

Helping people live their best life™

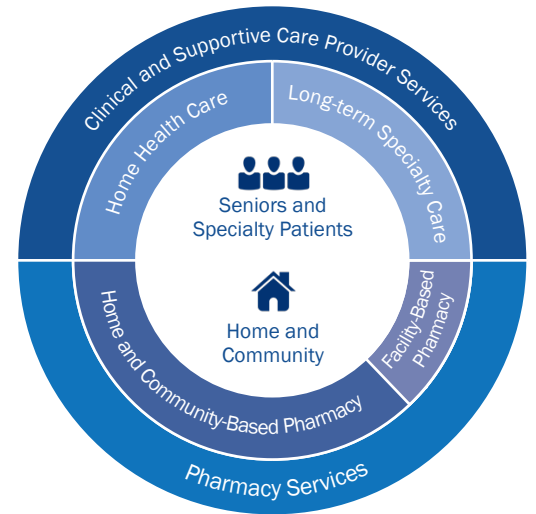
About Us

BrightSpring Health Services is a leading provider of complementary home- and community-based health services for complex populations in need of specialized and/or chronic care. We focus on providing leading quality outcomes in patient, client, and family preferred settings through investments in programs, people, and technologies, which reduces cost to the health care system.

Our Services

We provide services that high-need patients and clients require: clinical care, supportive care and pharmacy solutions. These services include home health care to seniors, long-term specialty care to behavioral and neurorehabilitation populations, and medication management to customers and patients across many settings.

We have more than 45 years of experience connecting people with caregivers and support services to improve outcomes for patients, clients, and families.



Filling Critical Gaps in Healthcare



with Quality Service



and Investments in Employees and Outcomes



- Serving ~350,000 Senior and Specialty patients daily in all 50 states
- High-risk, high-need populations with multiple chronic conditions and co-morbidities
- Average of 6 chronic conditions and 9 prescriptions per patient
- Provided 33M prescriptions in 2021
- >120M hours of care per year, 75% in the lower-cost, preferred home setting
- Treating people with more holistic clinical, supportive, and pharmacy services
- Co-location of pharmacy and provider services in 80% of states, offering clients more integrated care
- Providing care along the continuum of care goals from curative to palliative
- Reducing readmissions for top healthcare utilizers with pre- and post-acute suite of services

- 900 locations and multiple national service lines hold accreditation from industry-leading accrediting bodies
- 99.5% order completeness and 97.6% on-time delivery for long-term care Pharmacy services
- 93 Net Promoter Score (NPS) rating for Specialty Pharmacy services
- 99.99% of care hours are incident-free
- IDD clients spend 359 out of 365 managed days a year at home instead of inpatient or institutional days
- Home Health and Hospice patient experience scores above the national average
- 60-Day Acute Care Hospitalization rate lower than national average for Home Health and >50% less than the national average for our Primary Care
- 98% patient satisfaction for Rehab services
- 100% score from Behavioral Health Centers of Excellence (BHCOE) in areas of Ethics, Professionalism and Media Representations
- Patient and employee COVID infection rates 1/4 of the national average

- \$200M+ invested per year in people, training, quality, auditing, and technology
- 30% increase in wage and benefit investments since 2019
- Implementation of quality-driving EMRs/EHRs and eMARs
- Dedicated team of 200 compliance and quality professionals in addition to those in service line operations
- Comprehensive annual training program for all employees in safety, quality and compliance
- “Quality First” framework that drives processes and operational and technology decisions
- 25,000+ documented site reviews, as well as approximately 25,000 additional check-in visits per year, to monitor client safety, satisfaction and home conditions and quality and compliance
- Training, Career Track and Apprenticeship programs to develop and retain employees