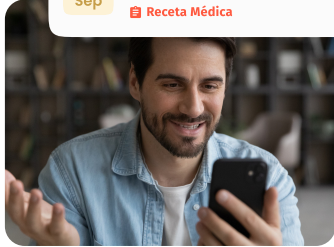




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Coach Ivonne Rodriguez
Dolor de estómago

Receta Médica



Transform Post-Acute Care for Your Most Hard to Reach Patients

Virtual Spanish-Speaking Care Coordination That Drives Real Outcomes

MiSalud's culturally-attuned model extends your care team virtually, providing intensive post-discharge support for Spanish-speaking and complex chronic condition patients — improving readmissions, adherence, and satisfaction.

The MiSalud Health Solution: Virtual Care Team Extension



Culturally-Attuned Post-Acute Support

MiSalud becomes the Spanish-speaking arm of your discharge care:

- **Virtual health coaching** in Spanish with cultural competency
- **Treatment adherence support** through ongoing relationships and education
- **Lifestyle modification coaching** for diet, exercise, and chronic condition management
- **Integrated behavioral health** addressing stress, anxiety, and adaptation challenges



Seamless Care Coordination

Integration with your existing care teams:

- **EHR interoperability** to receive patient records and provide care updates
- **Care plan alignment** with your discharge planning and case management teams
- **Regular communication** with your providers on patient progress and concerns
- **Escalation protocols** for clinical issues requiring immediate attention

Proven Care Model Capabilities

Evidence-Based Coaching Excellence

Demonstrated results with similar populations:

- 1 risk level drop in diabetes, hypertension, and obesity management
- 56% improvement in depression scores supporting overall health outcomes
- 24% improvement in chronic condition self-management capabilities

Comprehensive Post-Acute Support

- **Medication Adherence Coaching** — Cultural education and ongoing support to ensure proper medication management post-discharge
- **Lifestyle Modification Programs** — Diet, exercise, and chronic condition management aligned with cultural preferences and family dynamics
- **Integrated Behavioral Health** — Stress management, anxiety support, and adaptation coaching for patients adjusting to new health realities
- **Treatment Education** — Spanish-language explanation of discharge instructions, care plans, and follow-up requirements
- **Family Involvement** — Cultural competency includes family members in care planning and ongoing support

Perfect for Health System Innovation Priorities

Target Patient Populations

Focus on your highest-cost, lowest-outcome segments:

- **Spanish-speaking patients** with complex discharge needs
- **Post-emergency department discharge** requiring intensive follow-up
- **Post-hospitalization patients** with chronic condition management needs
- **Patients in underserved areas** without easy access to follow-up care
- **Complex chronic conditions** requiring lifestyle modification support

Quality Improvement Opportunities

Measurable impact on key metrics:

- **30-day readmission reduction** through intensive post-discharge support
- **Treatment adherence improvement** via cultural competency and education
- **Patient satisfaction enhancement** through language-appropriate care
- **Care plan compliance** through ongoing coaching and relationship building

Flexible Partnership Models

Pilot Program Approach

We're open to co-developing the optimal model with you:

- **Target population definition** based on your specific care gaps and priorities
- **Custom care pathways** designed around your discharge planning protocols
- **Flexible pricing models** — monthly per-patient or case rates for defined pathways
- **Success metrics alignment** with your quality improvement objectives

Implementation Flexibility

Start small, scale based on results:

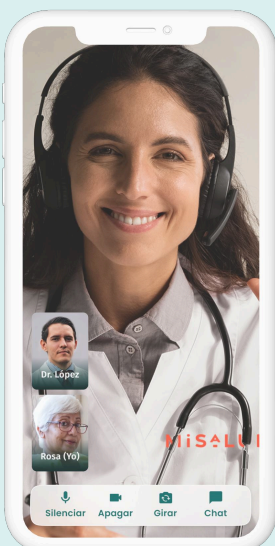
- **50-500 patient pilot** to prove concept and refine approach
- **Specific conditions focus** (diabetes, CHF, COPD, post-surgical, etc.)
- **Department-specific trials** (ED discharge, medical/surgical units, etc.)
- **Measurement framework** to track readmissions, satisfaction, and adherence

Scale Based on Results

Expand successful model:

- **Broader member populations** across multiple risk categories
- **Additional clinical focus areas** based on pilot learnings
- **Integration opportunities** with existing care management programs
- **Partnership evolution** based on demonstrated value

Why MiSalud Health Works for Complex Transitions



Cultural Competency That Drives Results

- ✗ **Traditional discharge planning:** Generic instructions patients don't understand or follow
- ✓ **MiSalud:** Culturally-informed education and ongoing support that patients trust
- ✗ **Standard follow-up calls:** Language barriers and cultural misalignment
- ✓ **MiSalud:** Spanish-speaking coaches who understand cultural context and family dynamics
- ✗ **One-size-fits-all care plans:** Miss cultural food traditions and lifestyle realities
- ✓ **MiSalud:** Personalized coaching aligned with cultural values and practical constraints

Cost-Efficient Intensive Support

- **Virtual delivery model** provides intensive coaching without geographic constraints
- **Health coaches handle ongoing support**, optimizing physician and case manager time
- **Preventive engagement** reduces expensive readmissions and emergency visits
- **Scalable technology platform** grows efficiently with patient volume