Welcome to the First Issue of the QualityWISE Newsletter

In January, you received a new Employee Guidebook that outlined RehabCare’s three communication pillars (pictured in the graphic above) – Clinical Excellence, Partnership and Industry Expertise – which are essential to helping us achieve best-in-class outcomes. Over the last several weeks, you have seen the introduction of items such as CORE posters related to the Clinical Excellence pillar, and new client education and industry update emails related to the Partnership pillar. Today we are excited to launch the QualityWISE Newsletter as a key part of our effort to support the Industry Expertise pillar.

Commitment to Quality

One of the keys ways we define quality is by doing things right the first time and consistently striving for compliance. Our Quality Assurance System is a prominent component of the services we provide, and it has been developed to ensure our industry experience is consistently applied to clinical programs, meets local needs and challenges, and minimizes risk. Familiarity with and attention to the program is the primary focus of all RehabCare employees. To emphasize the importance of quality assurance and compliance, the QualityWISE Newsletter will be distributed to RehabCare employees on a monthly basis.

In each issue, we will keep you apprised of best practices related to quality and compliance, and provide updates on all related efforts. Topics will include clinical quality, documentation and validation, billing integrity and more. In addition, the newsletter regularly will feature information related to the Corporate Integrity Agreement (CIA) into which RehabCare recently entered with the Office of the Inspector General of the Department of Health and Human Services (OIG).

The CIA creates a partnership with the federal government that helps us perfect our quality and compliance practices. We believe this is ultimately in the best interest of our employees, patients and clients as it provides us the

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opportunity to focus our resources on enhancing our strong quality assurance efforts and educational programs that will drive process improvements and continued regulatory compliance.

**Information You Can Use**

Our goal is to provide you information related to these important topics regularly, and in ways that make it easy for you to access the information you need, when you need it, and apply it to your daily work. Every issue of the QualityWISE Newsletter will be archived at [http://www.rehabcare.com/employees/qualitywise/](http://www.rehabcare.com/employees/qualitywise/) where you also will find regularly updated FAQs. In addition, if you have any questions or concerns related to quality, compliance or the CIA, you can reply to this email at [RehabCareQualityWISE@rehabcare.com](mailto:RehabCareQualityWISE@rehabcare.com) or contact Kindred’s Compliance Department at [compliance@kindred.com](mailto:compliance@kindred.com). And, remember, you can always contact the Compliance Hotline at [800.359.7412](tel:800.359.7412) to report suspected violations of any federal health care program requirements or Kindred’s policies and procedures.

We look forward to engaging with you around these important topics each month. As always, thank you for everything you do to ensure exceptional outcomes for our patients and partners.