



Total Living
CHOICES

Transitional Care Solutions...
for Families, Hospitals and Providers





As a nation, we're growing older and living longer. Over the next 20 years, the number of people age 60 and older is projected to double. Life expectancy is at an all-time high.

With a rapidly aging population, hospitals will experience an increase in elderly patient volume. When it's time to discharge, many seniors have health conditions that require long-term care while others need home care assistance.

Beyond seniors, hospitals face many difficult discharge scenarios where patients require specialty care in areas like pediatrics and oncology. Finding and securing post-acute care providers that meet patients' needs while keeping up with paperwork and clinical responsibilities becomes increasingly challenging. Patients and families often are confused and overwhelmed when faced with choosing a post-acute care provider, especially when they don't know where to start or who to trust.

Total Living Choices is a solution that hospitals, patients and loved ones can depend on when it's time to make important transitional living decisions.

A Comprehensive Transitional Care Resource

TLC maintains the largest known database of post-acute care providers in the U.S. Updated quarterly, TLC's online resources provide information on more than 68,000 providers, including nursing homes, skilled nursing facilities, assisted living, home health, home care, hospice, durable medical equipment and long-term care providers.

TLC unites patients, their families and health-care organizations in facilitating changes in a loved one's living and care arrangements. Since 1999, TLC has empowered thousands of families in finding the best living solutions.

What does Total Living Choices do?

- » TLC provides options to maximize quality of life and quality of care resulting in the best living solutions
- » Helps hospitals increase efficiency by automating the discharge process
- » Helps post-acute care providers connect their services to patients' needs
- » Educates patients and their loved ones on the complexities of the long-term care industry
- » Matches patients' needs with the best living choices



Ted's Story

My sister, Jeanne, was diagnosed with a brain tumor that had wrapped around her right optical nerve and was scheduled for surgery with the doctor's warning that the outcome was uncertain. She came out of surgery seemingly very well; she talked, walked and announced she would continue to live alone in her Santa Barbara, Calif., home.

Later, we discovered that in removing the tumor, a partial lobotomy had been performed which left her completely unaware that she needed to take medication to prevent seizures. Her lack of awareness resulted in seizures and a stroke, which left her in a partially paralyzed state – still without comprehending the need for regular medication. In short, she needed a skilled nursing home – and we were told we had 72 hours to find one.

We began our quest for information on the Internet, but only found “expanded yellow pages” lists of thousands of nursing homes with little useful information. Books, pamphlets and telephone calls usually resulted in the suggestion to visit home after home with hundreds of checklist items to investigate.

Nowhere was there a way to quickly find worthwhile information about nursing homes and other eldercare living facilities. Which type of facility was the right kind? Why wasn’t there a rating of homes/facilities? What were their costs? Which homes met the special needs of ours? Could we remodel our house to accommodate Jeanne’s needs? Why was there so much indecipherable “fine print” and “legalese” everywhere? We wasted so much time and energy! And wasted time during this period of high stress was inexcusable.

I vowed that I would create a “user-friendly” Web site so that no one at such a traumatic time would have to go through the frustration, exasperation, anger and guilt that we felt from the lack of useful information.

Total Living Solutions is dedicated to my sister, Jeanne. From this time on, the necessary information will be instantly available to anyone faced with having to decide where to place a loved one. We will provide living solutions for you. We will help you match the needs of your loved one with the best solutions.

Ted Tanase, Founder and CEO of Total Living Choices

On March 16, 2001, my sister quietly passed away after slipping into a coma. Total Living Choices will live on to help patients find the best living solution for them.





Hospital Resources

Health-care organizations strive to find post-acute care options for patients as effectively and efficiently as possible. TLC provides tools that automate the discharge process and educate families, resulting in a less stressful, more streamlined process and a better experience for patients, families and hospital staff.

Care Finder-Pro®

A transitional care program that connects patients, their families, hospitals and post-acute care providers, Care Finder-Pro makes every licensed care provider in the nation instantly available to hospital discharge and case management staff.

Streamlines the Discharge Process

Hospital staff can send requests to multiple care providers simultaneously through Care Finder-Pro. The system contacts the selected providers, then notifies the hospital with bed availability, typically within 30 minutes. This facilitates a transitional care workflow that is quick, secure and accurate.

Improves Provider Communication

Once a patient selects a post-acute provider, the hospital staff notifies all providers that the case is closed through Care Finder-Pro. The system informs the physician where their patient resides and prepares management reports on the provider and planner's activity.

Integrated Family Programs

TLC provides a number of tools to help educate and assist patients. Our suite of family programs can be embedded in your Web site and customized to support your brand.

Using Care Interpreter[®], Facility Finder[™] and Home Care Finder[™], patients and families can research the appropriate type of care and viable providers prior to meeting with your staff. The family programs help increase patient satisfaction and enable your staff to spend less time researching options and more time on their critical tasks.

Why Hospitals Choose TLC

- » Care Finder-Pro's automated process helps improve efficiency by reducing time per discharge and decreasing Length of Stay. By increasing throughput, bed availability increases and operating costs decrease.
- » TLC's time-saving and educational benefits help increase patient, family and employee satisfaction, which in turn helps to increase HCAHPS scores and can contribute to higher reimbursements.
- » Care Finder-Pro's reporting functions improve hospital/provider communication and relationships.
- » Educational programs accessible through the hospital's Web site helps patients navigate post-acute care options and become more prepared to make transitional living decisions.



Family Programs

TLC's family programs are free, educational resources and reports that ultimately help patients select the best facility.

Care Interpreter - The First Step

A free online decision support program that determines the best living options for a loved one based on their needs:

- » Price range
- » Health status
- » Memory impairment
- » Independence
- » Other personal and health requirements

Care Interpreter generates a report that includes:

- » All care alternatives, including providers and in-home care
- » How well each option meets the patients' needs
- » Detailed information that explains the patients' options
- » Questions to ask to obtain more information from the recommended providers

Facility Finder

For individuals who can no longer live on their own, or patients recovering from a medical procedure that need to find a short-, medium- or long-term living environment outside their home, Facility Finder helps patients connect with the right living option.

Facility Finder matches an individual's quality of care *needs* and quality of life *wants* with all licensed post-acute and home care providers in the U.S. according to:

- » Activities
- » Diet
- » Language
- » Location
- » Payment
- » Special therapies
- » Living environment

A list of providers that match the individual's needs and wants is generated, along with a link to the facility's Web site, 360° virtual tours, contact information and the opportunity to schedule a visit and tour.

Facility Finder also includes information on specialty providers for Alzheimer's, hospice, psychiatric, Parkinson's, pediatric and respite care.

Home Care Finder

For patients who prefer to return home following a hospital procedure or discharge, or for active seniors who prefer to return home with assistance, Home Care Finder helps simplify their search.

Home Care Finder provides access to medical and non-medical home health services such as licensed home health, home care and hospice providers, or assistance with housecleaning, meals and shopping.

Why Patients and Families Choose TLC

- » Patients and families have a wealth of resources at their fingertips – with more information than Yellow Pages or electronic listings can provide.
- » All providers are given complimentary listings and detailed information for patients and families to access. The result is a comprehensive database enabling faster, more thorough search options.
- » Our Web-based solution evaluates quality of life and care needs, giving patients and families different options to choose from.
Using our Web-based solution, family members living in different locations can connect and communicate through one secure online resource.
- » Reduces frustration and guilt for the patient and their families by matching needs with available options.

Family members living in different locations can connect and communicate through one secure online resource.



Care Interpreter



Facility Finder



Home Care Finder



Care Provider Resources

Our online decision support programs educate patients about their available options. That means care providers can be confident that when they receive a hospital or patient referral through TLC, the individual truly is interested and is not submitting an uninformed request for information. TLC delivers educated, qualified referrals through a streamlined process, which helps care providers increase census and revenues.

TLC facilitates increased exposure to patients and hospitals through a variety of services:

- » Referrals via e-mail, fax, pager or phone
- » 24/7 referral reporting
- » Referral reporting to corporate management team
- » Business intelligence reporting

Individuals are six times more likely to consider a facility if they have a Web site. For providers requiring Web assistance, TLC offers:

- » Site design and development including text, pictures and 360° virtual tour
- » Online tour scheduling and monthly report showing Web site hits
- » Opportunity to place advertising on tlchoices.com to help increase online visibility
- » Site hosting and maintenance

The Total Living Choices Difference

- » **The nation's most comprehensive transitional care resource**
TLC's growing list of more than 68,000 registered U.S. care providers ensures patients, families and health-care organizations have the most complete and accurate database search available in the industry. Service and amenity data from care providers is updated quarterly giving patients, families and hospitals the most thorough report.
- » **Powerful, yet user-friendly resources**
All of TLC's tools are simple and easy-to-use, while providing a substantial amount of customized information and automating existing time-consuming processes. TLC's tools generate reports and results quickly and securely on demand.
- » **Our philosophical approach**
We believe having access to a comprehensive database on demand is critical to your facility's success and your patient's satisfaction. We exceed industry standards by including providers at no charge, which ensures we have the most comprehensive data.

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