



Company fact sheet



At a glance

Founded in 1980 | 1,400 employees
WellSky.com

About WellSky™

WellSky is a technology company advancing human wellness worldwide. Our software and professional services address the continuum of health and social care, helping businesses, organizations, and communities solve tough challenges, improve collaboration for growth, and achieve better outcomes through predictive insights that only WellSky solutions can provide. WellSky is leading the movement for smarter, whole-person care with a visionary approach that addresses individuals' unique health and social circumstances.

A portfolio company of TPG Capital, WellSky serves more than 10,000 customer sites around the world, including the largest hospital systems, blood banks and labs, home health and hospice franchises, government agencies, and human services organizations.

Informed by more than 30 years of providing software and expertise, WellSky anticipates providers' needs and innovates relentlessly to help people thrive. Our purpose is to empower care heroes with technology for good, so that together, we can realize care's potential and maintain a healthy, flourishing world.

Leadership



Bill Miller
Chief Executive Officer



Steve Morgan
Chief Operating Officer



Robert Watkins
Chief Financial Officer



Tim Ashe
Chief Clinical Officer



Joel Dolisy
Chief Technology Officer



Shoma Sarkar
Thomas
Chief Marketing Officer



Tim Kostner
Chief Growth Officer

Care environments

WellSky serves organizations that deliver care to patients in hospitals, at home, and in practices and facilities. WellSky also serves organizations that provide human services that improve the quality of life of people in need.



Locations

World Headquarters
11300 Switzer Rd.
Overland Park, Kansas 66210

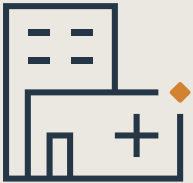
WellSky's team is composed of over **1,400** talented people from all backgrounds in offices across the U.S. and world, including two offices in Europe.

Commitments

- **Together** we will realize care's potential by helping our customers do good for people and well in business.
- **Together** we will strive to create and maintain a healthy, flourishing world.
- **Together** we will realize our potential as individuals and as a team.

We partner with organizations across the care spectrum

Community Care



Hospital:

Ensuring hospitals can focus on delivering superior patient care safely and efficiently



Community:

Supporting dynamic communities of care with our diverse set of human services solutions

Post-Acute Care



Home:

Empowering providers to deliver exceptional care while focusing on improving outcomes



Practices & Facilities:

Enhancing providers' abilities to streamline operations and focus on the delivery of care

Positioned to serve a complex and essential care ecosystem



Community Care



Hospital

- Blood Transfusion
- Hospital Donor Program
- Donor Testing Services
- Biotherapy Clinics
- Biotherapy Labs
- Blood Centers
- Enterprise Scheduling
- Medication Management
- International Medication Management



Community

- Behavioral Health & IDD Providers
- Medicaid Programs
- Aging & Disability
- Protective Services
- Community-Based Organizations
- Housing & Homelessness

Post-Acute Care



Home

- Home Health
- Hospice
- Home Infusion
- Specialty Pharmacy
- Home Medical Equipment
- Private Duty
- Home Health Therapy
- OASIS Review & Coding
- Billing & Revenue Cycle Services
- DDE & Payer Connection



Practices & Facilities

- Rehabilitation Facilities (IRF & ORF)
- Private Practice Rehabilitation
- Long-Term Care
- Skilled Nursing Facilities
- Long-Term Acute Care
- Behavioral Health
- Scheduling

Building on a legacy of impact



Community Care

Post-Acute Care



Hospital

- FDA 510(k) cleared system for blood banks
- The blood compliance solution for U.S. Department of Defense facilities worldwide
- +50 million blood donor tests annually
- +450 transfusion sites worldwide
- +20,000 cord blood and tissue donors registered



Community

- +35,000 daily users
- +3,000 agencies providing services
- +\$4 billion annually in long-term services and supports and behavioral health
- Used by majority of Area Agencies on Aging
- Used by majority of HUD Continuums of Care



Home

- +4,500 home health and hospice agencies
- +34 million billable visits in 12 months
- 800,000 home health & hospice patients served annually
- +200,000 care tasks every day
- +\$11 billion Medicare claims processed



Practices and Facilities

- +22 million rehab treatments in 12 months
- +2.3 million rehab patients served in 12 months
- Full site of care coverage with post-acute solution portfolio

Meet our leaders

The WellSky™ leadership team has decades of experience in health care and related industries, enabling them to chart a successful course for improving care within our communities while achieving the company's strategic goals.



Bill Miller

Chief Executive Officer

Bill Miller is the CEO of WellSky and a recognized leader in the health care industry. He has a rich background that includes a more than 20-year history of bringing groundbreaking growth strategies and technological innovation to the health care marketplace and a proven track record of launching and leading highly successful health care IT companies.

Prior to joining WellSky in July 2017, Bill served as the CEO of OptumInsight, a division of Optum, which is the health services platform of UnitedHealth Group. Under Bill's leadership, OptumInsight experienced unprecedented revenue growth, expanded margins, and claimed a transformative position in the health services market. He led the evolution of Optum into the leader in health care analytics and launched several tech-enabled business platforms.

Prior to OptumInsight, Bill served as senior vice president of technologies at Cerner Corporation, where he had global responsibility for the company's managed services, outsourcing, and technology services business units. A graduate of the University of Kansas, Bill earned his bachelor's degree in economics and a master's degree in urban planning and public policy.

Together we can realize care's potential



Steve Morgan

Chief Operating Officer

Steve Morgan serves as chief operating officer for WellSky and is responsible for setting direction and executing against the company's strategic objectives and priorities. With 16 years of industry experience, a passion for company culture, and an emphasis on the client experience, Steve leads WellSky's diverse teams focused on optimizing client workflows, efficiencies, and outcomes.

Prior to joining WellSky in June 2018, Steve served as COO for OptumInsight, a division of Optum, which is the health services platform of UnitedHealth Group. Steve was broadly responsible for the company's annual operating plan with a focus on employee engagement, client management, growth, and innovation. He was fundamental to the growth and strategic scalability of OptumInsight on an organic basis and through the completion of several critical acquisitions that were integrated into the company. Steve holds a bachelor's degree in accounting and business administration from the University of Kansas.



Robert Watkins

Chief Financial Officer

Robert "Bob" Watkins started at WellSky as corporate controller in 2008. In 2011, he was promoted to vice president and corporate controller and to CFO in 2012. Prior to joining WellSky, Bob held a number of financial management positions, including serving as corporate controller for Titan Machinery (TITN), a \$1 billion provider of agricultural and construction equipment. His prior experience also includes a corporate controller position at AFS Financial, where he also served as chief financial officer. Bob is a current member of the AICPA and Financial Executives International.



Joel Dolisy

Chief Technology Officer

In his role as chief technology officer, Joel Dolisy manages both product development and information technology for WellSky. Before joining WellSky as CTO, Joel was CTO of Kinnser Software, where he led the company's engineering and product organizations. Before Kinnser, Joel was SVP, CTO, and CIO for SolarWinds, a leading provider of IT management software. With more than 20 years of experience in product strategy and software engineering, Joel is a leader in developing and delivering commercial software products to market.



Tim Ashe

Chief Clinical Officer

Tim Ashe is the chief clinical officer at WellSky and president of Fazzi Associates, the consulting division helping organizations improve quality, profitability, and efficiency. Tim's expertise and career has included a unique blend of clinical, operational, fiscal, and academic roles that will help WellSky clients deliver improved care and enhanced outcomes. Tim is a frequent presenter at national and state conferences and is often asked to contribute to industry forums. Tim provides organizational, operational, turn around, clinical, and change management services to organizations across the country.

Prior to joining Fazzi and WellSky, Tim was the vice president of clinical operations for Visiting Nurse Service of Rochester & Monroe County in New York. He was also an assistant professor at the University of Rochester School of Nursing. Additionally, Tim has an extensive clinical background as an ICU nurse, nurse educator, nurse manager, and advanced practice nurse. He earned his Master of Business Administration and Master of Science from the University of Rochester, a Bachelor of Skilled Nursing from St. John Fisher College, and a Bachelor of Science in biology from Nazareth College.



Shoma Sarkar Thomas

Chief Marketing Officer

As the chief marketing officer, Shoma Sarkar Thomas oversees the marketing strategy for all WellSky products and is responsible for building the WellSky brand, which includes public relations, communications, and all strategic marketing activities. Previously, Shoma served as vice president of marketing for Kinnser Software, where she led marketing and strategic growth initiatives. She holds a bachelor's degree in economics and international relations from the University of Virginia.



Tim Kostner

Chief Growth Officer

As chief growth officer, Tim Kostner leads WellSky's long-term growth strategy, which includes aligning sales processes, systems, and teams to successfully establish strategic client relationships. Tim has more than 20 years of experience in health care and information technology. Previously, he served as senior vice president of client development at Cerner, where he held executive responsibility for solution and services sales as well as sales operations.



For access to high-res photos of WellSky leadership, contact us today.

wellsky.com | [1-855-wellsky](tel:1-855-wellsky) | pr@wellsky.com



Case Study: Infinity Hospice Care

Using predictive data insights to improve end-of-life care

Overview

Profile

Infinity Hospice Care serves an average of 360 patients daily – more than 2,100 patients annually across Arizona and Nevada.

Goals

- Set a new standard for end-of-life care in Arizona and Nevada
- Identify acute patients faster to provide timely comfort measures
- Provide more skilled visits in the last seven days of life

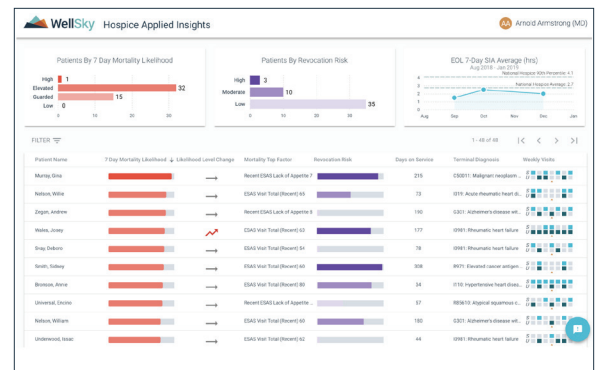
Solutions

- WellSky Hospice software
- WellSky Hospice Applied Insights

Raising the bar for hospice care quality

Infinity Hospice Care (IHC) is a family-owned organization founded in 2005 by **Mary L. Bertram, BSN** and led today by her sons, **Darren R. Bertram, JD** (Chief Executive Officer) and **Brian Bertram** (Vice President). This dedicated, experienced team strives to provide dignified and compassionate end of life care to patients and their families. Not surprisingly given their patient and family-focused mission, IHC leaders have been concerned by recent media headlines highlighting hospice trends of high rates of live discharge and low rates of skilled care near end of life. IHC has always worked to exceed quality standards in end-of-life care, so this negative media attention on the field of care that they love inspired the IHC leadership team to raise the bar for hospices in Arizona and Nevada.

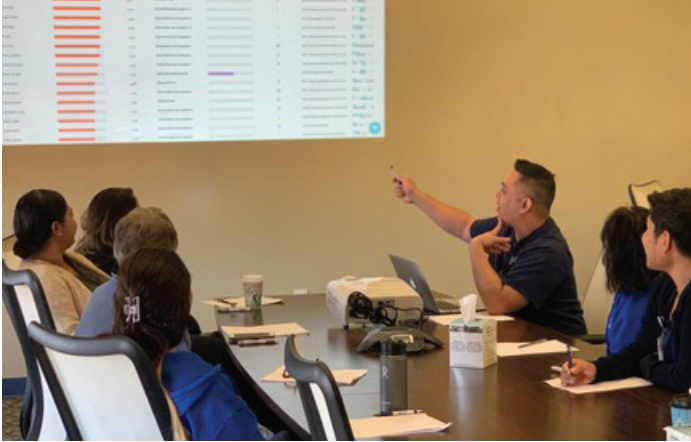
A meeting with their hospice EMR vendor, **WellSky**, allowed the IHC team to see a new software solution that would address the very problem that was on their minds. The problem was this: **how can hospices predict a patient's nearness to death so that skilled services can be provided when patients and families need them most?**



WellSky brings real-time predictive insights to hospice care

“Predicting time of death is extremely challenging for hospices using traditional methods,” said Darren Bertram. “All hospices want to be present for their patients at the end...however, families often do not recognize the need until it is too late.” Darren and Brian had already implemented a ranking system to categorize the acuity of each patient, but when they first saw WellSky Hospice Applied Insights, they knew they had a solution that would enable them to provide an unprecedented level of quality, personalized care. And the new solution was tightly integrated with their WellSky Hospice EMR.

“We have seen a 97% increase in skilled visit hours during the last 7 days of life since using Applied Insights.”
- Darren Bertram, CEO, Infinity Hospice Care



Interdisciplinary team meeting at Infinity Hospice Care

Immediate positive impact on patients, families, and care providers

The Bertrams realized the power of WellSky Hospice Applied Insights almost immediately when the solution was demonstrated for them. Using Infinity Hospice Care's existing patient data, WellSky Hospice Applied Insights instantly produced a prediction of the mortality likelihood and revocation risk of the entire IHC patient population - all visible through an easy-to-use dashboard and constantly updated in real time.

Within three months of implementing this solution, the IHC provider team used this data to **increase average visit hours in the last 7 days of life by 97%**. For the Bertrams, this metric is a crucial indicator of success. Darren shared, "WellSky Hospice Applied Insights allows hospices to increase their chances of being present when the patient could be in need – well before the family can identify it."

WellSky Hospice Applied Insights has become a cornerstone in planning daily and weekly care for Infinity Hospice Care patients. "All the executive and clinical leaders look at WellSky Hospice Applied Insights daily," Darren explained. "It is the center of the discussion on who is acute and who is in the inpatient unit." He went on to say that the data analytics solution enables clinical leaders to quickly identify at-risk patients, review plans of care with case managers, and adjust visit schedules accordingly. The positive impact of this responsive, personalized care is evidenced not only by the increase in skilled visit hours in the last 7 days of life, but also by the gratitude expressed by family members of patients receiving care.

Putting WellSky Hospice Applied Insights to the test

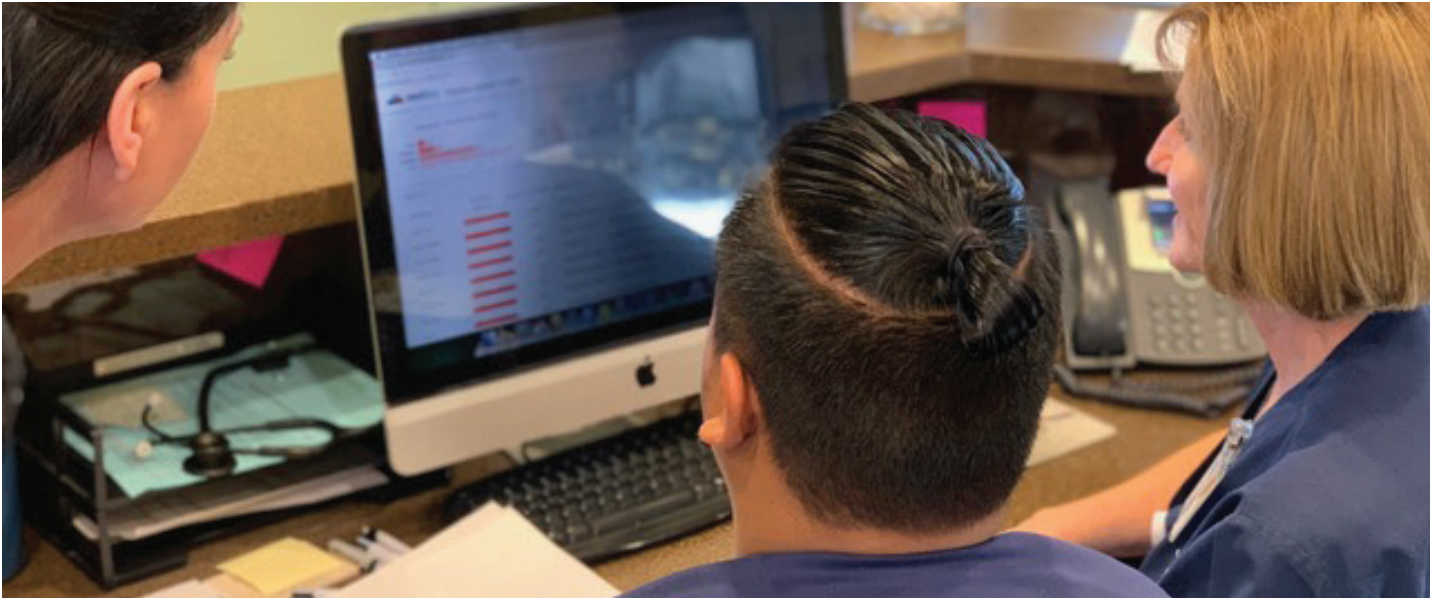
The core values of Infinity Hospice Care include dependability, teamwork, and a desire to make a difference in the lives of others. IHC leaders seek to empower their staff with tools that help them uphold these values. Darren and Brian have seen firsthand how clinicians exceed care expectations by aligning plans of care with WellSky Hospice Applied Insights predictions. They shared two compelling stories of the huge difference the solution has made.

Patient story: accurate prediction at crucial moments

After a slow and steady decline over a 6-month period on hospice service, a patient began showing up on the WellSky Hospice Applied Insights dashboard with *Elevated* mortality risk. RN visits were increased to twice per week and CNA visit frequency was set to 7 days per week to ensure symptoms were managed as effectively as possible.

After two weeks, WellSky Hospice Applied Insights' prediction changed from *Elevated* to *High*. The IHC team immediately scheduled an additional RN visit. In those crucial hours, the patient's spouse was given education on expectations for the end of life and medication dosages for symptom management, while the patient was provided increased supplemental oxygen to treat shortness of breath. That evening, he passed peacefully in his sleep.





The WellSky solution has become a key part of daily and weekly planning

Patient story: timely, personalized care

A patient with a high mortality likelihood was referred to hospice just six days before she passed away. With the support of WellSky Hospice Applied Insights data, not only did the case manager, social worker, and spiritual counselor make their required initial assessment visits, but also a nurse practitioner visit was arranged to provide additional plan of care oversight and medication review. Due to the high mortality risk, the weekend triage team was also scheduled for a visit, during which medications were further titrated, expectations for the end of life were discussed, and emotional support was provided to the family. The patient passed peacefully approximately 12 hours after the weekend RN visit, and the family verbalized praises for the strong support in the final days of their loved one's life.

“Every hospice should be using this tool.”

- Darren Bertram, CEO, Infinity Hospice Care

Using innovative technology to exceed hospice care standards

As one of the first adopters of WellSky Hospice Applied Insights, Infinity Hospice Care is an example of how forward-thinking agency leaders can transform hospice care. A patient and family-focused mission combined with smart technology solutions can lead to higher quality care, more efficient plan of care development, and most importantly, a deeper sense of comfort for patients and their families. When asked how important this innovation was for hospice providers, Darren Bertram said, “Every hospice should be using this tool.”



WellSky is a technology company that delivers software and services which are transforming a wide range of care services worldwide. Building on a history of excellence and a reputation for quality, WellSky – formerly Medware Information Systems and Kinnser Software – empowers providers to provide exceptional care, improve operational efficiency, reduce cost, and meet the challenges of their rapidly changing industries so both businesses and communities flourish. Learn more at WellSky.com.



Get started today! Learn how **WellSky Hospice Applied Insights** can help improve your agency's long-term performance!

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Columbus Therapy Associates improves consistency and productivity with WellSky web-based software.

At Columbus Therapy Associates (CTA) in Columbus, OH, managing multiple funding sources and the required documentation for each was a time-consuming process that often resulted in gaps that needed completing. The group, which provides speech-language and occupational therapy services primarily for pediatric clients, used Microsoft Word templates for most of its documentation and billing but knew that a more streamlined process was necessary for consistency and compliance.

Because CTA had already been using a WellSky appointment scheduling solution, Office Manager Jillian Monahan says WellSky Rehabilitation was a natural addition. Co-owner Jody Cane, MA CCC-SLP, who handles billing, agrees: "Overall, we're very, very happy. WellSky has streamlined our billing, scheduling, and our ability to stay in contact with families because their information is right there in front of our faces. It's been such a great thing for our company!"

Since going live with the software, CTA has seen a dramatic improvement in its processes. With WellSky, the company has:

- Improved scheduling and reduced no-shows
- Achieved better quality documentation in less time
- Improved practice management
- Streamlined billing

WellSky manages referrals and authorizations and speeds billing processes.

Full schedules

With WellSky, the CTA team now has a better handle on authorizations, which helps clients as well. Rather than suddenly realizing they've run out of covered visits, and often stopping treatment, families have more notice to plan for self-pay and/or adjust their treatment schedules as needed.

In addition, WellSky has provided CTA staff with much better visibility of cancellations and no-shows, prompting them to counsel with families to improve attendance early on. This allows CTA to keep its schedules filled with clients.



"WellSky has streamlined our billing, scheduling, and our ability to stay in contact with families. It has been such a great thing for our company!"

– Jody Cane, MA CCC-SLP
Co-owner, Columbus Therapy Associates

Rehabilitation

Case Study: Columbus Therapy Associates



"We use our appointment activity reports to track attendance, and with the addition of WellSky, it's been a lot easier to do this," Monahan says. "Our clinic has an 80 percent attendance policy, so [clients] have to attend 80 percent of sessions over a three-month period. It's helped us be able to contact the families and give them warnings."

Better documentation in less time

In addition to appointments at its clinic, the practice's 15 therapists see clients in homes, at schools, and in libraries, for a total of approximately 150 appointments each week. As a result, the ability for staff members to access WellSky from anywhere has made a big difference in streamlining documentation.

Prior to WellSky, CTA used ShareFile to store its documents online. However, for security, off-site therapists had to go to the clinic to review documents or treatment reports, which often wasn't feasible.

Cane adds that most therapists are now documenting in real time while they are with clients rather than jotting notes by hand and writing the reports later, which typically required about 90 minutes to complete. With WellSky, however, the report time is cut almost in half. "Now," Cane says, "therapists have more time to plan for their clients, consult with families, and complete make-up treatment sessions."

Consistency in reports has also been a huge benefit. Although each of CTA's funding sources requires specific documentation, WellSky's templates enable therapists to easily provide the information in the payer's preferred format.

"Before, there were so many options for how reports could be written, and things were often missing," explains Monahan. "We had different templates for our funding sources, so trying to meet all their different needs in one report took a lot of collaboration, but it has been really helpful."

Improved practice management

WellSky has enabled the practice to better monitor key performance indicators, including attendance, monthly stats, copays, and billing data. With this information, CTA can monitor trends and implement change as needed.

For therapists, the notifications are especially helpful. "They like the ease of access for the interrupted charting, so they can just click right in and go back," reports Monahan. She adds that plan-of-care notifications help her keep track and follow up with referral sources.

Streamlined billing

Although CTA uses an outside billing agency, Cane says that preparing details for the agency is much easier now. Whereas billing for sessions could have taken up to three weeks, most are now billed within 24 to 48 hours. And because she can easily reference documentation when billing questions arise, Cane says she can usually clear up any errors the same day they are discovered.

In addition, copay information is right at hand, so collecting balances when patients check in is easy. Previously, CTA tracked patient balances in an Excel spreadsheet.

Altogether, these enhancements help Columbus Therapy Associates achieve its main goal of providing "quality, comprehensive intervention for clients and their families while creating a positive environment to foster learning and independence."

Founded in 2010, Columbus Therapy Associates (CTA) provides speech-language and occupational therapy services for children of all ages in Columbus, Ohio. In addition to its private therapy clinic, CTA provides services at clients' homes and at local charter and private schools.



Get started today! Contact your WellSky representative to learn more or schedule a demonstration.

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Case Study: Biologic Infusion Pharmacy

Driving revenue and growth with outsourced billing services

Overview

Profile

Biologic Infusion Pharmacy is a home infusion therapy provider offering same day service to patients in California. The pharmacy has used WellSky Revenue Cycle Services since May of 2017.

Challenges:

- IV billing complexity
- Past timely filing
- Denial and appeal management
- Understaffing

Solution

Full outsourcing with WellSky Revenue Cycle Services

Biologic Infusion Pharmacy improves cash-to-net revenue by 50% and streamlines complex home infusion billing with WellSky Revenue Cycle Services.

With the complexities of home infusion reimbursement, in addition to California's unique billing requirements, Kenny French, President of Biologic Infusion Pharmacy realized the need for outside billing assistance. As a current WellSky software client, French explored the possibility of partnering with WellSky Revenue Cycle Services, a team with expertise in both software and reimbursement. After reviewing an initial audit by the WellSky team, French saw first-hand that there were several areas for improvement with his in-house billing team and that full outsourcing was the best option for him.

Shortly after transitioning to full-outsourcing, French realized that he had found a true partnership with a team that is committed to understanding the unique requirements of his state and collecting on his services for every dollar he is owed.

Reimbursement expertise that you can trust

From the start, French was impressed with the knowledge of the WellSky billing team in answering all of his questions concerning home infusion reimbursement. "Being new to home infusion, I quickly realized how complex the billing is and that I needed help in managing our reimbursement and ensuring that claims did not fall through the cracks. The WellSky team not only bills and collects on my services correctly, but also takes the time to educate me on industry best practices so that I can grow personally as well. It really is a true partnership," says French.

Biologic Infusion Pharmacy and WellSky

Improving cash flow



Reduced days sales outstanding (DSO) by 193 days

Results that matter



Improved cash-to-net revenue by 50%

Impacting the bottom line



Reduced bad debt to 2.75%

WellSky Revenue Cycle Services

Case Study



In addition, the WellSky team put their expert Medicare home IV knowledge to good use immediately by tackling a TPN patient that was on service for years with no compensation for any of the services. The WellSky team reviewed the case with the clinical staff at Biologic; gathered the medical records to substantiate coverage; and reviewed all the past denials that had been received to determine the steps necessary to appeal. While they were only able to go back one year (due to the timely filing/appeal limit), they submitted successful appeals that resulted in thousands of dollars in compensation for this patient. They also worked with the Biologic team to establish a streamlined process for all covered Medicare patients to ensure that all future Medicare claims are adjudicated timely and at the expected rates.

Cost savings for outsourcing

As the business has grown and claim volumes have increased significantly, French is already seeing the cost savings of using full outsourcing as opposed to a complete in-house billing team. While French and another in-house biller focus on Part D, it made the most sense for WellSky to focus on the rest of the billing for Medi-Cal patients, Medicaid, and HMO plans that require intensive follow up. "I would easily need a team of 6 or more people to manage all of our reimbursement in-house, and finding experienced billers in home infusion is near impossible. It was the obvious choice for us and the numbers prove themselves," says French.

Proven results that drive business growth

Since switching to WellSky, Biologic Infusion Pharmacy has seen a significant impact to their financials which has improved their cash flow and overall operating efficiency. **To date, the pharmacy has experienced a 50% growth in cash-to-net revenue, reduced days sales outstanding (DSO) by 193 days, and lowered bad debt by 49%.**

"Since most of our business is not involving contracted payers and instead relies on Medi-Cal and Medicaid programs, there are more denials, underpayments, appeals, and follow-up required. I am very impressed with the aggressive follow-up processes that the WellSky team follows to make sure everything gets done on time," says French.

With WellSky Revenue Cycle Services, claims don't fall through the cracks and billing is done correctly the first time, it's truly a 10/10 experience."

Kenny French
President, Biologic Infusion Pharmacy

With WellSky, Biologic Infusion Pharmacy can now respond to denials quickly, file appeals and manage claims within timely filing guidelines, and identify areas of underpayment and resolve without delay. "With their monthly reporting and reimbursement review, I know where my business stands at all times and have complete transparency, which is really important to me," says French.



WellSky Revenue Cycle Services (formerly Mediware Reimbursement Services), is your complete solution for all of your reimbursement needs. With over 20 years of experience in home infusion billing and collections, our team provides results that speak for themselves. Learn more at [WellSky.com/rcs](https://www.wellsky.com/rcs).



Get started today! Learn how a WellSky audit can identify areas for improvement with A/R, bad debt, and DSO.

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WellSky Launches Hospice Applied Insights, Delivering a Predictive Analytics Solution for Improving End-of-Life Care

*New Technology is Part of Company's Larger \$50 Million Investment
in Ongoing Product Innovation*

LENEXA, Kan. — Oct. 4, 2018 — [WellSky](#), a leading health and community care technology company backed by TPG Capital, today launched an innovative new solution, WellSky Hospice Applied Insights, that equips hospices with meaningful data to deliver smarter care at end of life. This year, more than 1.5 million patients will receive hospice care according to the National Hospice and Palliative Care Organization, and WellSky Hospice Applied Insights delivers the predictive intelligence that hospices need to ensure their patients are surrounded by their family and caregivers in their last few days of life.

WellSky Hospice Applied Insights is cutting-edge, machine-learning technology that harnesses key data captured in WellSky Hospice software — including real-time clinical, symptomatic, and psychosocial data — to assess whether a patient is in the last seven days of life and gauge their risk of experiencing a negative outcome, like hospitalization. Hospice Applied Insights was developed to help hospices keep people comfortable in their homes and reduce the likelihood of revocations, which occur when a patient or their representative who previously elected hospice revokes their election and leaves hospice. Hospice revocations can result in patients experiencing expensive and traumatic deaths in hospitals.

“WellSky Hospice Applied Insights demonstrates our commitment to delivering innovative, intelligent solutions built to help our customers elevate the care they provide and succeed into the future,” said Bill Miller, CEO of WellSky. “We worked directly with customers to develop this solution, so they can better meet the needs of their patients. We’re proud of the extraordinary results they’re already experiencing.”

Hospice Applied Insights leverages a historical database of 600,000 previous hospice visits captured in [WellSky Hospice](#) medical records to identify the top trends and risk factors that precede death or a negative patient event. The solution’s algorithm then compares new patient data against historical data to determine which patients are experiencing a decline in their condition. Data visualization provides hospice clinical leaders with a high-level view of these predictions across their patient population so they know when and where to focus their clinical resources to deliver care to the patients who need them most.

“WellSky Hospice Applied Insights allowed us to increase the hours we spend with patients in the last seven days of their life by 61 percent,” said Darren Bertram, CEO of Infinity Hospice and a WellSky Hospice Applied Insights early customer. “We’ve had several occasions where we were able to send a nurse out to a patient’s home in time for them to be with the patient and their family on the day of their death.”

As increased regulation, provider consolidation, and the transition to value-based reimbursement drive rapid change in health and community care, WellSky is investing nearly \$50 million in research and development so its customers can lead their industries with innovative machine-learning solutions like

Hospice Applied Insights. Hospice Applied Insights is part of WellSky’s larger data science initiative, which also includes Home Health Applied Insights, a similar predictive technology solution that helps home health agencies monitor hospitalization risk.

“There has never been a more dynamic time in the hospice space, as both patient care and regulations continually and rapidly evolve,” said Bertram. “We believe one of the most important quality metrics is the time spent with patients in the last seven days of life.”

As evidenced by Medicare’s new Hospice Compare website, the Hospice Item Set (HIS) discharge visit tracking, and the service-intensity add-on payment in the last 18 months, it’s clear that hospice is quickly moving toward a quantitative approach to measuring quality of care. WellSky Hospice Applied Insights helps hospices prepare to succeed and grow in this changing environment by empowering them to demonstrate the value they provide to patients, families, referrers, and their communities.

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About WellSky

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About TPG

TPG is a leading global alternative asset firm founded in 1992 with more than \$84 billion of assets under management and offices in Austin, Beijing, Boston, Dallas, Fort Worth, Hong Kong, Houston, London, Luxembourg, Melbourne, Moscow, Mumbai, New York, San Francisco, Seoul, and Singapore. TPG’s investment platforms are across a wide range of asset classes, including private equity, growth venture, real estate, credit, and public equity. TPG aims to build dynamic products and options for its investors while also instituting discipline and operational excellence across the investment strategy and performance of its portfolio. For more information, visit www.tpg.com.

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WellSky Names Tim Ashe New Chief Clinical Officer to Strengthen Industry Expertise for Providers Across Care Continuum

Fazzi Associates president brings 20+ years of experience to newly created CCO position and advances WellSky's vision for a highly trained workforce in health and community care

LENEXA, Kan. — Jan. 3, 2019 — [WellSky](#), a leading health and community care technology company backed by TPG Capital, today announced that Tim Ashe, president of Fazzi Associates, has been promoted to chief clinical officer (CCO). Ashe will continue to serve as both Fazzi president and WellSky's CCO.

Ashe has served in multiple roles at Fazzi Associates since 2007 and holds an extensive clinical background as an advanced practice nurse, nurse educator, and nurse manager. As Fazzi's president, he has led the firm's mission to make a real difference in health care by strengthening the quality, value, and impact of health care at home. Since Fazzi's acquisition by WellSky in 2018, Ashe has expanded this mission to span the care continuum and all clients served by WellSky.

"WellSky understands the importance of developing software that not only meets regulatory requirements, but also delivers clinical outcomes that improve the patient experience, better the overall health of populations, and reduce costs," said Ashe. "Technology must enable safer, more efficient care without serving as a distraction for frontline practitioners, and as CCO, I'm dedicated to ensuring our clients can focus on their core business of delivering exceptional care."

Championing the voices of clinicians is a priority for Ashe as WellSky continues to develop innovative technology and offerings that have meaningful applications for providers and patients. Ashe will have an ongoing dialogue with clients and the company's product development leaders to gain insights and share clinical knowledge.

"We're a partner that listens to our clients and introduces innovation and education that helps our clients overcome their toughest challenges," said Bill Miller, CEO of WellSky. "Tim's comprehensive knowledge of health care makes him the right person for the chief clinical officer role. His career includes a rare range of clinical, operational, fiscal, and academic roles. It's Tim's breadth of experience and deep understanding of practical applications that will help our clients deliver improved care and enhanced outcomes for patients."

A critical part of WellSky's larger mission of realizing care's potential is delivering high quality industry education and thought leadership to our clients. By providing resources to help clients meet regulatory standards and understand the latest industry developments, WellSky is a partner in enabling better care.

Ashe was the co-director of the latest National State of the Industry Report™ and has co-directed many of Fazzi's prior national studies. He is also currently a board member of the Home Care Alliance of Massachusetts.

Ashe earned his Master of Business Administration and Master of Science degrees from the University of Rochester, a Bachelor of Skilled Nursing degree from St. John Fisher College, and a Bachelor of Science degree in biology from Nazareth College.

For more information, visit WellSky.com.

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About WellSky

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WellSky Expands Investment in Hospice Technology with Acquisition of Consolo Services Group

Acquisition strengthens WellSky's hospice industry leadership and innovation, and incorporates solutions serving the palliative care, adult day care, and memory care markets

LENEXA, Kan. — Dec. 14, 2018 — [WellSky](#), a leading health and community care technology company backed by TPG Capital, and [Consolo Services Group](#), a portfolio company of Bluff Point Associates and leading provider of fully-integrated, web-based health IT solutions for the hospice and palliative care industries, are pleased to announce that WellSky has acquired Consolo Services Group.

“Consolo’s purpose-built technology is an excellent addition to WellSky’s market-leading hospice software. This acquisition further strengthens our position as a leader and innovator in the post-acute care space,” said Bill Miller, CEO of WellSky. “By combining our expertise in hospice software and services, WellSky Hospice and Consolo will enhance the experiences for our customers across both companies. We’re thrilled to acquire an organization that shares WellSky’s commitment to fostering a culture of innovation, providing superior customer service, and enabling better care.”

As the elderly population in the U.S. continues to rapidly grow, the need for high quality and cost-efficient post-acute care is also increasing. [WellSky Hospice](#) and Consolo anticipate their collaboration in comprehensive hospice, palliative care, adult day care, and memory care technologies will help post-acute care providers elevate their quality of care, fulfill regulatory demands and mandates, and meet ever-growing patient and provider needs. Aligned in their dedication to powering better post-acute care, WellSky and Consolo will continue to operate, develop, and support both hospice electronic health record (EHR) platforms.

Both WellSky and Consolo deliver comprehensive and cloud-based solutions that support a growing number of post-acute care settings. WellSky sees significant growth potential by incorporating Consolo’s strong palliative care capabilities, and the opportunity to deliver solutions to palliative care customers. Consolo also offers adult day care and memory care technology, presenting attractive growth opportunities, extensions, and development to answer industry requirements as well as customer and patient needs.

“WellSky shares Consolo’s passion in providing hospice and palliative care providers with the solutions they need to improve operations, streamline clinical workflows, and enhance patient satisfaction, especially as the demands for these services continue to grow alongside our aging population,” said Greg Kite, CEO of Consolo. “We want to thank Bluff Point for helping us get to this point in our company development. We are very excited to be joining the WellSky team and look forward to collaborating with them to deliver innovative solutions dedicated to the post-acute care market.”

“It has been a pleasure working with Greg Kite and his team and developing a leading solution in the hospice and palliative care space,” said Kevin Fahey, Managing Director of Bluff Point Associates. We wish Consolo and WellSky the very best in their next phase of growth.”

Consolo will maintain its headquarters in Lexington, Kentucky with Mr. Kite continuing to lead the team in that location. Both WellSky and Consolo will combine their history and knowledge of hospice software and solutions to further improve the experience for all their customers.

For more information, visit WellSky.com.

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About Consolo Services Group

Based in Lexington, KY, Consolo Services Group is a dynamic healthcare information technology company. The Consolo product has been in the market for over 15 years and was developed specifically for hospice and palliative care providers. From the start, Consolo has always leveraged its single-instance multi-tenant database cloud solution which has accelerated development efforts and allowed for cutting-edge clinical tools and industry-standardized data. Hospice and palliative care agencies can expect to improve their performance and bottom line with the Consolo platform. For more information, visit consoloservices.com or call 877.846.5831.

About TPG

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About Bluff Point Associates

Bluff Point Associates is a private equity firm based in Westport, Connecticut. Bluff Point actively invests in middle-market information services companies supporting the banking, trust, securities, retirement and wealth management sectors of the financial services industry, as well as the healthcare information services sector. For more information, please visit <http://www.bluffpt.com>.

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BlueStrata EHR Becomes WellSky Long-Term Care, Joining More Than 30 Other Solutions and Services Under the WellSky Name

Established Health IT Technology Anchors WellSky's Commitment to Long-Term Care Providers, Integrating Essential Solutions that Address Patient Needs

LENEXA, Kan. — Oct. 1, 2018 — [WellSky](#), a leading health and community care technology company backed by TPG Capital, today announced that recently acquired BlueStrata EHR, a leading cloud-based electronic health record (EHR) for long-term post-acute care providers, is taking on WellSky's branding to become WellSky Long-Term Care. The long-term care solution joins more than 30 other unique health care and human services brands that recently united as WellSky, integrating solutions to support providers across four key settings of care: hospitals, homes, practices and facilities, and the community.

With nearly 10,000 people in the U.S. turning 65 every day, WellSky Long-Term Care technology is built to address the care needs of America's aging population. Recent research from the U.S. Department of Health and Human Services estimates that about half of Americans turning 65 today will need long-term care services, and one in seven adults will have a disability for more than five years.

"WellSky took the time to understand the long-term care market and where our solution fits on the continuum of care," said Todd Holtmann, senior vice president and general manager, long-term care at WellSky. "Throughout the acquisition process that was announced in August, it was clear to our team that WellSky is the market leader in post-acute solutions and services. This simply formalizes our integration into the WellSky range of post-acute offerings."

Under the new name, WellSky Long-Term Care will accelerate product innovation, enhance analytics, and provide outstanding customer service that empowers long-term providers to deliver better care.

"This name change to WellSky Long-Term Care and integration affirms an essential promise we make to our customers — that together we can realize care's potential," said Bill Miller, CEO of WellSky. "As our clients across the continuum of health care continue to experience pressure to deliver higher quality care at lower costs, WellSky will be their partner throughout the entire journey, collaborating to continually innovate and develop the solutions they need to be successful."

WellSky serves more than 10,000 customer sites, including the nation's largest hospital systems, post-acute care franchises, state agencies, and human services organizations. Its customers are based in the United States, as well as Canada, Ireland, Britain, South Africa, Holland, Belgium, Norway, Lebanon, and Singapore.

For more information, visit [WellSky.com](#).

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WellSky and Digi-Trax Partner to Power Safer and More Efficient Cellular Therapy Management

Collaboration Provides Clients with Seamless Compliance, Processing, and Labeling

LENEXA, Kan. (Oct. 11, 2018) — [WellSky](#), a leading health and community care technology company backed by TPG Capital, and [Digi-Trax Corporation](#), a global leader in compliance labeling solutions, have formed an exclusive partnership. As partners, WellSky and Digi-Trax are combining efforts to seamlessly integrate cellular therapy compliance labeling and cellular therapy management for clinical laboratory, stem cell transplant, and regenerative medicine clients in Australia — one of the world’s rapidly growing markets for cellular and regenerative therapies. The companies have tightly integrated their processes, which enables facilities to reduce errors that could impact life-saving treatments and therapeutic stem cell processing.

WellSky and Digi-Trax deliver integrated services in international markets, including Australia, and in the United States. Outside the U.S., WellSky [Biotherapies Lab](#) technology is the preferred cellular laboratory system for Digi-Trax’s HemaTrax®-CT system — an ISBT 128 labeling software and hardware for cellular therapy — that offers end-to-end services to safely and efficiently manage donor, clinician, product, and recipient data all in one place with ISBT 128-compliant labeling on demand.

“In addition to our complementary technologies, WellSky and Digi-Trax also share a deep commitment to providing the best possible solutions to cell therapy providers around the world,” said John Kling, Senior Executive Vice President at Digi-Trax. “With decades of experience in cell therapy solutions, Digi-Trax has a unique understanding of our clients’ needs and a proven track record of delivering the right solutions to meet their needs.”

“WellSky is dedicated to enabling our clients with the highest quality software and services they need to provide vital patient care. We saw Digi-Trax’s leadership in the cellular therapy labeling space and developed a partnership to help our clients ensure accurate labeling that contributes to patient safety,” said Bill Miller, CEO of WellSky. “Optimizing cell therapy workflows while also ensuring compliance is a task we take seriously, and we are committed to finding innovative and collaborative ways to help cell therapy providers succeed operationally and fiscally, and above all, deliver better, safer patient care.”

To learn more, join our webinar on Wednesday, Nov. 7 at 9 a.m. GMT+10 (Tuesday, Nov. 6 at 5 p.m. U.S. CST). [Register here.](#)

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About Digi-Trax

Digi-Trax has been providing blood banks, transfusion services, laboratories, and cellular therapy facilities with complete label system solutions for more than 25 years. Digi-Trax offers hardware, software, accessories, labels and total technical support and service. Providing consultation since the first ISBT 128 Task Force, Digi-Trax has been instrumental in the development of ISBT 128 standards for cellular therapy. For more information, visit www.Digi-Trax.com.

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Introducing WellSky — A New Approach to Health and Community Care

Mediware Information Systems, Kinnser Software, and More Than 30 Leaders in Health IT Unite Under One New Brand, Providing Integrated Health and Community Care Solutions for Millions of Patients

LENEXA, Kan. — Sept. 11, 2018 — Mediware Information Systems, Inc., a portfolio company of TPG Capital, today announced its strategic transformation to WellSky, effectively merging more than 30 unique health care and human services brands. The name “WellSky” conveys both the company’s vision to elevate the quality of care through innovation and the breadth of its offerings across the continuum of care, including leading solutions and services for blood banks, home health agencies, hospices, rehab facilities, Area Agencies on Aging, and many others.

The new name, logo, look, and message reflect the evolution of this company since its founding in 1980, especially its strategic acquisitions over the last decade. Alignment under a single corporate brand allows WellSky’s leaders to outline an ambitious direction for the company’s future — focused on growth, investments in innovation, expanded partnerships, and unparalleled performance for customers.

“WellSky signifies a fundamental promise we make to our customers — that together we can realize care’s potential,” said Bill Miller, CEO of Mediware, now WellSky. “We stand at the forefront of innovation that will eliminate the fragmentation that exists in health and community care. As our customers face pressure to improve care delivery to every person they serve, WellSky will be there. We will be their trusted partner and the indispensable technology platform that will help them succeed.”

WellSky solutions support providers across four key settings of care: hospitals, homes, practices and facilities, and the community. By integrating its offerings under one brand, WellSky is better positioned to partner with providers and organizations to create and sustain communities that thrive. WellSky’s technologies enable health and human services providers to scale their service delivery efficiently — to manage costs and provide care for more people while also improving quality.

As increased regulation, provider consolidation, and value-based reimbursement drive rapid change in health care and human services, WellSky is investing nearly \$50 million toward research and development so its customers can stay ahead.

“WellSky has the potential to reach more customers and to do more good than ever before. With its suite of smart, integrated solutions, WellSky will be able to help clients close significant gaps in health care delivery and human services,” said industry consultant Sharon Harder, President of C3 Advisors. “The market has been asking for this kind of leadership, and with a unified brand and exciting vision for the future, WellSky is poised to make an enormous, positive difference for both providers and patients.”

WellSky serves more than 10,000 customer sites, including the nation’s largest hospital systems, post-acute care franchises, state agencies, and human services organizations. Its customers are based in United States, as well as Canada, Ireland, Britain, South Africa, Holland, Belgium, Norway, Lebanon, and Singapore.

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