

Healing Pathway Transitional Care Nurse Program

A Patient Advocate Across the Continuum of Care

Altercare understands that quality care is your number one priority. We've also made it ours. To provide patient care that transcends the field standard, we dedicate a transitional care nurse to serve as an advocate and ultimately ensure a smooth, stress-free transition during your course of care.

Having a clinically trained nurse as an advocate allows patients and families to focus on healing, while an experienced care expert shepherds them through the recovery experience and facilitates important medical team communications along the way.



What are the benefits of an Altercare TC nurse?

- **Care Begins Immediately**
A transitional care nurse visits the patient in the hospital (or at home) and immediately begins preparing for the patient's needs prior to the patient being admitted to the facility.
- **Patient-Centered Care**
The transitional care nurse focuses on the individual patient's needs and concerns as they transition through the spectrum of care. This clinically versed advocate bridges the communication gap through the healing process. Once home, the TC nurse continues to follow-up to assure continued progress and address any new needs.
- **Clinical Expertise**
We recognize the difference a specialized nurse advocate makes - one who can anticipate and address clinical issues. We entrust our TC nurses to fulfill this important role.
- **Multidisciplinary Team Coordination**
Our TC nurse is the team champion for an individual patient's needs. The nurse will coordinate and communicate important changes and needs to the nursing staff, physicians, family members, home health care providers and hospitals.

Healing Pathway will guide you effortlessly from hospital... through your transitional care... and stay in touch once you get home.

- **Patient and Family Member Engagement**
Our teach-back method (a teaching strategy for nurses which supports family caregivers and patients), regarding medications, diagnosis and treatment encourages patient, family and caregiver participation, helps reduce hospital readmission.
- **Dedication to You**
Our TC nurse is dedicated to patient advocacy and customer service.
- **Professional Hospital Liaison**
The hospital now has a dependable TC professional accountable for contact and timely updates on the patient's behalf.
- **Preventing Re-Hospitalization**
Our risk assessment compiled through home visits and follow-up calls at one, two and four weeks after discharge, helps proactively address any issues and prevent re-admission to the hospital. Families have an opportunity to ask questions at every care phase and can call their TC nurse advocate with any health concerns.
- **Community Involvement**
Our TC nurses participate in community support groups and stay abreast of care advancements at participating hospitals.
- **Professional Development**
At Altercare, we support our TC nurses' continued professional development and encourage any additional credential or certification that will enhance the quality of care for our patients.

