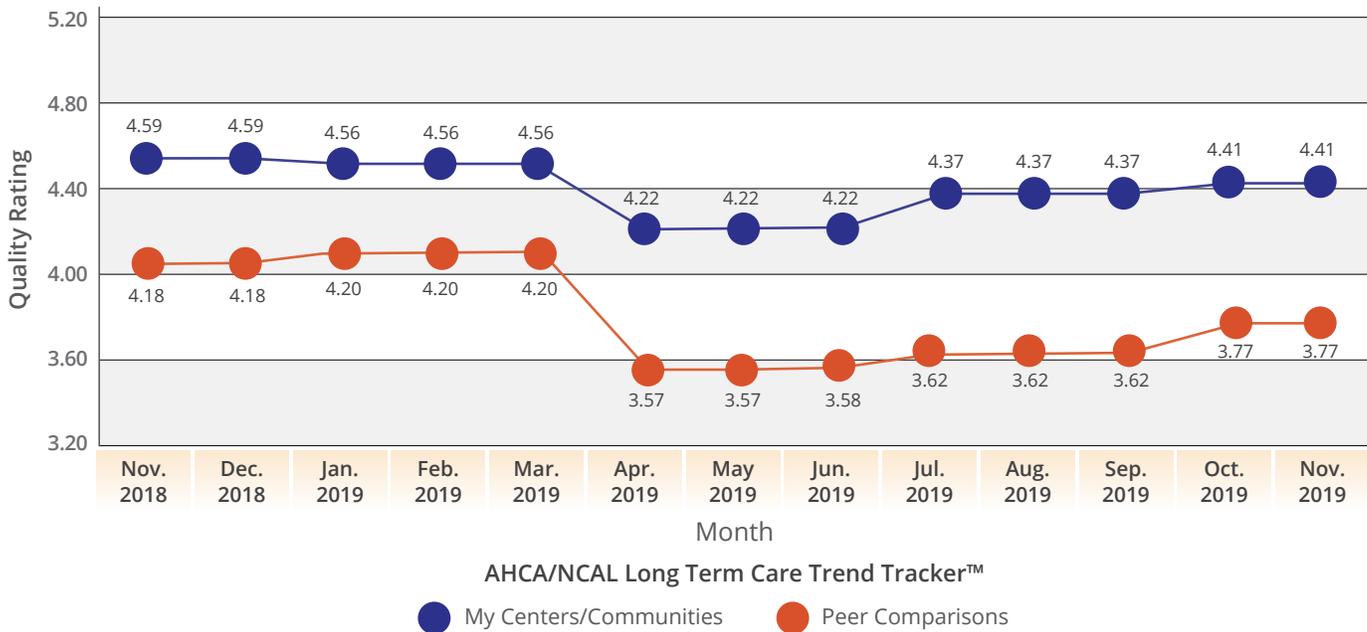
In April, CMS initiated changes to Nursing Home Compare and the Five-Star Quality Rating System that would include revisions to the inspection process, enhancement of new staffing information and modifications to quality measures. This impacted our entire industry as well as our Five-Star ratings.

Through the high standards we keep, our adherence to proven processes and our utilization of technology, we're committed to meeting these new criteria and providing the very best care.

Quality Measures

Quality measures are tools that help us quantify processes, outcomes, patient perceptions and organizational structures and/or systems that help provide high-quality health care.

FIVE-STAR OVERALL RATING REPORT: 5 STAR OVERALL: QUALITY MEASURES RATING



Altercare (excludes Villa and SJC); Peers are in states that match my centers; Centers from My Org are not included in peer group (1,420 currently active buildings).

** Altercare facilities owned or operated one year or greater.*

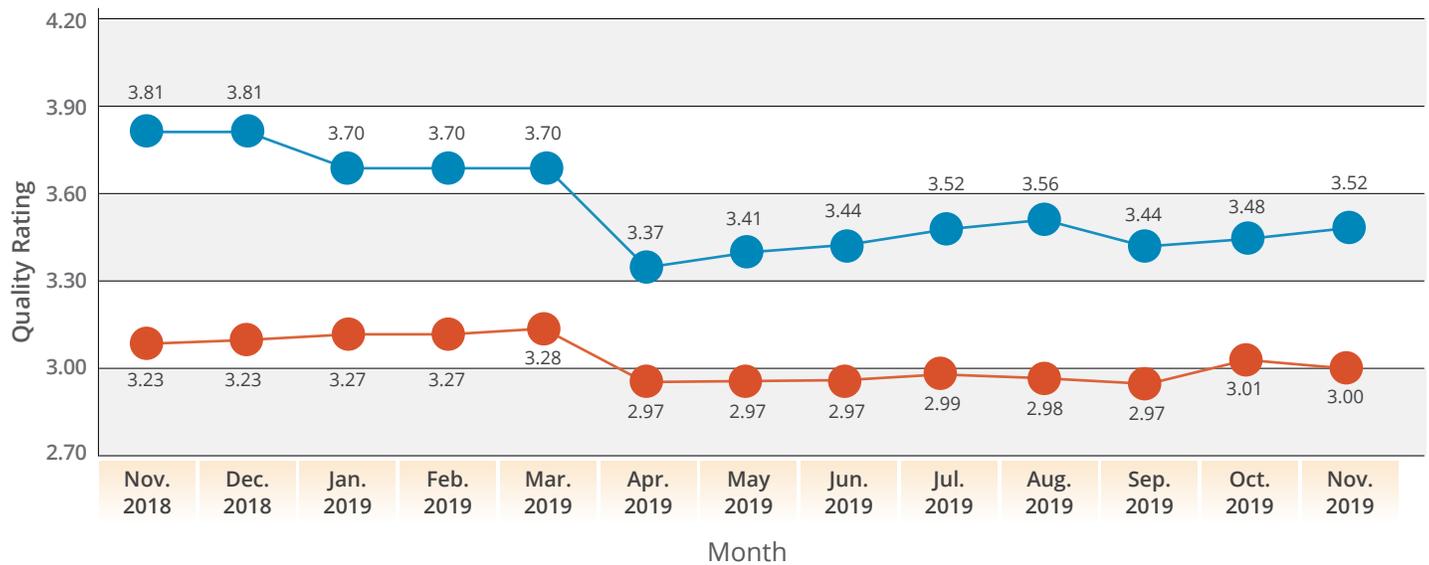
All data as of January 2020.
Source: AHCA/NCAL Long Term Trend Tracker



Overall Five-Star Rating

Includes Ohio Department of Health survey results, CMS quality measure results and CMS ratings for overall staffing, which includes the RN staff rating.

FIVE-STAR OVERALL RATING REPORT: 5 STAR OVERALL: OVERALL RATING



AHCA/NCAL Long Term Care Trend Tracker™

● My Centers/Communities ● Peer Comparisons

Altercare (excludes Villa and SJC); Peers are in states that match my centers; Centers from My Org are not included in peer group (1,420 currently active buildings).

** Altercare facilities owned or operated one year or greater.*

All data as of January 2020.
Source: AHCA/NCAL Long Term Trend Tracker

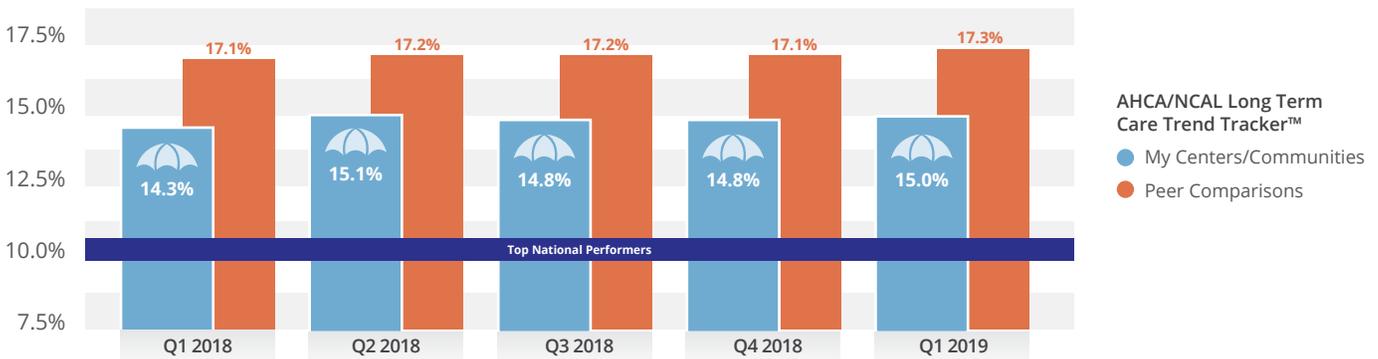
Readmissions

Hospital readmissions are an important formal measure of nursing facility quality – and a reflection of an organization’s approach to care. We’re proud to announce that, despite increased patient acuity, our readmission rates continue to remain below the statewide average.

Our success in this area reflects a systemic focus on treating higher acuity patients in an effort to meet the

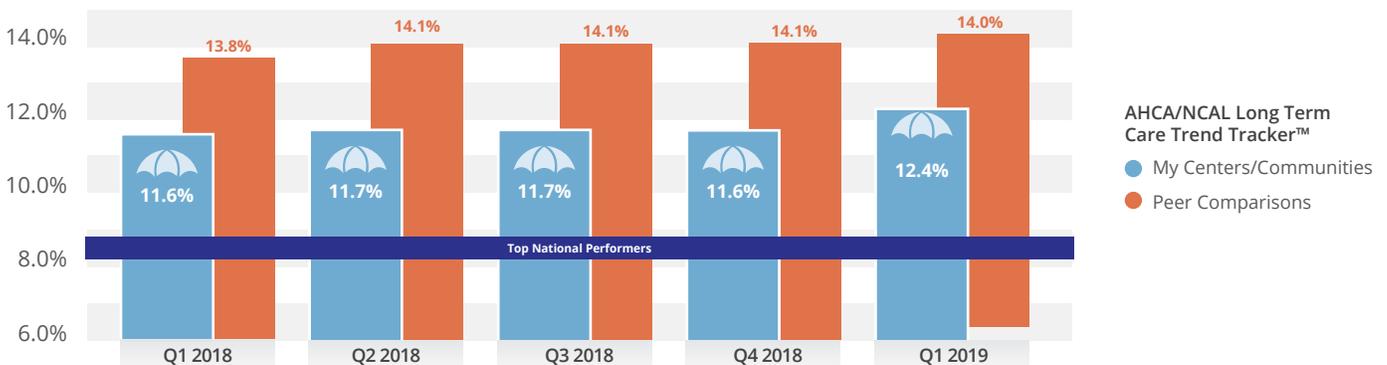
industry’s desire to provide care in the lowest cost-appropriate setting. Our use of the latest technologies, weekly assessments of readmission data, followed by reviews with key players in each facility, helps us uncover the root causes of readmissions. This concentration on continuous improvement makes a direct impact on the health outcomes of every patient entrusted to our care.

SNF QUALITY MEASURES: REPORT SUMMARY - POINTRIGHT® PRO 30™ - SHORT-STAY RISK-ADJUSTED RE-HOSPITALIZATION RATE



(PointRight® Pro 30™ © 2020 PointRight Inc) - 4 - Quarter View
 Altercare (excludes Villa and SJC); Peers are in states that match my centers; No Peer Type restriction; Centers from My Org are not included in peer group (1,420 currently active buildings).

SNF QUALITY MEASURES: REPORT SUMMARY - POINTRIGHT® PRO LONG-STAY™ - RISK-ADJUSTED HOSPITALIZATION RATE



(PointRight® Pro Long-Stay™ © 2020 PointRight Inc) - 4 - Quarter View
 Altercare (excludes Villa and SJC); Peers are in states that match my centers; No Peer Type restriction; Centers from My Org are not included in peer group (1,420 currently active buildings).

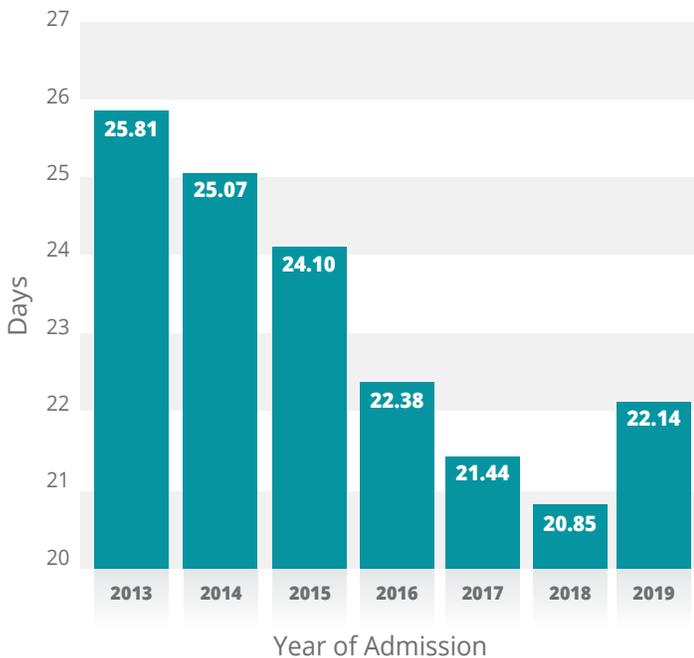
Length of Stay

We understand that patients long to be in comfortable surroundings – preferably their own homes.

It's always our goal to help patients go home whenever possible. Stay too long, the effectiveness of service goes down and cost goes up. But discharging too early can cause a return visit to the hospital or a rehabilitation facility, maybe with new conditions.

We balance these concerns by keeping what is best for patient outcomes at the forefront of all we do. In recent years, our average length of stay has dropped significantly.

ALTERCARE ALL SKILLED PATIENTS – LENGTH OF STAY



CNO, CMO Lead Quality Efforts

Health care is a continuous, rapidly changing environment. That includes our sector, which has transitioned to serving patients with a much higher acuity. Short-term rehabilitation has become the main focus in the health care arena. It has become more important than ever to align the medical, nursing and rehabilitation services we deliver to the needs of our ever-changing patient base.

Thanks to the efforts of our clinical team, we have been successful in delivering the quality of care that meets our patients' clinically complex needs while providing a safe, home-like environment and maintaining a regulatory rate higher than the state average as seen in our annual Ohio Department of Health survey citations. Our average citations remain lower than our state and national peers.

STANDARD HEALTH SURVEY: 2019 AVERAGE NUMBER OF CITATIONS



CMS Nursing Home Compare. Data is current as of December 2019. Excludes Villa and Altercare Saint Joseph.

Medicare Spend: Bundling

Altercare participated in the Bundled Payments for Care Improvement (BPCI) Model 3 initiative through the Centers for Medicare & Medicaid Services.

Bundling created a shift from a fee-for-service model to a value-based reimbursement model. It motivated organizations to improve care coordination among hospitals, physicians and post-acute providers.

We met all our regulatory and contractual obligations to share financial risk in the BPCI program.

Top Bundles Altercare Participated In:

- ◆ Major Joint Replacement of the Lower Extremity
- ◆ Sepsis
- ◆ Hip and Femur Procedures Except Major Joint
- ◆ Medical Non-Infectious Orthopedic
- ◆ Congestive Heart Failure
- ◆ Simple Pneumonia and Respiratory Infections
- ◆ Stroke
- ◆ Chronic Obstructive Pulmonary Disease, Bronchitis, Asthma



REMEDY MODEL 3 BENCHMARK SAVINGS

	Cumulative BPCI Episodes Managed	Cumulative Savings Generated
Awardee Convener Benchmark Model 3	32,417	8.5%
Altercare Results	1,381	11.7%



Our People Make the Difference

At Altercare, each member of our staff plays a pivotal role in providing award-winning care for our patients. It's why we're committed to continued education and employee satisfaction. Because our team of compassionate professionals is what makes us the preferred provider in the communities we serve.

In an arrangement unique to Altercare, our CNO and CMO meet regularly with administrative and clinical executives. This team-based approach helps us develop strategies and clinical initiatives to improve outcomes across the continuum of care.

Shared Governance

In 2019, we implemented four leadership councils designed to help improve outcomes while keeping patients at the center of everything we do.

Technology



Adopt and Adapt

Properly applied technology saves time and money while enhancing quality. At Altercare, we're both early adopters and frequent adapters, embracing and in some cases developing new technologies to better serve our patients.

Telemedicine

With this relatively simple yet powerful technology, the doctor is always "in." Thanks to two-way video and digital diagnostic tools, board-certified physicians are available bedside 24/7 – even on weekends and holidays. The results are highly encouraging: Hospitalization rates trend downward while patient and family peace of mind is higher than ever.

Vital Signs Program

Launched in 2018, our vital signs program allows clinical staff to enter a patient's vital measurements directly into the electronic medical record. This allows caregivers to quickly analyze significant changes to a patient's status and respond accordingly.



Clinical Practice Council

- ◆ Provides best practices to reduce patient falls

Education Council

- ◆ Provides education to patients and residents on a diagnosed condition
- ◆ Allows patients and residents to receive medications to take home after discharge without needing to visit a pharmacy
- ◆ Provides an antimicrobial stewardship program on the best use of antibiotics

Executive Director Operations Council

- ◆ Focuses on attracting, engaging and retaining highly qualified employees
- ◆ Develops recommendations to improve operational and patient satisfaction

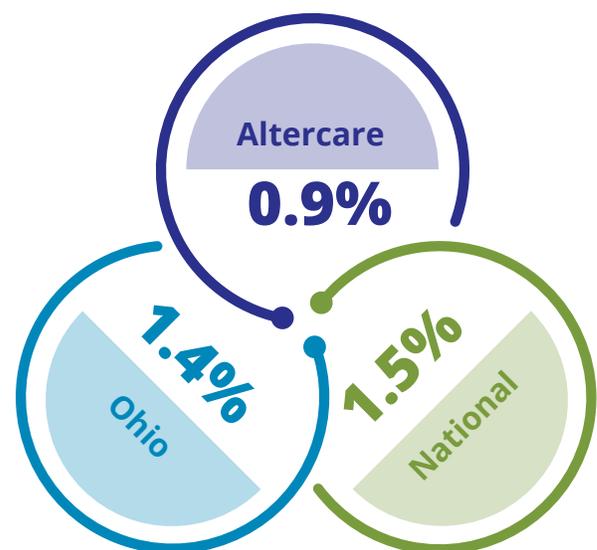
Clinical Informatics Council

- ◆ Focuses on electronic medical records, resident safety and documentation efficiencies

Wound Care Is a Top Priority

We advance our nurses' education and aim to have at least one wound care certified nurse in each facility, including the assistant director of nurses (ADON) and one or more registered nurse.

PERCENTAGE OF SHORT-STAY RESIDENTS WITH PRESSURE ULCERS



Ohio Health Care Association (OHCA) Professional Achievement Award Winners

The association's Professional Achievement Awards honor those individuals who have excelled in providing outstanding care in a cooperative spirit of teamwork. Statewide winners are chosen for three categories (direct care staff, support staff and administrator) if qualifying nominees are submitted.

OHCA Heroes of Long-Term Care



February 2019:
Danielle Rager
STNA, Altercare Adena



September 2019:
Brenda Rothenstine
STNA, Altercare Majora Lane



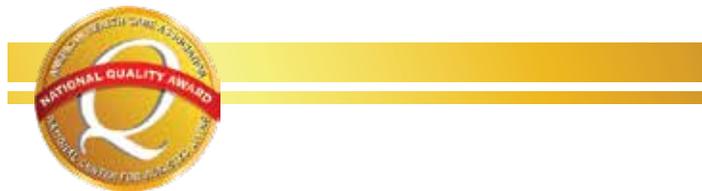
American Health Care Association

Every day, each person in our organization contributes to achieving an extraordinary resident experience and improved health and outcomes.

As a result, we're proud to have achieved national recognition for our efforts from the American Health Care Association (AHCA)/National Center for Assisted Living (NCAL) National Quality Award Program. This program uses Baldrige Criteria for Performance Excellence to reward

performance at three progressive levels – Bronze, Silver and Gold – based on the following criteria:

- ◆ Adopts Best Practices
- ◆ Integrates Technology
- ◆ Achieves Quality Clinical Outcomes
- ◆ Eliminates Waste
- ◆ Enhances Efficiencies



Gold: Excellence in Quality

Superior performance is demonstrated in leadership, strategic planning and customer and staff satisfaction.



Silver: Achievement in Quality

Continuous efforts are established to impact facility improvements, reflecting improved performance and health care outcomes.





Bronze: Commitment to Quality

Commitment is made to building a solid framework and identifying key factors that will contribute to overall quality improvements.

U.S. NEWS & WORLD REPORT

Altercare centers have been ranked among the best nursing homes for 2019-20 in Ohio by U.S. News & World Report.

The annual rankings are designed to assist future residents and family members in making informed decisions about where to find the best and most appropriate care for short-term rehabilitation and long-term care. *U.S. News & World Report* evaluated more than 15,000 care centers nationwide. Under new rating criteria, 2,250 facilities earned recognition in short-term rehabilitation and 420 nursing homes received this designation for overall care.



Mayfield Village



Best Short-Term Rehabilitation:

Altercare:
Cambridge
Nobles Pond
Post-Acute
Mayfield Village



Best Overall:

Altercare:
Lanfair



ABSOLUTE HEALTH SERVICES

A True Partner Focused on the Whole Person

It's what rehabilitation centers, nursing care facilities, assisted living facilities, people in their own homes and other care communities gain in Absolute Health Services.

We offer specialized services in six areas – pharmacy, rehabilitation, home health and hospice, palliative care and billing services – to support individuals along their health care journeys. We align our services with those of nursing staffs, foodservice providers and more to ensure patients are connected and taken care of every step of the way. Our brand reflects this commitment to working in harmony for the betterment of our clients.

Because we care about the client first – always.

Absolute by the Numbers

Patients Received
Hospice Care

490

Patients Received
Home Health
Clinical Services

1,416

Pharmacy Scripts
Dispensed
Per Year

**2.5
million**

Patients
Received Daily
Rehabilitative Care

2,328

Patients Across
84 Facilities Served
by Billing Services

236



The Largest Independent Pharmacy in Ohio

At Absolute Pharmacy, our business philosophy extends beyond dispensing medication. We're true invested business partners.

We provide hands-on consultation to help clients manage pharmacy costs, offer educational resources and support patients on their care journeys.

Consultants Who Are Part of the Care Team.

Your needs — and those of your patients — come first. We help with facility initiatives like admission medication reviews (AMR) where we can help look for details and resolve potential issues. Consultants are at your building monthly reviewing and communicating recommendations, too.

At Absolute Pharmacy, our team becomes a part of our clients' care teams.



Kevin Fearon



Jerry Liliestedt



Mary Jo McElyea



Natasha Zarkovacki



Beth Husted



Casey Persinger

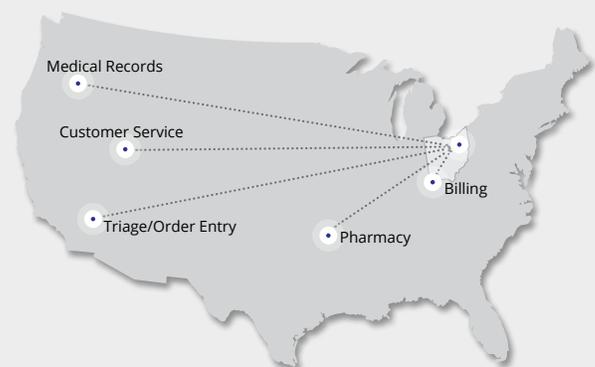
Independent Pharmacy Model Vs. Public Venture Capitalist

Absolute Pharmacy Services Centralized Model



- Pharmacy
- Customer Service
- Medical Records
- Billing
- Triage/Order Entry

Competitor Model – Hub & Spoke



Under our centralized model, we provide all services out of one location. This allows better communication company-wide and ensures that everything revolves around the client.



Business Reviews Share Insight on Cost Savings.

Data drives good decisions and helps control costs. Our Business Reviews provide analytical information on top of drug expenses and cost containment opportunities.

Service That Goes Where You Do.

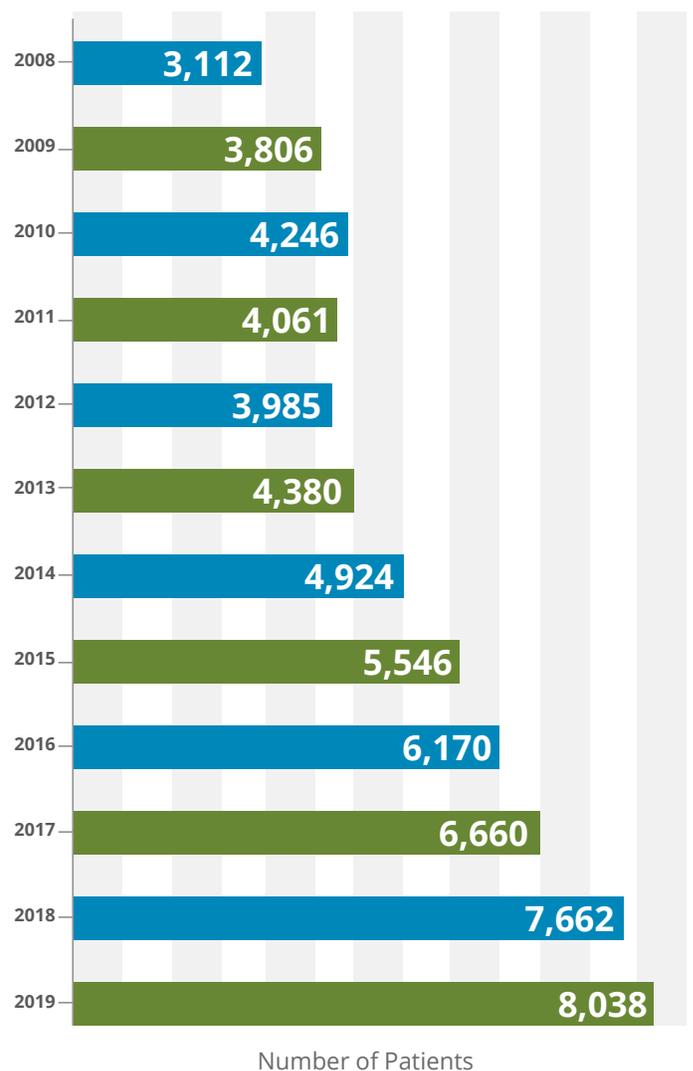
On-site supply. Same-day deliveries. Emergency fulfillment needs. We deliver solutions for all settings, including a Follow Me Home program to help patients receive medication as they transition back home from a facility.

Educational Opportunities That Keep Everyone Current.

We believe in keeping our clients up-to-date on the latest changes in the industry. That's why we offer educational events and distribute a quarterly newsletter.

Here We Grow

We continue to see increases in the number of patients that we provide pharmacy services to year after year.



Employing Technology to Improve Care Measures

Efficiency. Cohesion. Advancement.

The technologies employed by Absolute Pharmacy impact the full continuum of care. As one of the most electronically integrated pharmacies in our industry, we leverage technology to help you improve patient care and streamline facility operations. We use the latest robotic and integration technology to enhance communication, efficiency and accuracy in all we do.

Follow Me Home

When patients transition from a facility to home, not adhering to medication can increase the risk of hospital readmission. Absolute Pharmacy's new Follow Me Home program provides a 14-day supply of your patient's daily maintenance medications. This helps ensure your patient will have enough medication as they follow up with their primary care providers after discharge. And it can assist you in avoiding penalties associated with readmissions.

eMAR and eRx

We are currently integrated with multiple Electronic Medication Administration Record (eMAR) systems including PointClickCare®. We are a trusted resource of PointClickCare as a certified super user. And we partner with the software developer to work on pilots.

With eRx or e-prescriptions, we receive patient medication orders electronically as raw data rather than via fax. This helps reduce human error in the transfer of order details.

The logo for flexPOD, with 'flex' in blue and 'POD' in dark blue, followed by a small 'SM' trademark symbol.

Imagine a packaging solution that can help virtually eliminate medication errors, reduce hospitalization rates and deliver medications quickly and safely.

With flexPOD, we help our customers with selection management, counting and placement of medications.

For safety and accuracy, packaging includes a photo of the patient and pictures of the medications. And a time study found flexPOD provided a savings of 33 seconds per patient, per med pass, compared to punch cards.

In 2019, we served more than 2,500 assisted living, skilled nursing and independent living facilities with this packaging solution.





Getting Patients Back to the Quality of Life They Once Had. It's Our Driving Force at Absolute Rehabilitation

Our highly skilled team delivers comprehensive physical, occupational and speech therapies in post-acute settings.

We're more than just therapists. We help our patients by:

- ◆ Providing the latest functional treatments
- ◆ Balancing their emotional well-being with the physical demands of therapy
- ◆ Encouraging perseverance to get back to their normal quality of life

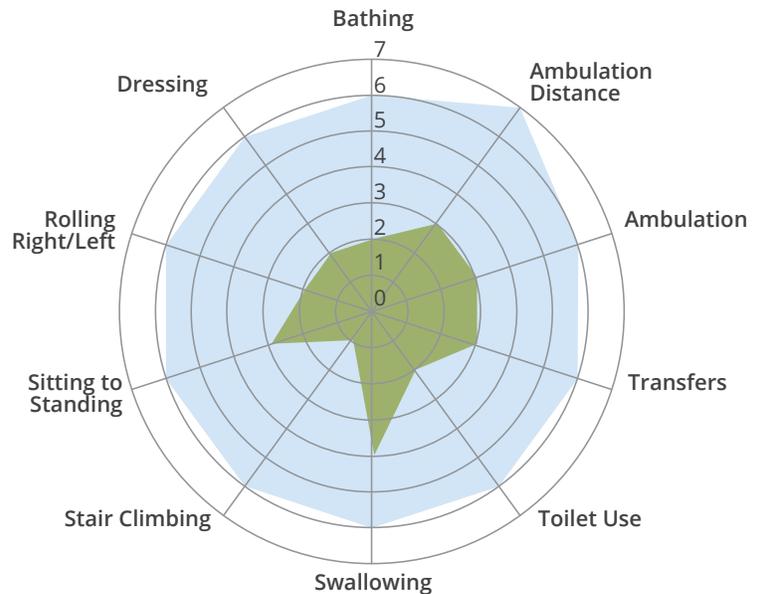
Our goal is to discharge each patient back home – wherever it may be.

Tracking Outcomes

We track rehabilitation outcomes with a depth of detail that provides a comprehensive view of our patients' well-being.

Status Legend:

0 - N/A	4 - Minimal Asst.	 Admit Status
1 - Total Asst.	5 - Standby Asst.	
2 - Maximum Asst.	6 - Modified Ind.	 Discharge Status
3 - Moderate Asst.	7 - Total Ind.	





Education and Training

Continued education and training help us excel in our work. We engage in a number of initiatives that help us improve patient care, including:

Absolute University

Through our internal e-learning platform, staff members can complete education courses to help them advance their skills.

Manager-Focused Initiatives

All managers participate in on-site training twice a year where they discuss quality measures, the latest activities, financial management and more.

CEUs

We offer opportunities for staff members to receive external training and obtain new and/or required CEUs.

On-Site Training

When necessary, we deliver training on the treatment of specific patient conditions.

Webinars

Ongoing training keeps our staff up to speed on changes in the industry, such as last year's implementation of the Patient Driven Payment Model (PDPM), a new reimbursement method.

Patient-Centered Dementia Care

Three years ago, Absolute Rehabilitation developed an innovative dementia care program to help break communication barriers.

In 2019, the Patient-Centered Dementia Care program (PCDC3) continued to make a difference for our patients, their families and our staff. Here's how it works:

- ◆ A speech therapist assesses a patient with dementia or a cognitive deficit.
- ◆ After assessment, the therapist assigns a cognition level.
- ◆ Three recommendations are made for the patient based on the assessment and presentation of the patient.
- ◆ The recommendations are shared with nursing staff and included in the individual's care plan. Accessible by all caregivers, anyone can review and find ways to successfully work with the patient.
- ◆ After one year, the patient is reassessed to see if the cognition level is maintained or if adjustments need to be implemented.



Providing Services With Care and Compassion

At Absolute Home Health & Hospice, we work hard to be a leader in serving the homebound, chronically ill and individuals in end-of-life care.

Our patients deserve the highest quality of care. And our skilled, interdisciplinary team delivers. Each team member is trained to understand the whole person, not just a diagnosis. This allows us to view every encounter with our patients and their families as a cherished opportunity to share how dignifying hospice, palliative and home health care can be.

Our footprint encompasses 24 Ohio counties. As we look forward, we aim to strengthen our relationships within our existing markets. We have the resources to confidently serve our facility partners and referral sources even more fully. And our partners will learn even more about our exceptional care, fluid team and our commitment to our palliative care program.

Home Health

Absolute Home Health provides health and personal care services inside the home to individuals recuperating from short-term illnesses, recovering from recent surgeries or managing chronic diseases. By providing skilled home health and personal care services together, our patients and referral sources reap synergistic benefits. This collaboration helps our team co-develop plans to meet our patients' specific needs.

Patient-Driven Groupings Model

The Patient-Driven Groupings Model (PDGM) from the Centers for Medicare & Medicaid Services (CMS) will alter home health reimbursement. This is the most significant change in Medicare's payment system in the last 20 years. By aligning our operational, clinical and financial goals, we will embrace these changes. We remain committed to providing quality care and focusing on patient and caregiver satisfaction.

2019 Absolute Home Health Stats

Patients Received Home Health Clinical Services

1,416

Average Number of Home Health Patients Treated Per Day

176

People Received Personal Care Services

103

Mobile X-ray

Convenience. Immediate results. Fast intervention. Thanks to our mobile-imaging unit, X-rays are taken right at a patient's bedside. Results are reviewed promptly, allowing our team to quickly respond to any medical anomalies.

Hospice

Absolute Hospice provides support to patients with life-limiting illnesses, their families and loved ones, while empowering them to live with dignity and comfort during their final stages of life. We provide an improved quality of life to patients, helping to manage symptoms when treatments are no longer effective or wanted.

Each patient we serve is assigned an interdisciplinary team that knows their condition and is attentive to their unique set of needs. This includes a medical director, the patient's physician, RN case manager, an STNA, social worker, chaplain, volunteers and a music or massage therapist when needed.

2019 Absolute Hospice Stats

490

Patients Received Hospice Care

100

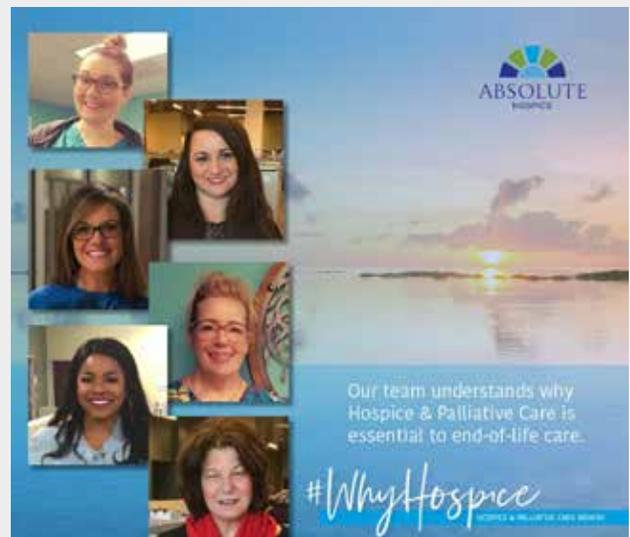
Average Number of Hospice Patients Treated Per Day

905

People Received Bereavement and Grief Support

Hospice Month

Each November, National Hospice Month raises awareness about the kind of care hospice provides to people with life-limiting illnesses. Our #WhyHospice Campaign in 2019 illustrated the impact hospice makes on our patients and their families.





Palliative Care

Our palliative care program delivers specialized medical care to patients with serious, life-limiting or terminal illnesses. To date, we've helped 205 patients, creating individual symptom management plans to help improve their quality of life.

When patients decide, though, they can no longer fight, palliative care coordinator Wendy Brown helps them understand that it's OK.

"Though it is hard and it makes anyone and everyone sad, dying is a part of living," said Brown, who has been a nurse for 17 years. "At Absolute Home Health & Hospice, we'll be by their side ensuring a painless, peaceful, dignified death because everyone deserves that."

Hospice Volunteers Make an Impact on Patients

Our volunteers play a critical role in putting a smile on our patients' faces. Whether they're playing an instrument, reading books, chatting or simply being there, they're helping our patients and their families feel more at ease during a difficult time.

The Absolute Hospice Foundation

The Absolute Hospice Foundation helps provide hope and alleviate burdens. Through its final wish and funeral grant program, the foundation assists Absolute Hospice patients and families during their most fragile moments.

Absolute Hospice Foundation Golf Outing

Absolute Hospice Foundation Golf Outing Raises **\$2,500**

George Kojac was 46 years old when he passed away after a yearlong illness. George's friends Dave and Joyce were so impressed by the care George received from Absolute Home Health & Hospice that they hosted a golf outing at Spring Valley Golf Course in honor of their friend, raising \$2,500 for the foundation. The funds will help provide final wishes and funeral grants to Absolute Hospice patients.

Absolute Staffing

In 2019, we formed a partnership with Altercare Integrated Health Services. In doing so, we've equipped them with qualified, experienced supplemental staff at Altercare facilities. Now, when there's a need, they have a pool of RNs, LPNs and STNAs to select from. This allows for a faster medical response to patient conditions.





We are working diligently to once again be named a winning supplier when CMS announces its next round of contracts, effective Jan. 1, 2021.

A Silent Partner Whose Work Speaks Volumes

At Absolute Billing Services, we're a two-fold business:

- ◆ A medical supply company selling a targeted selection of entirely Medicare Part B billable products.
- ◆ The strategic billing arm for Absolute Health Services companies.

We provide maintenance-free peace of mind. Our aim is to make the path to wellness as smooth as possible, whether it's managing a nursing facility's stockroom or ensuring a prior authorization issue doesn't prevent a client from receiving essential supplies. We partner with all clients to make sure people or facilities aren't billed for anything not qualified.

Other companies may tell a facility or a patient, "That's not covered. Here's what you have to do." We operate with the philosophy of "What can we do for you to get it covered?"

Because all our clients – group homes, individuals, assisted living facilities and more – have bigger things to focus on.

A Winning Supplier

Since 2016, we've been named one of the few winning suppliers of enteral supplies in the Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Competitive Bidding Program for the State of Ohio and Mercer County, Pennsylvania.

Beneficiaries, including acute care facilities and hospitals, are required to contract with a winning supplier to be reimbursed by Medicare.



Products

- ◆ Durable Medical Equipment
- ◆ Enterals
- ◆ Ostomy Supplies
- ◆ Urologicals
- ◆ Wound-care Supplies

Services

- ◆ 24-hour On-call Service
- ◆ Choice of Multiple Product Lines
- ◆ Drop-shipments
- ◆ Same-day Delivery



Partnering for Patients' Benefits

Residential Facilities

We understand what facilities go through daily. It's their job to serve residents. It's our job to help save costs, add efficiencies and reduce labor. We achieve this by:

Managing inventories directly through our maintenance-free program.

Staff no longer has to oversee ordering supplies. We work with facilities to send only what's needed for each resident per order. This means less overstock and less risk of expired products, especially enterals.

Handling claims and examining prior authorizations.

Our team interacts with clinical staff and patients every day. We reach out to verify that the information we receive is correct before we bill. And when we receive insurance information, we verify it's correct with the facility and the insurance company.

Pharmacy Supplies

In the world of pharmacy, changes occur more swiftly and suddenly than with durable medical equipment (DME). We structure our people and our systems to nimbly respond in kind. This includes:

Foregoing "holds."

We don't believe a person should wait to receive medication until gaining prior authorization. Our policies ensure there's no hold up as we work to gain the necessary information.

Operating on shared software.

We work on the same system as Absolute Pharmacy. If there's an issue or rejection, we're able to access all activity to step in and fix it quickly.

Gaining swift clinical input.

In the event of a rejection, we have direct access to pharmacists to help gain the information we need – from coding to substitutions.

Same-day adjudication.

We get confirmation up front to ensure charges are billable to Medicare.

Overseeing overrides.

We have a staff member whose sole focus is prior authorizations. If insurance denies a claim, we reach out to gain overrides and determine why it's denied.



One of the Largest Independent Broadline Foodservice Distributors in Northeast Ohio

Proudly serving customers in Ohio, Pennsylvania, West Virginia and Michigan, Avalon Foodservice offers a large base of local and national branded products. We continue to grow these offerings by developing new partnerships with brands customers know and trust.

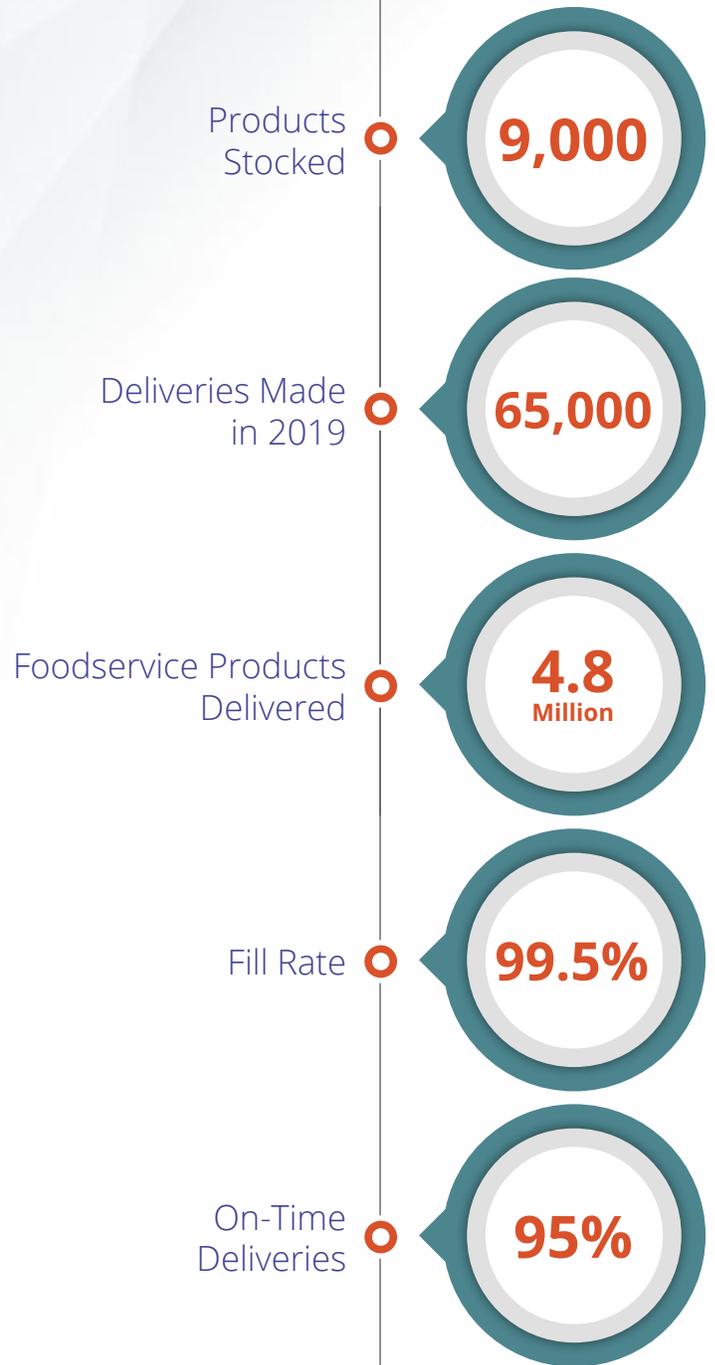
But we deliver more than just foodservice. We promise to provide an innovative customer experience that includes:

- ◆ Collaborative and trusting partnerships
- ◆ Forward-thinking strategies
- ◆ Technological advancements

Our goal is to help provide solutions for our customers, whether it's food safety, menu development or cost control. And we can help impact a patient's journey to wellness in a health care facility.



Avalon by the Numbers



Who We Serve

- ◆ Businesses and Industries
- ◆ Day Cares
- ◆ Education Institutions
- ◆ Golf and Country Clubs
- ◆ Government Agencies
- ◆ Health Care Facilities
- ◆ Independent Restaurant Operators
- ◆ National Chain Restaurants
- ◆ Retail

Value-Added Services

- ◆ **Recipe and food preparation plans** create two custom menu cycles for a facility. These meet individual patient needs and are state and USDA compliant.
- ◆ **Tray card program** helps facilities better organize and distribute food to residents.
- ◆ **Tableside dining technology** allows residents to order a variety of food options from their rooms. Employees input orders using tablets that go to facilities' kitchens to help improve efficiency.
- ◆ **Safety training** including ServSafe sanitation certification, Current Good Manufacturing Practices for our warehouse team and HACCP training to help prevent hazards.
- ◆ **Continuing education programs** like our annual health care seminar and food show offer registered dietitians, DTRs, certified dietary managers and licensed nursing home administrators an opportunity to receive CEUs.

The Avalon Experience

We're a consultative partner.

As a family-owned company, we know the value of talking through solutions and recommending tailor-made solutions.

We're a solutions provider.

We can identify areas where facilities need assistance – from menu creation to culinary training – and offer solutions to get them on track.

We employ experts.

Our staff includes a highly trained diet tech and a culinarian who help to create a restaurant-quality experience that meets individual nutritional guidelines.

We're connected.

We are an owner/member of UniPro FoodService Inc., the industry's largest national foodservice cooperative, boosting purchasing power and expanding product offerings.

We're aligned with brands customers want.

We work with branded manufacturers our customers know and love.

We use technology to generate wins.

From custom reports generating sophisticated cost data to flexible program structures to streamline logistics, we invest in technologies that help business operations succeed.



Proven, Tested Products. Outstanding Outcomes. Customer Confidence.

It's what skilled nursing, assisted living and other long-term care facilities gain with Leverage Purchasing Group.

We're committed to providing the highest value to our members by securing competitive contracts for top-quality goods and services. Using a trusted and proven quality assurance system, we help members use our concentrated purchasing power to their advantage.

The focus.

We center our efforts on products that bring the greatest impact to our customers' bottom lines. All our reviewed products are clinically tested for proven performance.

The benefits.

Members save money through pre-negotiated contracts with leading suppliers of commonly used business services. What else do they gain? Product consistency, individual product selection and flexible service agreements.

The power of purchasing.

There are no long-term contracts or membership fees. Instead, members gain volume-driven discounts.

Leverage by the Numbers

Approximate Number of Beds We Served

4,600

Years of Industry Experience

20

Number of Vendor Contracts We Hold

20

Number of Members Who Take Advantage of the Services We Provide

86



A Leg Up in the Industry

Leverage is building a strong reputation for delivering quality products to long-term and acute-care facilities. Vice President William J. Puleo details the cost and quality value that Leverage brings to this industry.

What sets Leverage apart from other GPOs in the industry?

Two things, really. The first is our focus on savings and quality. Many of our competitors focus solely on savings. We extensively test our products in care facilities with actual residents. We know which products work and which don't hold up. This gives our members confidence in their purchases.

The second is our know-how. Our employees have backgrounds in skilled nursing, rehabilitation and alternative care communities. We understand the landscape and the challenges facilities face, from reimbursement to cost containment.

What do your members gain?

Choice, efficiency and cost savings. At our core, we focus on industry-leading products.

To do this, we offer flexible, sole-source contracts with no membership fees. This means that we have only one contracted supplier for each type of product or service. Suppliers recognize this value and are able to offer pricing that rivals, or sometimes beats, larger group-purchasing organizations. In the end, our customers can be assured that they're getting the best overall value on the products they really want.

We also take an a la carte approach. Our members can pick and choose the products they need from a range of brand names and benefit from volume-driven discounts. We buy in bulk and transfer those savings to our members.

How does Leverage test its products?

We trial through one or more Altercare facilities, and we usually have several trials running at the same time. Depending on the product, it can take a few weeks to a few months. Once we're done, we conduct a survey with patients, nursing staff and families to determine its effectiveness. This data helps us determine whether or not to offer the product. Ultimately, this ensures we're offering a product that enhances operational efficiency and effectiveness.

How do you fit into the continuum of care?

We provide the things that make patients and residents comfortable. It's all about getting that 82-year-old woman in Bucyrus on the right mattress. It will help her sleep better and hopefully improve how she functions during the day. We're never going to meet her, but at the end of the day, we're delivering a product or service that improves her life on some level.

Our Vendors





Valor Health Plan

Supporting Our Members and Providers to Improve Preventative Care

Launched in January 2019, Valor Health Plan was founded to help our partner facilities focus on chronic condition management.

As one of Ohio's few Institutional Special Needs Plans (I-SNP), we offer a health plan designed specifically for Medicare beneficiaries who reside in a long-term care facility.

In our first year of operation, Valor helped both affiliated and non-affiliated facilities reduce hospital readmissions and emergency room visits. And we look forward to continue expanding in 2020.

Members of our Medicare Advantage plan benefit from:

- ◆ A health risk assessment and comprehensive care plan.
- ◆ A supportive role for doctors in our network provided by nurse practitioners and RN case managers.
- ◆ A focus on chronic condition management through coordinated care.

Our additional layers of service for nursing facilities are provided at no cost to providers. No application or affiliation fees are required for participation. And contracted nursing facilities receive reimbursement of services at 100% of the Medicare fee schedule.

Valor Health Plan by the Numbers

Number of Health Care Providers In Network

13,000

Percentage of Patients Who Choose to Enroll After Meeting With Valor Health Plan Representatives

86%

Percentage of Eligible Members Who Choose to Stay Enrolled

99.8%

Reduction in Hospitalizations

17%

Reduction in Emergency Room Visits

48%

Working Together to Help Members and Providers

In the past, resources have not been available for facilities to improve quality outcomes by focusing on chronic condition management for the long-term care population. This has been caused by lower managed care rates and increasing Medicare Advantage populations in nursing facilities.

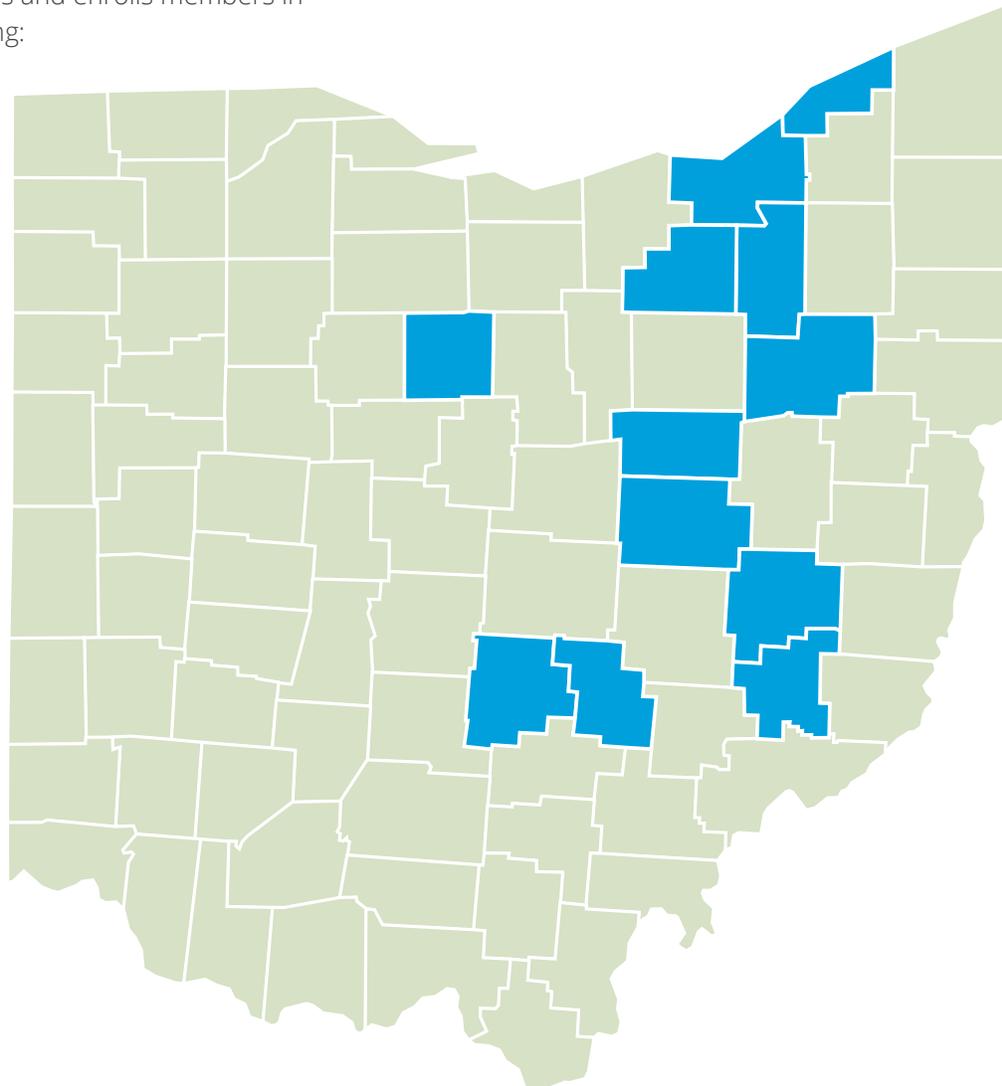
Valor Health Plan helps members and providers proactively manage a patient's conditions by:

- ◆ Catching symptoms early to prevent possible hospital admission.
- ◆ Answering family members' questions about care and medical treatment.
- ◆ Working collaboratively with nursing facility staff to achieve desired health outcomes.

Approved Service Areas

Valor Health Plan operates and enrolls members in 12 Ohio counties, including:

- Coshocton
- Crawford
- Cuyahoga
- Fairfield
- Guernsey
- Holmes
- Lake
- Medina
- Noble
- Perry
- Stark
- Summit



Contact Us

ALTERCARE

COSHOCTON COUNTY

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1991 Otsego Ave.
Coshocton, OH 43812
(740) 622-2074

CRAWFORD COUNTY

Altercare Bucyrus
1929 Whetstone St.
Bucyrus, OH 44820
(419) 562-7644

CUYAHOGA COUNTY

Altercare Mayfield Village
290 N. Commons Blvd.
Mayfield Village, OH 44143
(440) 473-9411

FAIRFIELD COUNTY

Altercare Lanfair
1590 Chartwell St.
Lancaster, OH 43130
(740) 687-5100

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Altercare Canal Winchester
6725 Thrush Dr.
Canal Winchester, OH 43110
(614) 834-2500

Altercare Hilliard
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Hilliard, OH 43026
(614) 771-4400

GUERNSEY COUNTY

Altercare Cambridge
66731 Old Twenty One Rd.
Cambridge, OH 43725
(740) 432-7717

HOLMES COUNTY

Altercare Majora Lane
105 Majora Lane
Millersburg, OH 44654
(330) 674-4444

LAKE COUNTY

Altercare Mentor
9901 Johnnycake Ridge Rd.
Mentor, OH 44060
(440) 357-7900

LICKING COUNTY

Altercare Newark North
151 Price Rd.
Newark, OH 43055
(740) 366-2321

Altercare Newark South
17 Forry St.
Newark, OH 43055
(740) 345-9197

MECOSTA COUNTY, MICHIGAN

Altercare Big Rapids
805 West Ave.
Big Rapids, MI 49307
(231) 796-3185

MEDINA COUNTY

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147 Garfield St.
Wadsworth, OH 44281
(330) 335-2555

MUSKINGUM COUNTY

Altercare Zanesville
4200 Harrington Dr.
Zanesville, OH 43701
(740) 452-4351

NOBLE COUNTY

Altercare Summit Acres
44565 Sunset Rd.
Caldwell, OH 43724
(740) 732-2364

PERRY COUNTY

Altercare Somerset
411 S Columbus St.
Somerset, OH 43783
(740) 743-2924

Altercare Thornville
14100 Zion Rd.
Thornville, OH 43076
(740) 246-5253

PORTAGE COUNTY

Altercare Post-Acute
1463 Tallmadge Rd.
Kent, OH 44240
(330) 677-4550

STARK COUNTY

Altercare Alliance
 11750 Klinger Ave.
 Alliance, OH 44601
 (330) 823-8263

Altercare Country Lawn
 10608 Navarre Rd. SW
 Navarre, OH 44662
 (330) 767-3455

Altercare Hartville
 1420 Smith Kramer Rd.
 Hartville, OH 44632
 (330) 877-2666

Altercare Louisville
 7187 St. Francis St. NE
 Louisville, OH 44641
 (330) 875-4224

Altercare Navarre
 517 Park St.
 Navarre, OH 44662
 (330) 879-2765

Altercare Nobles Pond
 7006 Fulton Dr. NW
 Canton, OH 44718
 (330) 834-4800

SUMMIT COUNTY

Altercare Cuyahoga Falls
 2728 Bailey Rd.
 Cuyahoga Falls, OH 44221
 (330) 929-4231

Altercare Western Reserve
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 Stow, OH 44224
 (330) 653-8722

ABSOLUTE**ABSOLUTE HEALTH SERVICES**

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 (330) 498-8200

ABSOLUTE BILLING SERVICES

North Canton Office
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ABSOLUTE HOME HEALTH

North Canton Office
 (330) 498-8219

ABSOLUTE HOSPICE

North Canton Office
 (330) 498-8075

ABSOLUTE PHARMACY

North Canton Office
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ABSOLUTE REHABILITATION

North Canton Office
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ABSOLUTE HOSPICE

Cleveland Office
 8001 Sweet Valley Drive, Suite 14
 Valley View, OH 44125
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LEVERAGE**LEVERAGE PURCHASING GROUP**

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VALOR HEALTH PLAN**VALOR HEALTH PLAN**

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