



Veterans Services, Inc.

Presentation to the
Arkansas Veterans Affairs
Home Task Force

July 9, 2013





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To the Members of the Arkansas Veterans Affairs Home Task Force:

On behalf of the more than 1600 employees of HMR Veterans Services, I would like to express our appreciation for the opportunity to visit with you as you plan for the future for the veterans of Arkansas.

HMR Veterans Services, Inc. (HMRVSI) has served the State Veterans Homes in South Carolina, Maryland and Alabama for more than 15 years. Created by veterans to serve veterans, our company works daily to meet the changing needs of our country's servicemen and women. Through a shared mission and commitment to quality, our partnerships with these states have created environments of care that recognize and respect the service of each veteran.

Approaches to care and funding differ from state to state. From total operational management to key position consulting, HMR Veterans Services, Inc. has the experience and expertise to work with you in whatever capacity brings about the greatest benefit. Our veteran-focused approach to care drives every decision and relationship that we encounter.

Our team members with you today:


William S. Biggs, President

John Twitty, Senior Vice President / Chief Financial Officer

Heyward Hilliard, Senior Vice President / Chief Operations Officer

We look forward to sharing more about HMRVSI and addressing any questions you may have about services to veterans in the State Veterans Homes.

Sincerely,


William S. Biggs
President

Serving Those Who Served
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Veterans Services, Inc.



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"Serving Those Who Served"






SERVING WITH EXPERIENCE

- ★ Serving with Experience
 - ★ Experienced management team members with 20+ years in long term care and State Veterans Home experience
 - ★ Total operational management of existing homes
 - ★ Design and Construction / Opening and Recognition of New Facilities**
 - ★ Key position consulting and support
- ★ Proven Approaches To
 - ★ Quality Assurance / Risk Management
 - ★ Effective Financial Management
 - ★ Pharmaceutical Services
 - ★ Wound Care
 - ★ Effective Policies & Procedure
 - ★ Credentialing Process
 - ★ Continuous Survey Compliance
 - ★ Management of Medicare & Medicaid as Funding Sources
 - ★ Representation in the NASDVA, NASVH and AHCA



SERVING THE VETERANS' NEEDS

★ Skilled Nursing / Clinical Care	★ Behavioral/Mental Health
★ Assisted Living	★ Support Groups
★ Individual / Group Activities	★ Transportation / Outings
★ Rehabilitative Therapies	★ Wound Management
★ Memorial Day & Veterans Day	★ Dietary Choice
★ Fitness & Wellness Programs	★ Hospice



SERVING STATES' SPECIFIC NEEDS

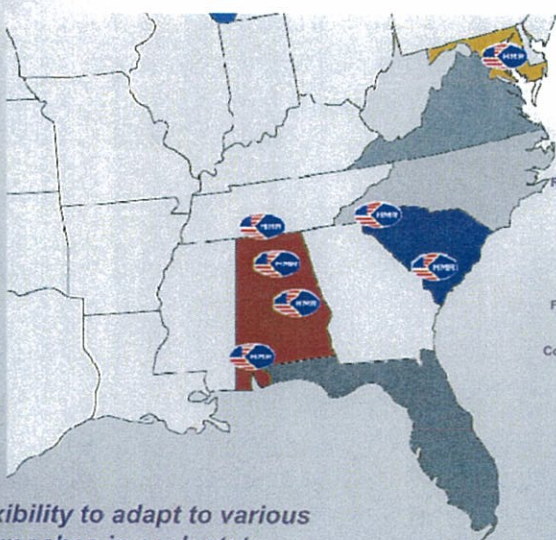
- ★ Management of all aspects of operations
 - ★ Administrative Management
 - Regional Directors • HR • Finance • Marketing • Maintenance
 - Medicare/Medicaid Specialists • IT • Activities • Social Services
 - ★ Nursing Management
 - Regional & Clinical Nurse Consultants • Wound Care Protocols
 - Quality Assurance Specialists • CNA Training Programs
 - ★ Rehabilitative Therapy Management
 - Physical Therapy • Speech Therapy • Occupational Therapy
- ★ Key Position Consulting Services
 - Administrative • Nursing • QA • Survey Preparedness
 - Risk Management



PHARMACY SERVICES

- ★ Experienced pharmacy management team with three decades of long term care pharmaceutical services experience.
- ★ Daily medication reviews to provide Quality Assurance, reduce Poly-pharmacy, & monitor for compliance with Federal and State regulations
- ★ Assistance with enrollment and billing of private insurance, Medicare Part D & Medicaid
- ★ VA Approved Pharmacy Options and Sharing Agreements

WHERE ARE WE NOW



Maryland
Charlotte Hall State Veterans Home
Charlotte Hall, MD

South Carolina
Richard M. Campbell State Veterans Home
Anderson, SC
Veterans Victory House
Walterboro, SC

Alabama
Floyd E. "Tut" Fann State Veterans Home
Huntsville, AL
Col. Robert L. Howard State Veterans Home
Pell City, AL
Bill Nichols State Veterans Home
Alexander City, AL
William F. Green State Veterans Home
Bay Minette, AL

Flexibility to adapt to various approaches in each state.

Charlotte Hall Veterans Home

Charlotte Hall, Maryland



Bed Capacity:

Skilled Beds: 288
Domiciliary Beds: 168

Richard M. Campbell Veterans Nursing Home

Anderson, South Carolina



Bed Capacity: Skilled Beds 220

Veterans Victory House Nursing Home

Walterboro, South Carolina



Bed Capacity: Skilled Beds 220

Bill Nichols State Veterans Home

Alexander City, Alabama



Bed Capacity: Skilled Beds 150

Floyd E. "Tut" Fann State Veterans Home

Huntsville, Alabama



Bed Capacity: Skilled Beds 150

William F. Green State Veterans Home

Bay Minette, Alabama



Bed Capacity: Skilled Beds 150

Col. Robert L. Howard State Veterans Home

Pell City, Alabama




Bed Capacity:

Skilled Beds: 174

Domiciliary Beds: 80



PROVEN RESULTS

- ★ Survey Results:
 - ★ 2012-2013 – 13 Compliance Surveys completed among seven facilities in three states
 - ★ Average number of deficiencies per facility – 1.5 compared to the national average of 7.4
 - ★ Average CMS 5 Star rating – 4.5 Stars
 - ★ Leaders in Family and Veteran Satisfaction




PROVEN RESULTS


- ★ **The Management Company Transition**
 - ★ Competitive Wages and Benefits
 - ★ Market Analysis
 - ★ Long Term Effects
 - ★ Controlled Expenses
 - ★ Liability Exposure
 - ★ Experienced Resources



PROVEN RESULTS


- ★ **Opening a State Veterans Home**
 - ★ Licenses, Permits, Provider numbers
 - ★ Staffing, Training and Education
 - ★ The VA Recognition Survey – the path to payments
 - ★ Veterans Victory House – 220 beds (2006)
 - ★ Colonel Robert L. Howard – 254 beds(2012)





THE ROAD AHEAD

- ★ Rapidly changing needs of veterans
- ★ Full Implementation of Electronic Medical Records through American HealthTech
- ★ Reimbursement changes
- ★ Legislative Changes - Priority One Veterans
- ★ Regulatory / Enforcement Changes



THE NEXT STEP



**Management Options
for
State Veterans Homes**

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Please visit our facilities at
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