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CMS Approves Expansion of Successful Transitional Care Program

Winston-Salem, NC (September 24, 2014) – Northwest Community Care Network (NCCN) has been granted a one year extension from the US Centers for Medicare & Medicaid Services (CMS) to continue its successful ANCHOR program that offers transitional care services for Medicare patients and will receive up to \$3.1 million to increase monthly case loads and expand into four new counties.

The Actively Navigating Care at Home to Overcome Readmissions program, ANCHOR for short, is free for people who have traditional Medicare and those who receive dual Medicare and Medicaid services. The program is designed to provide support after patients experience a hospital stay and have been discharged to an independent living setting.

Currently, the program serves around 108 patients a month who live in Davidson, Forsyth or Surry Counties. Over the next year, the program will expand to include Davie, Stokes, Wilkes and Yadkin Counties and will serve 700 patients monthly.

“The expansion of this program is a huge benefit to our local communities. We will be reaching additional patients who need access to transitional care services, and these services will result in better health and quality of life outcomes,” said Joy Key, NCCN ANCHOR Program Manager.

Qualifying patients who have been treated for such things as heart attack, congestive heart failure, pneumonia, chronic obstructive pulmonary disease (COPD), diabetes and other serious medical conditions are assigned an ANCHOR Navigator prior to discharge.

Navigators are credentialed nurses and/or social workers who help determine individual needs and follow up with patients at their homes to offer needed services. Services can include medication consultation in collaboration with a pharmacist, short-term assistance such as transportation and long-term assistance through Senior Services such as referrals to community resources that are available and financial and insurance assistance. Some program services are limited to 30 days, while others may be available for up to six months, based on individual needs.

The program’s success is due to strong program partnerships with the Piedmont Triad Regional Council’s Area Agency on Aging, (Wake Forest Baptist Health: Medical Center, Lexington Medical Center), (Novant Health: Forsyth Medical Center, Safe Med, Kernersville Medical Center, Thomasville Medical Center, Medical Park Hospital), Northern Hospital of Surry County, Hugh Chatham Memorial Hospital, Senior Services of Forsyth, Surry and Davidson Counties, Right at Home, Gentiva and Advanced Home Care. NCCN serves as the program’s lead Community-Based Organization (CBO).

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Northwest Community Care Network (NCCN) supports a patient-centered approach to health care. We partner with doctors, pharmacists, hospitals, health departments, social services, behavioral health and community organizations. Together, we offer coordinated care through what’s known as the Medical Home model. This model links patients to a primary care doctor who leads a team of professionals offering the right services at the right time in the right setting. NCCN serves Davidson, Davie, Forsyth, Stokes, Surry, Wilkes and Yadkin Counties. For more about NCCN, visit www.nwcommunitycare.org.