

# Highland Manor Nursing and Rehabilitation Center

## ABOUT

Highland Manor Nursing and Rehabilitation Center is a skilled nursing and long-term care facility in Exeter, Pennsylvania. The center has a 120-bed capacity and is currently at 95% capacity.

## CHALLENGE

Rob Nealon, Highland Manor Administrator, wanted to implement a permanent care model using advanced practice providers (APPs) such as nurse practitioners (NPs) and Physician Assistants (PAs). Highland Manor had previously worked with another company but was not satisfied with the results they were seeing.

In a traditional skilled nursing facility (SNF) care model, registered nurses provide much of the daily patient care while physicians, most of whom have their own practice, visit once a week. Many physicians split their time between up to five SNFs per week.

In an APP model, APPs provide regular daily patient care alongside RNs and can provide the same level of care typically provided by the visiting physician. APPs are overseen by a physician and regularly meet with the physician to discuss each patient's case. This model can benefit facilities because physicians typically charge higher fees and have limited time onsite. And research shows that PAs can deliver care equal to or exceeding that of a physician in some cases.<sup>1</sup>

1 <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0259183>

## SOLUTION

Rob chose to partner with Adfinitas because of the company's reputation and involvement in a hospital system in the area. He felt that partnering with Adfinitas would be a great way to ensure optimal care across the continuum for Highland Manor's patients. Rob met with an Adfinitas NP that had previously worked for him as director of nursing. Together, they built out the APP model in which an Adfinitas APP would work directly with Highland Manor's medical director.

The Adfinitas APP model also includes an after-hours call team of APPs and physicians. This team of expert clinicians helps address issues in order to eliminate unnecessary visits to the ER. Typically, when SNF patients go to the ER, they are frequently readmitted and it could be days before they return to the facility. In most cases, however, Adfinitas APPs are able to stay on top of issues during the day that would otherwise result in after-hours calls or trips to the ER.

**“With the Adfinitas NP here all the time, she is able to understand the challenges and her oversight provides a level of attention that didn't exist before. This isn't necessarily measurable but it has had a huge impact on the services provided.”**

## RESULTS

Highland Manor is pleased with their Adfinitas partnership and new APP model. They have one Adfinitas NP that reports directly to the Highland Manor medical director. She previously worked as the director of nursing at a long-term care (LTC) facility, so she is familiar with LTC and SNF environments and the unique needs of patients and their families in those facilities. Her background knowledge helps with oversight and the care residents receive, and she was able to quickly form a positive relationship with Highland Manor nurses.

Rob says they have seen many positives since the Adfinitas partnership began. “The NP became part of the team and we’re seeing patient family members coming in and talking to her,” he says. For the first time, Highland Manor patients have a clinician to talk to them to explain what is going on with their loved ones. “It’s a personal touch to the family that they view as the physician extender,” he says. “It gives them an outlet that didn’t exist before.”



Since the partnership began in December of 2022, Highland Manor has experienced the following:

- Decrease in hospital readmissions
- Reduced lengths of stay
- Increase in quality metrics

**“When the switch took place, it was almost seamless,” says Rob. “There were no challenges with the transition.”**

### Adfinitas Health Partnership Results Q1 2023

