



## LifeCare Alliance

Providing Nutrition Services  
For Hospital Discharged: The  
Rapid Response Program

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## About LifeCare Alliance

- LifeCare Alliance is a not-for-profit organization that provides a comprehensive array of health and nutrition services to older adults and chronically ill or homebound residents of Central Ohio.

## About LifeCare Alliance

- Signature programs: Meals-on-Wheels, Senior Dining Centers, Wellness Centers, Help-at-Home, Visiting Nurses, Columbus Cancer Clinic, Project OpenHand-Columbus, Groceries-to-Go and IMPACT Safety.
- The Agency's mission is *to lead the community in identifying and delivering health and nutrition services to meet the community's changing needs.*

## Nutrition Programs

- Over one-million home-delivered and congregate meals served per year.
- Registered dietitians are available for nutrition interventions.
- The intake department screens and processes new referrals.

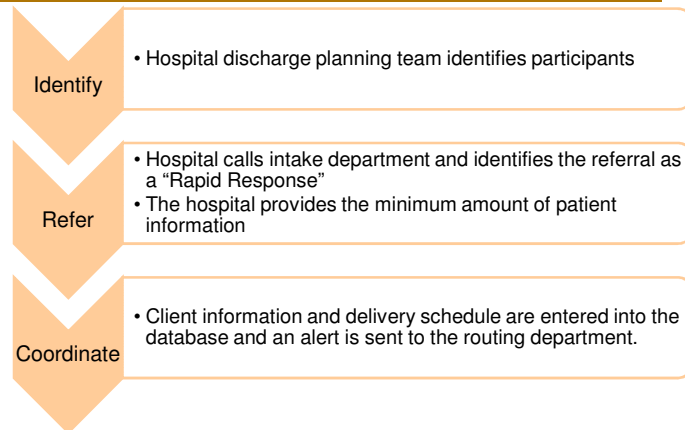
## Meals-on-Wheels

- Deliver 365 days a year
- Daily and weekly delivery
- Extensive menu choices
  - Hot
  - Cold
  - Vegetarian
  - Kosher
  - Texture modification (pureed, mechanical soft)

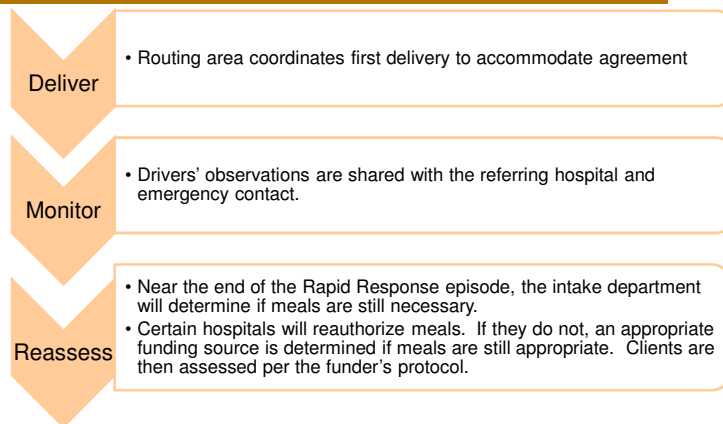
## “Rapid Response” program

- Long-standing program
- Agreements with local hospitals
- Referrals made by hospital directly to program intake department
- Simplified referral process
- Services start immediately
- Meals are paid for by hospital

## Process overview



## Process overview-continued



## Minimal Referral Information

- Name
- Address
- Telephone number
- Age
- Sex
- Functional limitations
- Meal type
- Delivery method (hot/cold daily or frozen weekly)
- Meal schedule
- Emergency contact information
- Expected start date
- Number of days (estimate) that meals will be required
- Caller's name, title and contact information

## Other nutritional services

- Nutrition education
  - Based on nutrition risk screening questions
- Nutrition counseling (in-person or telephone)
- Can be coordinated during the initial referral
- Reduced-cost nutritional supplements available for delivery

## Funding opportunities

- Agreement with hospital or health system
- Being a provider for a community care transition program
- Grants or fundraising
- Long-term clients transition to OAA funding or may enter case-managed program (waivers or county funding)

## Sample agreement elements

- Service area
- Referral information
- Procedural requirements
  - Suggestion: do appendix or attachment
- Duration of referral
- Details on payment and invoicing

## Benefits of “Rapid Response”

- Hospital
  - Quick coordination
  - Bypass screening or delays in intake process
  - Special handling of clients who are newly discharged
  - Possible prevention of a readmission
- Meal Provider
  - New referral source
  - Generate income
  - Establish your organization as a partner for a CCTP
  - Short or long-term services
  - “Front door” for vulnerable population

## Contact information

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