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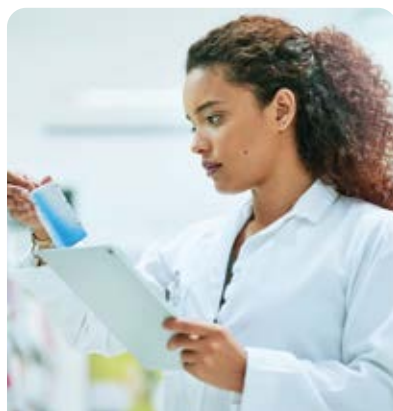


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# 2020

QUALITY REPORT



# From Our CEO

**Jon B. Rousseau**



2020 presented both new challenges and opportunities for businesses and individuals. For BrightSpring, it was no different, and I'm proud to say that we were able to navigate these challenges and rise to opportunities in continuing to live out our mission of providing necessary and high-quality services for our patients, clients and partners.

We deliver essential services daily for high-need and medically complex populations, and COVID-19 emphasized more than ever the importance of home- and community-based services that are a welcome and valued lifeline for people. From the onset of the pandemic, our Outbreak Preparedness and Action Committee led the development and deployment of comprehensive COVID-19 prevention and suppression strategies across our lines of business. Because of our swift response and responsible actions of our employees, clinicians and caregivers, our patients and clients have continued to receive the care and services they require and deserve. Our company's response also resulted in compelling research data related to best practices and outcomes for specialized populations, with this research published in numerous peer-reviewed industry publications.

Our patients and clients rely on services coming into their homes and places of residence every day, and our ability to do that safely meant procuring personal protective equipment (PPE), implementing new work and care protocols, and providing additional training. In 2020, we spent more than \$10 million

on PPE and invested even more heavily than ever in front-line wages. Thanks to our procurement teams, we were able to quickly acquire gloves, masks, eye shields, gowns, and sanitizers and distributed the materials as fast as possible, even while supplies were scarce.

I'm most proud of the dedication of our employees throughout the pandemic. Because they went to work, they provided continuous care and positively impacted those in their communities, and because they cared, many were given help beyond even the scope of our services.

### Complementary Services, Quality Care

We continue to advance as a company in a thoughtful and unique way. We are differentiated from many others given the range of complementary services that we offer – clinical, supportive care and pharmacy.

Each of our services are required by complex patients and clients in order to improve safety, quality and patient, client and family satisfaction and to reduce emergency room visits, hospitalization and cost. These comprehensive service capabilities are valuable, whether for patients and clients who want to remain in their homes and communities, or for payors in the form of high-quality outcomes and lower costs for their members.

Our company continues to grow in reach and size, yet manages to retain the agility and pace to deliver services in

homes and facilities across the nation, making a bigger and bigger impact. We don't take a one-size-fits-all approach to our businesses, rather we try to customize what the business needs when it comes to people, practices and investments, and our dedicated Quality Team works side-by-side with local teams to continuously measure and improve care.

We are always focused on quality, people, and growth in individuals served to maximize impact. We have quality products and services as demonstrated by many leading measures, and we try to deliver those services to the millions of people who need proximal and high-touch expert care, giving them the best opportunity to be safe and healthy in home and community environments. Our mission every day is to make a positive difference in communities, helping people live their best life.

**Jon B. Rousseau**  
President and Chief Executive Officer  
BrightSpring Health Services

"I'm most proud of the dedication of our employees throughout the pandemic. Because they went to work, they provided continuous care and positively impacted those in their communities, and because they cared, many were given help beyond even the scope of our services."



# About BrightSpring Health Services



BrightSpring Health Services is the 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 quality outcomes through best-in-class services and technology capabilities. We provide three service types that high-need patients and clients all require: clinical, supportive care and pharmacy solutions. Included in these services are home health, hospice and home care to seniors, long-term specialty care to behavioral and neurorehab populations, and pharmacy therapy management to patients across many community settings in all 50 states.

BrightSpring has more than 45 years of experience connecting people with significant needs with caregivers and support services to improve outcomes for patients, clients, and families. The development of care management tools and programs keeps the individuals we serve safer, enhances independence, improves quality and satisfaction outcomes, and lowers health care costs. Our goal is to ensure every individual receives the right care – at the right time – in the safest and most appropriate environment possible.

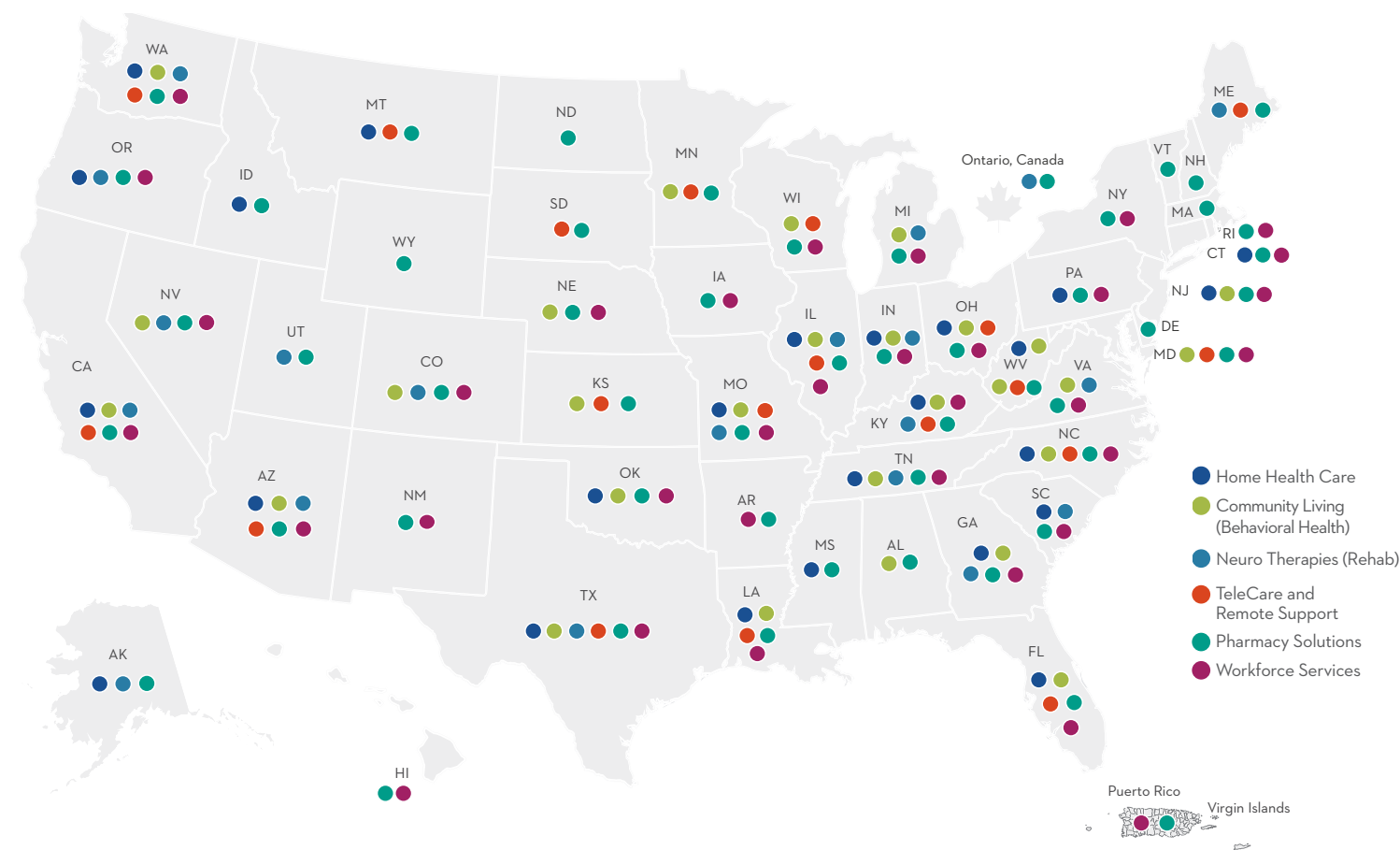
Cost-effective care and quality outcomes are achieved through our holistic Connected Home model, which includes the use of electronic health records (EHRs), medication management, supportive care, behavioral health services, clinical care, therapy, remote monitoring, telehealth, care management, and analytics to create an outcome-based environment centered around the patient or client that enables them to live their best life.

Our workforce services team also offers stability to hundreds of thousands of families that rely on federal programs to address their needs. We have developed unique service methods and protocols that help state and local service administrators get their citizens back to work, reducing poverty and unemployment, and improving lives through skills building and addressing social determinants of health.



## Combined Company Operating Segments

Combined business delivers more holistic service offerings and cross-referral and partnership opportunities, driving improved patient outcomes and lower costs



Provides services in **50** states

**10,000+** clinical providers and pharmacists serving

**6,800+** office, clinic and customer locations

Serves more than **330,000** people daily

Employs almost **50,000** people across North America

More than **900** locations accredited by the leading national accreditation bodies

# Quality First Framework



BrightSpring Health Services places quality first across all our operations. Our goal is to ensure every individual we serve receives the right care – at the right time – in the safest and most appropriate environment possible.

Over \$200 million is invested annually towards teams, training, and technologies to support quality and safety. Continued investment in technology enhancements and support systems across all our businesses drives our ability to improve and expand services.

## Technology

Our processes and technology make us a leader in innovation with electronic health record (EHR) solutions, signature programs, data analytics and reporting, smart home monitoring, telehealth, and clinical, behavioral and care management. BrightSpring's integrated suite of workflow and care management solutions connects people and homes with high-tech, high-touch care.

## Electronic Health Record (EHR) Solutions

### QuickMar

Adults with intellectual and developmental disabilities have a higher propensity for hospitalization associated with adverse medication events. While each state has adopted minimum qualifications for training caregivers to learn how to administer medications safely and to identify when a clinician or EMS is required, documentation visibility was limited to the on-site team.

BrightSpring's implementation of QuickMar, an Electronic Medication Administration Record (eMAR), in Community Living locations addresses the issue of adverse medication events and goes beyond state requirements. QuickMar is a medication risk and therapy tool that allows clinicians to view medication regimens and administration remotely, and identify gaps requiring immediate intervention and support to delegated staff.

A licensed pharmacist from our pharmacy has a direct feed to the eMAR and populates the record after reviewing. This process automatically reduces transcription error. At the time of medication administration, the delegated staff at the home use a scanning device to help eliminate errors of wrong time, dosage, and even wrong individuals by indicating any errors immediately.

This innovative technology allows for improved adherence and reduction of adverse events with optimal medication administration for the individuals we support.

### PREDICS

EHR technology for tracking and adjusting care and therapies is critical to improve care coordination and quality. Clinical coordination, planning, and oversight of our clients' care are made more efficient with our proprietary PREDICS tool. Used in our Community Living sites, PREDICS is designed to predict nursing units and levels of need based on assessments conducted at routine intervals. PREDICS is incorporated into the EHR once the comprehensive nursing assessment is complete.

### Pharmacy Solutions

With leading technology tools, systems, packaging, and reports, our pharmacies ensure medication availability and cost containment and successfully managed outcomes. Our systems are integrated into over 100 customer EHRs across thousands of locations.

### ViewMasterRx®

Rising acuity and patient complexity necessitates better controls and cost containment measures. ViewMasterRx is just one of PharMerica's national resources that long-term care facilities can utilize locally on site to improve medication management. ViewMasterRx addresses the most common elements of pharmacy management through three central features – medication tracking, patient medication therapy management, and billing.

Timely and accurate medication access is important to the quality of life of residents and patients at home. Through text, email, app, or fax alerts, ViewMasterRx tracks the delivery status of medications and immediately identifies any possible delays, avoiding harm from missed doses. As a centralized, intuitive

Over **\$200 million** is invested annually towards teams, training, and technologies to support quality and safety

portal for handling all medication management – orders, refills, discontinues, destructions, and returns – ViewMasterRx frees up staff to focus on care delivery. Immediate access to billing information, utilization, and patient-specific activities within ViewMasterRx also means staff spend less time resolving issues.

### RxForecaster

RxForecaster is a pre-admission assessment tool that allows customers to go online or submit requests to obtain estimates of medication costs. The tool identifies lower-cost alternatives and therapeutic interchange recommendations prior to or during admission.

Once lower-cost options are identified, RxForecaster enables customers to obtain physician authorization for the medication prior to admission, including covered alternatives for both Medicare A and Medicare D recipients. Ensuring that the changes are available when residents arrive, reduces therapy delays and interruptions.

### RxAdvocate

RxAdvocate secures optimum coverage patient medications. Using a two-pronged approach, RxAdvocate maximizes medication coverage before and after drug dispense. The process begins by proactively securing prior authorizations using an electronic process through our partner CoverMyMeds® for quicker determinations. The electronic prior authorization process is three times faster than paper-based methods. Once submitted, determinations are made in minutes, resulting in 20% higher dispense rates on average. For any denied medications, we retroactively work to recapture non-covered costs by seeking approval for the claims automatically.

RxAdvocate allows facilities greater transparency and insight into the status of determinations. At each stage, customers can track exactly where requests are in the process and any actions needed to advance decision-making.

RxAdvocate's proven approach drives reimbursements and allows customers to understand prescribing patterns and intervene with providers to reduce rejections in the future.

# Connected Home Model of Care

Connecting people and quality care through our Connected Home model of care drives efficiency and reduces waste. The model includes the use of proprietary electronic health records (EHRs), medication management, supportive care, behavioral health services, clinical care, therapy, care management, remote monitoring, live telehealth, and analytics – all centered around the patient or client to create an outcomes-based environment that enables them to live their best life.



# COVID-19 Response



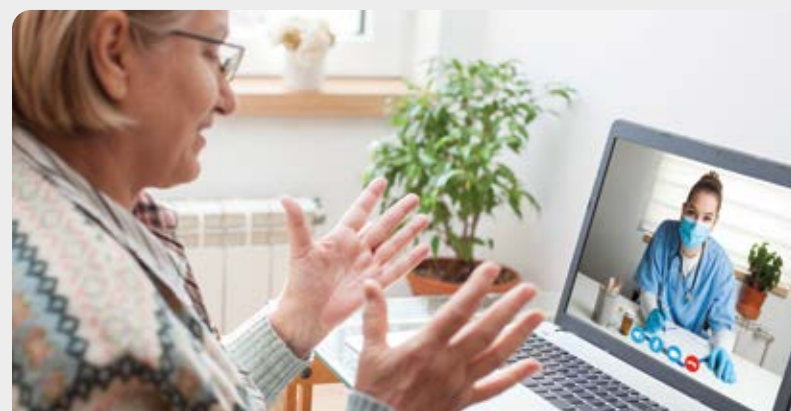
**B**eyond technology and PPE, BrightSpring invested in people. An additional \$30 million of pay was provided to employees who worked on the frontline during the pandemic.

Since the COVID-19 pandemic began in early 2020, BrightSpring has focused on implementing best practices in infection control, visitor management, employee screening, streamlined reporting, and triage protocols to support patients, clients, employees, families, and communities. Our depth of experience in clinical care and pharmacy for complex, high-need and high-risk populations uniquely positioned us as a leader in COVID-19 management.

Beginning in early February 2020, BrightSpring’s clinical leaders began monitoring the global situation daily to understand transmission patterns, rate of spread and potential mitigation tactics and to highlight geographies that represent risk. Shortly after the first COVID-19 case was reported in the U.S., we assembled the Outbreak Preparedness and Action Committee – a cross-functional team comprised of senior leaders from across the organization – to mitigate and prepare for potential outbreaks and to act when necessary to protect, support and serve our patients, clients and employees.

The committee led the development and deployment of comprehensive COVID-19 prevention and suppression strategies utilizing evidence-based practices, while surveilling the global and local situation daily.

Infection control procedures were implemented company-wide and communicated to our employees using an electronic resource library, mobile and web applications, live webinars, and postings in company locations.



## Tracking and Technology

Tracking the infection was critical to quickly suppress transmission. Using custom-built software applications, we tracked patient, client and employee cases and exposures.

A secure, cloud-based web application leverages a QuickBase® data structure to quickly capture confirmed cases as well as potential exposures. A person under investigation for COVID-19 was defined as an individual with a fever and respiratory symptoms, or a person with a potential exposure to a confirmed or suspected case. A COVID-19 case was defined as an individual who tested positive. Once a new case entry was made, it automatically notified our clinical team, who worked with the nursing and administrative teams to plan and train staff on necessary isolation and infection control procedures. To optimize our ability to visualize COVID-19 positive individuals, we also developed a business intelligence application. The team used the visualization tool throughout the day as a “practice situation room” that enabled us to deploy specific mitigation tactics as cases emerged.

The infection control measures were adapted from the U.S. Centers for Disease Control and Prevention (CDC), and the educational training enabling appropriate implementation of these measures were developed by our regional Nursing Team through a variety of live and recorded web meetings and slide presentations, videos, and written policy and instructional documents.

To prevent employees from coming to work sick, we developed a cloud-based, mobile-enabled, symptom-screening application.

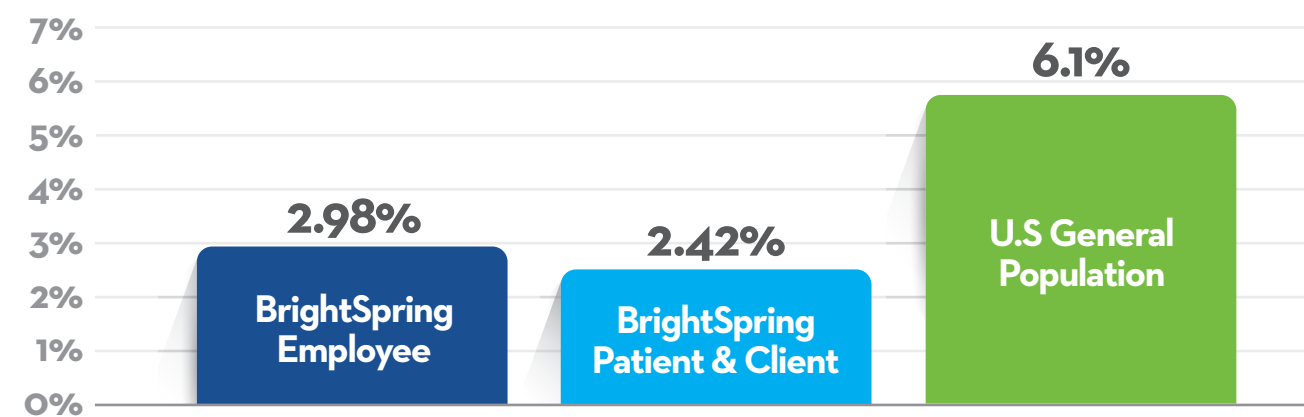
**B**rightSpring spent more than **\$10 million** in 2020 to secure face shields, masks, gloves, and gowns

For self-screening, all employees record their temperature daily and answer simple screening questions using the mobile app. Symptomatic employees remain at home and are tested for COVID-19 where testing is available. These employees remain quarantined at home until they meet the CDC return to work criteria for health care workers.

## Essential Care

All services provided by BrightSpring’s family of businesses are essential and our clients and patients are all considered higher-risk populations. While select therapy and care plans continued with the use of telehealth services, many of our patients and clients always require daily, in-person help. In order to provide safe in-person services, access to extensive personal protective equipment (PPE) was imperative. BrightSpring spent more than \$10 million in 2020 to secure face shields, masks, gloves, and gowns and worked quickly to distribute the PPE to the field.

## COVID-19 Infection Rates\*



Infection rates are **less than one half** of the U.S. general population infection rate

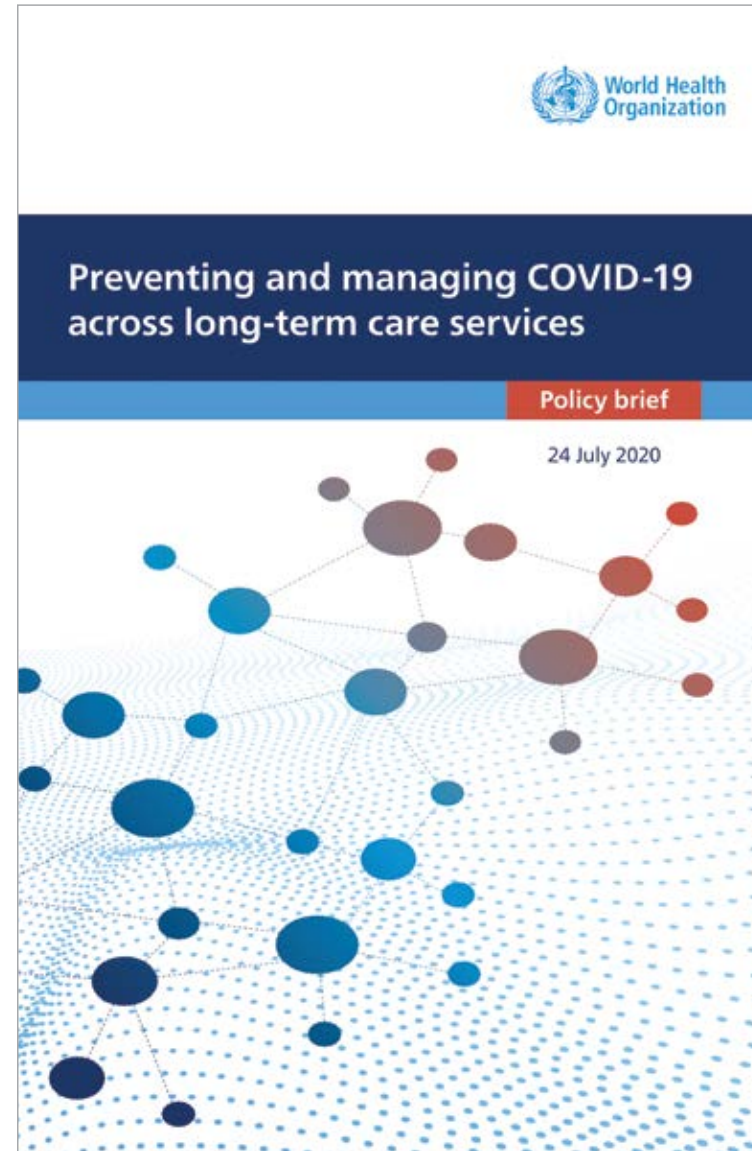
\*as of 12/31/2020

# COVID-19 Response

## Leading the Way in Outbreak Suppression

The Outbreak Preparedness and Action Committee's preparation plan, tactics, experience, and data have been published in numerous leading peer-reviewed research publications. The World Health Organization, International Long-Term Care Network, and the London School of Economics and Political Science have included the Committee's publications in their policy briefs.

The published studies describe how mitigation methods were implemented to reduce the spread of infection in home health and personal care, primary care and assisted living, pharmacy and long-term care facilities, and intellectual and developmental disability populations.



## Intellectual/Developmental Disability



### Brief Report

## Supporting individuals with intellectual and developmental disability during the first 100 days of the COVID-19 outbreak in the USA

W. R. Mills,<sup>1</sup> S. Sender,<sup>1</sup> J. Lichtefeld,<sup>1</sup> N. Romano,<sup>1</sup> K. Reynolds,<sup>1</sup> M. Price,<sup>1</sup> J. Phipps,<sup>1</sup> L. White,<sup>1</sup> S. Howard,<sup>1</sup> D. Poltavski<sup>1,2</sup> & R. Barnes<sup>1</sup>

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<sup>2</sup> University of North Dakota, Grand Forks, ND, USA

## Home Health Care/Personal Home Care



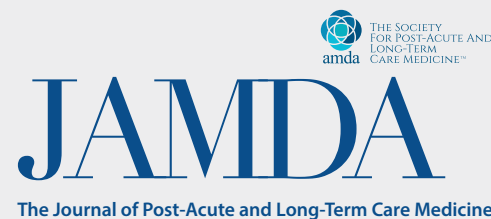
### COVID-19 Article

## An Outbreak Preparedness and Mitigation Approach in Home Health and Personal Home Care During the COVID-19 Pandemic

William R. Mills, MD<sup>1</sup>, Susan Sender, BSN, RN<sup>1</sup>, Karen Reynolds, BS<sup>1</sup>, Joseph Lichtefeld, BA<sup>1</sup>, Nicholas Romano, BS<sup>1</sup>, Melissa Price, BS<sup>1</sup>, Jennifer Phipps, MS<sup>1</sup>, Leigh White, MBA<sup>1</sup>, Shauen Howard, DHA, MSN, RN, COS-C<sup>1</sup>, and Rexanne Domico, BA<sup>1</sup>

Home Health Care Management & Practice  
 2020, Vol. 32(4) 229-233  
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[sagepub.com/journals-permissions](https://sagepub.com/journals-permissions)  
 DOI: 10.1177/1084822320933567  
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## Primary Care and Assisted Living



### Pragmatic Innovations in Post-Acute and Long-Term Care Medicine

*Feasible new, practical products or approaches intended to improve outcomes or processes in post-acute or long-term care*

## Home-Based Primary Care Led-Outbreak Mitigation in Assisted Living Facilities in the First 100 Days of Coronavirus Disease 2019

William R. Mills MD\*, Janet M. Buccola MD, Susan Sender BSN, RN, Joseph Lichtefeld BA, Nicholas Romano BS, Karen Reynolds BS, Melissa Price BS, Jennifer Phipps MS, Leigh White MBA, Shauen Howard DHA, MSN, RN, COS-C

BrightSpring Health Services, Louisville, KY

### ABSTRACT

Residents of congregate care settings have been severely impacted by the current Coronavirus disease 2019 (COVID-19) pandemic. In this report, we describe the methods our home-based primary care practice has developed to mitigate the spread of COVID-19 in assisted living facilities (ALFs) and we present an initial evaluation of this innovation. Shortly after the first COVID-19 case was reported in the United States, our organization assembled an outbreak committee, designed to support the 1294 ALF residents and the 101 communities in which they reside. The committee led the development and

## Pharmacy and Long-Term Care



LETTER TO THE EDITOR | VOLUME 21, ISSUE 7, P1000-1001, JULY 01, 2020

## Hydroxychloroquine Sulfate Prescribing Trends and Pharmacist-Led Outbreak Preparedness in Long-Term Care Pharmacy during Coronavirus Disease 2019

William R. Mills, MD • Stephen M. Creasy, PharmD • Susan Sender, BSN, RN • ... Jennifer Phipps, MS • Leigh White, MBA • Shauen Howard, DHA, MSN, RN, COS-C • Show all authors

Published: June 10, 2020 • DOI: <https://doi.org/10.1016/j.jamda.2020.06.012> •

## COVID-19 Response



### COVID-19 Vaccine

Operation Warp Speed was a partnership initiated by the U.S. government to accelerate the safe development, manufacturing, and distribution of COVID-19 vaccines, therapeutics, and diagnostics. PharMerica held an important role in Operation Warp Speed. Senior Vice President and Chief Pharmacy Officer T.J. Griffin was selected by the American Society of Consultant

Chief Pharmacy Officer T.J. Griffin was selected by the American Society of Consultant Pharmacists to represent long-term care pharmacies on the Operation Warp Speed team

Pharmacists to represent long-term care pharmacy on the team.

Residents in skilled nursing facilities and assisted living communities and their employees were “priority Phase 1” recipients of the vaccine. The relationship consultant pharmacists have with skilled nursing facilities makes distribution of the vaccine to the high-risk senior population efficient and effective.

## Telehealth Connects Patients with Continuous Care During Pandemic

Sam\* is a 19-year-old SpringHealth Behavioral Health client diagnosed with autism and cerebral palsy. Being non-verbal his entire life, Sam has struggled to communicate with his family around even his most basic needs, such as needing to use the restroom or being hungry. Together with his family, a behavioral therapy plan was created, and he began in-person treatments in early 2020.

Then, the pandemic hit. The first priority for Sam immediately shifted to keeping him safe and healthy. His family enforced a strict quarantine early on to reduce the risk of exposure to the highly contagious coronavirus.

Sam and his mom wanted to explore teletherapy options so he could continue building on the progress that he was making before the quarantine. Sam had just started communicating functionally for the first time and the team needed a solution that could keep him safe and healthy, but also allow them to visually connect and continue building on the functional improvements.

Nothing was going to slow Sam down. The first teletherapy session began with a fun parent training, and gradually the

teletherapy sessions were integrated once Sam’s family was ready and comfortable with the technology. SpringHealth Behavior Analyst Leah Robertson helped coach from the iPad while Sam’s mom helped implement the behavior change programs. The teletherapy sessions continued on a weekly basis so progress could be measured, adjustments could be made as necessary, and the program could evolve as Sam continued to make such great improvements.

“Sam’s family has been so engaged in his plan of care, and as a result, we have begun seeing even more improvements since beginning our teletherapy sessions. We continue to partner closely with his family by dropping off new data sheets, therapy visuals, and more – right to their front porch!” said Leah. “It gives us a chance to see Sam’s smile in person while maintaining our strict social distancing to keep him safe. With teletherapy solutions now available to us, and Sam’s entire family now involved in his plan of care, nothing is going to slow Sam down now – not even a global pandemic!”

\*Name changed to protect patient confidentiality

## Rehab Without Walls Patient Ellie Thrives With Teletherapy

For Rehab Without Walls (RWW) therapists, treating patients during the COVID-19 pandemic meant incorporating the use of teletherapy. For RWW physical therapist, Karissa Walker Shiraishi, her first teletherapy patient was Ellie, a sweet and smiley preschooler who had been receiving in-person treatment at the clinic. The sessions included the use of the Universal Exercise Unit (spider cage), treadmill, and exercise ball. With none of this type of equipment available in her home, Ellie and her mom spent the first teletherapy session showing Karissa around their home. Karissa was able to create a therapy program for Ellie using household items as makeshift materials. Rolled towels became balance beams, couch cushions became Airex pads, and step stools became therapy benches.

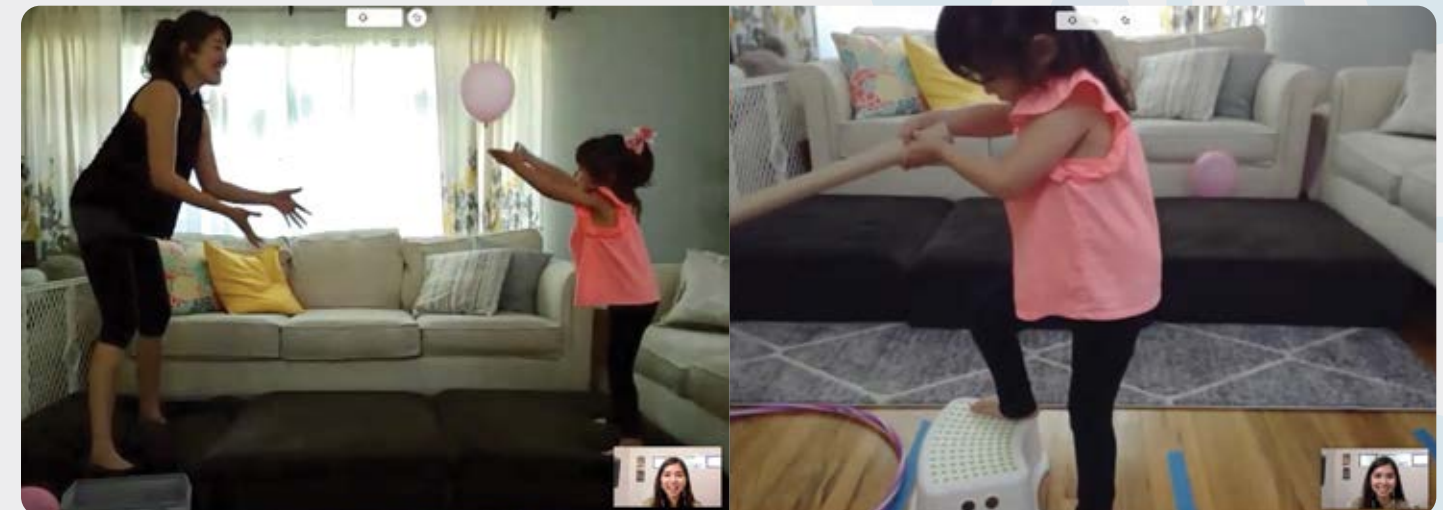
Before long, Ellie’s house had become an enormous jungle gym. Colored spots were placed on the stairs to help her step, painter’s tape was strung like vines wall-to-wall through the hallway, and the living room floor was no longer visible with all the pillows and cushions covering it. These home modifications stayed in her house week to week, requiring Ellie to step over the tape vines to reach the bathroom and step on the colored dots in the stairway to get to her bedroom.

Therapy activities became part of Ellie’s daily routine as she had the opportunity to practice her new skills every single day at home. Ellie’s mom began telling stories of Ellie asking to play therapy games outside of teletherapy time and how they have learned to adapt different parts of Ellie’s routines at home to work on her strength and balance. During a recent session, Ellie started adding in a new animal walk she and her mom thought of on their own: The Bear Frog!



Karissa has found that parents of her patients are much more involved in their plan of care and many patients are improving at a faster rate than before the COVID-19 pandemic since the families are learning functional and creative ways to incorporate their exercises and adapt their current routines to help their children learn and grow at home.

“Although I dearly miss the satisfaction of a real high-five, I’m so grateful for the unique opportunities that teletherapy has provided in helping me become a better therapist and serve my patients and families with a higher degree of care,” said Karissa.



## COVID-19 Response

## COVID COMPASSION

High-quality, compassionate care is the goal of each BrightSpring line of business and our mission to help people live their best life was personified by the incredible acts of generosity from our staff. These are just a few of the many employee stories from our businesses across the U.S. of people who went above and beyond to help patients, clients and communities.



### Albany PharMerica Pharmacy Staff Collects Food and Personal Care Items to Support Community

The PharMerica pharmacy in Albany, NY, decided during the 2020 Thanksgiving and holiday season to support their community. Many households experienced widespread hardships amidst a pandemic-driven economic crisis. The pharmacy staff collected food and personal care items for the Regional Food Bank of Northeastern New York.



### Advanced Home Health Elizabethtown Branch Embraces COVID+ Patient

The Advanced Home Health branch in Elizabethtown, NC, accepted an asymptomatic COVID+ patient. She discovered her positive COVID status when she was taken to the hospital after sustaining burns in a house fire that destroyed her home. Since she no longer had a home, she was staying at a motel the hospital is using to quarantine COVID+ patients.

Advanced Home Health team members RN Denise Carty, PT Lori Apple, and PTA Beth Childers organized a donation drive for this patient at their churches. They obtained clothing, shoes, food, water, and basic toiletries for her.

While other agencies in the area were refusing to accept these patients, our team embraced them and provided exceptional care as always.





# COVID-19 Response



## Community Living Clients Brightening Days With Floral Arrangements

Community Living clients in Jasper, IN, stayed busy during the quarantine making floral arrangements and donating them to the local nursing homes along with beads and notes of love and positivity to help brighten residents' days.



## Adoration Home Health PTA Puts Elderly Woman's Needs Before Her Own

Early during the pandemic, Shelia Brown of Adoration Home Health had just left work and like many, went to six different stores looking for food and other basic necessities. Finally, she was able to find one gallon of milk, three cans of biscuits, and a dozen eggs.

As she was walking to the register, an elderly woman was asking people as they went by if they could spare some of the extra items in their cart that she desperately needed. No one stopped or helped. One man responded with, "Lady, we have to eat, too." Sheila not only gave the woman her milk, eggs, and biscuits, but she also paid for them and gave her additional money for "a rainy day."



## Workforce Services Client Courageously Serves on the Front Lines During COVID Pandemic

Joneá Anderson is no stranger to hard work. She is a mother to a four-year-old boy and has worked in the medical field for several years, initially working in the dietary area before earning her STNA/PCA through our workforce services and Great Oaks Healthcare Professional Academy.

After earning her credentials, she initially worked at Mercy West Hospital. Joneá accepted another position at Cincinnati Children's Hospital Medical Center, where she now works in the Psychiatric Department.

When asked about her feelings regarding working on the front lines during the pandemic, she stated, "Since I'm a mother, I worry less about going out and doing my job. However, this pandemic has made me more aware of my responsibility when it comes to going to work (and coming home) and making sure I'm doing the things necessary to protect people with whom I engage."



## Georgia HomeCare Team Provides Food and Supplies for Clients

The All Ways Caring HomeCare team in Toccoa, GA, has risen above all the challenges caused by COVID and provided extraordinary services to many of the clients in their surrounding counties. RN Chrissy Dover and LPN Shanda Harris were concerned over food and supplies for 48 homebound clients. These clients were unable to get to a grocery store to purchase food and various supplies such as toilet paper, laundry detergent, or bath soap, etc. Chrissy and Shanda started calling various organizations, including The Salvation Army, local food banks, and churches. Within hours, the phone started ringing off the hook and a few days later, they had seven pallets of food available for pickup. Chrissy and Shanda used their personal vehicles and time to pick up the food, create individual boxes, and deliver

them to various households. The cheers of joy and tears of appreciation were overwhelming. In addition, a local church donated 50 boxes of supplies that included household necessities (toilet paper, soaps, hand sanitizers, etc.).



## Living the BrightSpring Legacy

On April 1, 2020, the Community Living Corpus Christi operation received news that an individual in one of the group homes had tested positive for COVID. The Corpus Christi team got to work on devising the most effective plan for containing the virus and proposed a shelter-in-place model for which a single team of direct-care staff would be needed to implement the plan.

It was only a matter of hours before two Direct Support Professionals from other homes, Isabel Diaz and Rosemary Vasquez, and the operation's Training Coordinator, Lorraine Hinrichs, stepped up to volunteer for this assignment. On the morning of April 3, a second individual at the same location began showing symptoms, and after being tested for COVID, returned home. By 4 p.m. that same afternoon, the self-titled "COVID Defense Team" reported to the home. Within a week, the remaining three residents of the home were confirmed

as positive for COVID, all with varying degrees of symptoms, two going in and out of the hospital.

Despite the risk and the huge sacrifice of time spent away from their families, they persevered. By April 30, 2020, all four individuals at the Texas home were medically cleared, and the COVID Defense Team remained virus-free.



## Home Health Care



**O**ur services are flexible and can evolve with the individual’s changing needs, ensuring that patients and clients make safe transitions and they receive the right care and services in the right setting throughout their time with us

### Home Health

Our home health agencies are state-licensed and Medicare-certified organizations that provide compassionate, high-quality care for patients with a variety of illnesses, injuries, and rehabilitation needs. Home health teams are comprised of clinical managers, nurses, medical social workers, home health aides, and occupational, physical, and speech therapists, all located in the patient’s community. The team works with the patient’s physicians to create care plans that address clinical and recovery requirements specific to the patient’s needs. The care plan is regularly reviewed and revised to meet the changing needs of each patient.

In 2020, we expanded our home health division with the acquisition of Advanced Home Health. Advanced, a leading home health company serving Georgia, North Carolina, South Carolina, Tennessee, and Virginia for almost 30 years, joined BrightSpring’s Adoration Home Health business.

### Hospice

Our hospice services are designed to give patients and their families options to make important care decisions while retaining control and ensuring that they receive quality and compassionate palliative and end-of-life care.

Adoration Hospice and Embrace Hospice services focus on all aspects of hospice care – clinical, spiritual, and emotional – for patients and their families. Interdisciplinary teams are comprised of physicians, a hospice medical director, nurses, social workers, home health aides, chaplains, and volunteers, all from the

patient’s community. The team creates individualized plans providing medical care, pain management, symptom alleviation support programs, counseling, and bereavement support.

### Personal Care

All Ways Caring home care services combine the heart of a caregiver and the expertise of a health care leader. From short-term and transitional care to lifelong complex care, services are designed around an individual’s needs and delivered in their own living space.

We understand that needs change over time, and for some, those needs become more complex. Our services are flexible and can evolve with the individual’s changing needs, ensuring that clients make safe transitions and they receive the right care and services in the right setting throughout their time with us.

All Ways Caring provides a broad range of services including personal care services, Alzheimer’s care, assistance with activities of daily living, hospital to home care, respite care, Rest Assured Telecare, nursing, veteran care, therapy services, and infusion services.

Home Health Care and Rehabilitation Services in **31** States and Canada

**29,000+**  
Served Monthly

**55** Home Health & Home Care Locations

**15,000+**  
Personal Caregivers

**19** Hospice Locations

**166** Personal Care Locations



# Home Health Care

## Results



In 2020, the home further became the preferred setting as quarantine rules went into effect throughout the country

### Home Health

Patients and their families have always preferred to receive home health services over care in facilities. This was especially true during the COVID-19 pandemic – our home health services served as a lifeline to patients who required care and wanted to avoid facilities.

In 2020, we served more than 40,000 patients, and our client satisfaction remained high.

Accurate quality dashboards tracking and monitoring patient care and progress are critical to improving quality. In addition, extensive COVID-19-related exposure controls, protocols, and policies were instituted to protect patients and employees.

Our connected system of care is based on data and audit trends, education, and training focused on local and national trends, with local clinicians receiving the tools they need to provide excellent care.



### Hospice

Hospice care goes beyond medical support. Compassionate, high-quality, end-of-life care means meeting the clinical, comfort, spiritual, and emotional needs of the patient and their families. The caring relationships our staff share with patients and their families helped to bridge the gap created by the restriction of family visits due to COVID-19 for patients who live in facilities.

The Hospice Information Set (HIS) Composite score collects hospice patient data and is calculated based on seven discrete quality measures. These measures encompass treatment preferences, beliefs and values, side effects of opioid use, and symptom management, including pain and shortness of breath. Despite the COVID-19 restrictions and limitations on visits for patients who live in facilities in 2020, our HIS composite score of 97.6% outperformed the national average of 90.8%.

Our hospice director of clinical services provides oversight and drives improvement of services at the local level.

Above-Average Industry Rankings Home Health CAHPS Rating

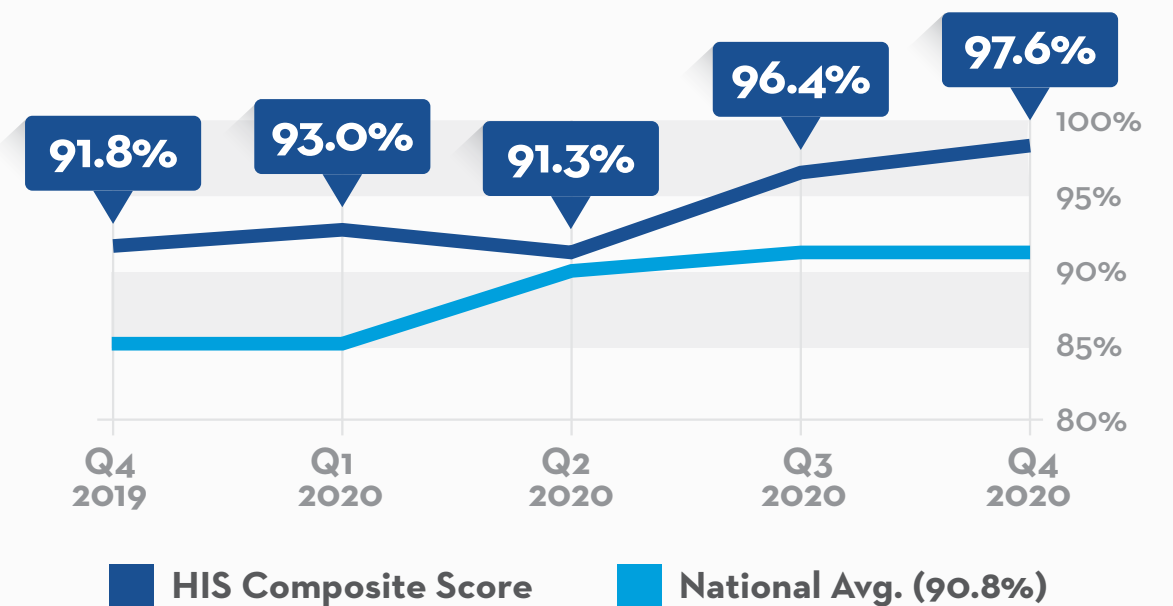
**BrightSpring 88.6%**

National 85%

60% of our Home Health agencies have received 4 or more stars in the CMS Star Ratings

73% of our Home Health patients are discharged back into their communities, safely independent or with community supports, rather than into a facility.

### Hospice Information Set Composite Score Q/Q 2019-2020



## Home Health Care

### Personal Care

Our supportive and personal home care services are designed around the needs of our clients. All our services give clients the ability to live independently, and in 2020, our work became even more essential to keep these high-need populations safe at home. Client satisfaction remains a crucial component of our quality and care measures. A health care survey sent to clients and a quality measurement system are reviewed by BrightSpring's Quality Team. Results are used to improve operational performance and enhance training programs.

Services were expanded in 2020 to include pediatric care. This service was designed to meet the needs of medically fragile pediatric patients requiring life-sustaining treatments, including ventilator dependency, infusion therapy, tube feedings, personal care, and family support, allowing patients to receive treatment safely at home. Our dedicated pediatric clinician oversees all pediatric home care services and provides continuous training to staff.

### Alzheimer's Care – Purple Ribbon Certification

All Ways Caring HomeCare added Purple Ribbon Certification for Alzheimer's and dementia care to select locations. The

certification process involves expanded training for caregivers and staff to further support the services provided to our clients and families faced with the challenges of Alzheimer's and dementia.

At Purple Ribbon certified locations, All Ways Caring caregivers and staff have received an eight-hour training, endorsed by the Alzheimer's Association, that includes understanding Alzheimer's disease and dementia, and have learned how to communicate and create activities for safer environments for their clients. The training is used along with the A.L.I.G.H.T.® (Alzheimer's Care Living Independently with Grace Honor, and Togetherness) approach, providing patient-centered, holistic care for seniors living with Alzheimer's and dementia.

### Accreditation

We are dedicated to improving patient outcomes and safety and continue to pursue state accreditation for each of our All Ways Caring locations. Pursuit of an accreditation through the Accreditation Commission for Health Care requires a commitment to maintaining existing state and company standards, as well as meeting additional quality standards set by the commission.

## Long-Term Specialty Care | Neurorehabilitation



Our neurorehabilitation therapies have brought rehabilitation to real-life settings for more than 20 years with great success



### Neurorehabilitation

Rehab Without Walls is a neurorehabilitation program and set of services across settings and patient needs that removes the barriers that may be a part of a traditional rehabilitation program. A team of professionals made up of physical therapists, occupational therapists, speech-language pathologists, and psychologists work together to tailor a custom rehab program and meet the patient where they benefit the most from treatment. Our approach blends scientifically backed rehab protocols with the patient's real-life activities, a combination that delivers better recovery results.

Our rehabilitation services help adults and children who have experienced a brain injury, spinal cord injury, or stroke due to injury or illness, as well as deliver therapy treatment for pediatric conditions, including developmental delays, cerebral palsy, autism, sensory processing, spina bifida, scoliosis, and orthopedic injuries.

### Behavioral Therapy Services

SpringHealth behavioral therapy programs provide professional behavioral and intervention services for children and adults diagnosed with intellectual and development disabilities (IDD), Autism Spectrum Disorder (ASD), and mental illness. Treatment in the home is unique to the individual and based on person-centered principles with a holistic approach, treating mind and body together.

Clients receive unique behavioral plans that are tailored to meet their specific needs. Clients' strengths, abilities and interests are incorporated into their treatment plans. This approach allows clinicians to be creative and develop programs and interventions that are both tailored and can be generalized and used across multiple settings. Evidence-based programming helps deliver the best quality support for clients to live more positive, active and social lives.

### Clinic and Home-Based ABA for Children

Gateway Pediatric Therapy focuses on improving the lives of children and adolescents on the autism spectrum using Applied Behavior Analysis (ABA) therapy services. ABA therapy is proven to address many challenges facing individuals on the autism spectrum, from acquiring language skills, to navigating complex social environments, and accomplishing daily activities. ABA therapy is recognized as the standard of care for those with special needs, and when implemented and supervised by a Board Certified Behavior Analyst, ABA therapy is considered the single most effective way for individuals to overcome the potential constraints of autism and achieve their goals.

For each child, a team of therapists is assembled who are ideally suited to meet their specific needs. Whether treatment is provided at a state-of-the-art facility or in the comfort of home, the latest technology is incorporated to maximize the effectiveness of therapy, continually analyze progress and customize the therapeutic experience.



## Home Care Satisfaction Response Score:

4.2

Satisfaction/Likelihood To Recommend (Out Of 5)



# Long-Term Specialty Care | Neurorehabilitation

## Results

### Neurorehabilitation Therapies

Our neurorehabilitation therapies have brought rehabilitation to real-life settings for more than 20 years with great success. From admission into the program to discharge, our patients have greater independence and require less supervision. Despite quarantine restrictions in 2020, many rehabilitation therapies continued uninterrupted thanks to innovative telehealth programs created by our therapists.

After a traumatic brain injury (TBI) or spinal cord injury (SCI), the goal of rehabilitation is to maximize the patient's ability to function as independently as possible at home and in their

community. Therapeutic interventions are held in settings selected to achieve the best results for patients – residential, transitional, day programs, home and community, or at our outpatient clinics.

Of all our TBI patients in 2020, only 22.2% could be left alone for up to 8 hours upon admission. After receiving our rehab services, 64.6% of them could be left alone for at least 8 hours at a time upon discharge, and their independence continued to improve three months post discharge.

45  
Neuro Therapies  
Locations

## Rehab Client Satisfaction Response Scores

99%

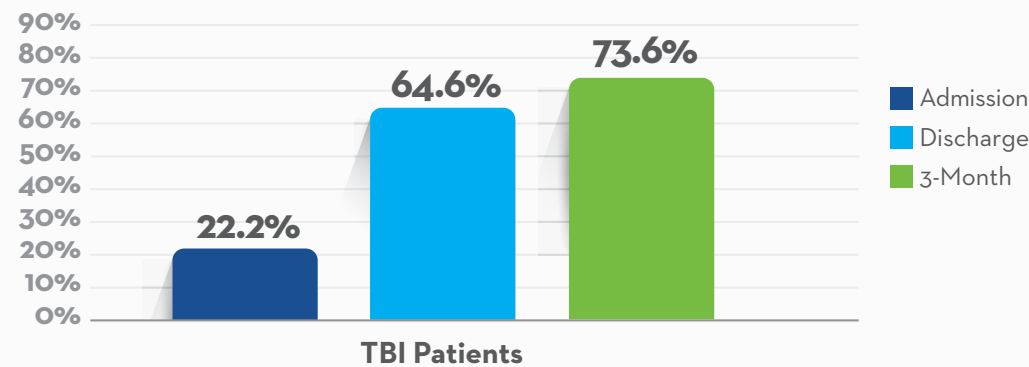
Are Very Satisfied/Satisfied  
With Our Services

97%

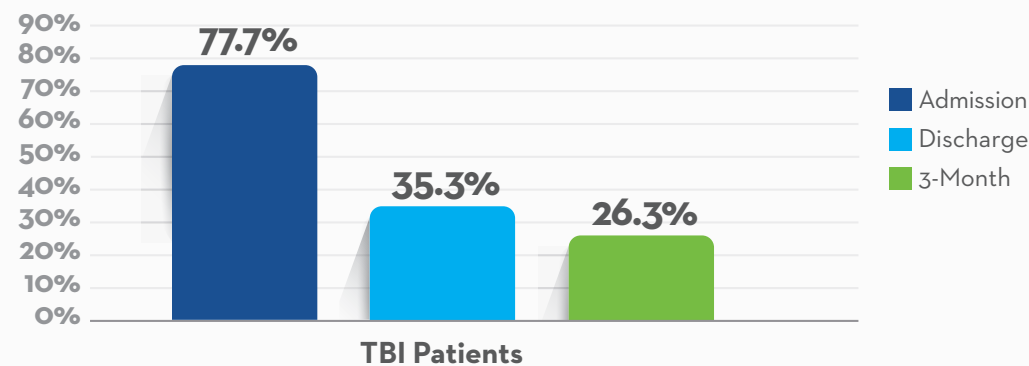
Would Recommend  
Our Services

## Outstanding Value and Clinical Improvement Results

### Independence For At Least 8 Hours



### Required 24-Hour Supervision



## Joe's Story



outside of the box to bring his beloved activities safely to him. Physical Therapist Anne Robinson created a rod to practice fly fishing out of a broom handle and magnet. Joe was able to improve his shoulder's range of motion by casting the magnet to his metal bed rails.

Prior to his accident, Joe enjoyed grilling and smoking meat. Rehab Without Walls connected with a locally based company that specializes in smokers and arranged for Joe and Occupational Therapist Molly Augustine to cook a full meal using their commercial kitchen, smokers, and grills. They even had a professional chef on hand to plan and help cook the meal. Joe had a memorable day of using the skills he has worked so hard on for the last 10 months, including chopping vegetables, peeling potatoes, and opening and closing the oven and smoker doors.

It was a great day to mark the incredible accomplishments that Joe has been able to achieve with his Rehab Without Walls team. "I feel like myself again," Joe commented as he enjoyed the steak-and-potato lunch that he helped prepare.

Joe was injured at work in August 2019. Due to a fall from his work truck, he suffered extensive injuries to his spine, resulting in tetraplegia, a paralysis of the upper and lower body. In January 2020, our neurorehabilitation team began working with Joe and was specifically brought on to address his access to and involvement with the leisure activities he loves so much, including hunting, shooting, fishing, and cooking. At the time of admission, Joe was dependent on others for all of his basic daily living needs, including cooking, and was not participating in outdoor leisure activities.

Through hard work and creativity from Joe and his Rehab Without Walls team, he has improved his strength and range of motion in his upper extremities. He has successfully gone fly fishing, participated in adapted shooting, and has a new bow that he is shooting using a mechanical release. Due to COVID-19 restrictions, Joe's therapy team had to think



## Long-Term Specialty Care | Community Living



Our treatment approach is based on person-centered principles, and every person receiving services has an active role in creating their support service plan

Our Community Living team provides support for individuals who need clinical and pharmacy support and assistance with activities of daily living due to an intellectual, developmental or cognitive disability.

We have more than four decades of experience in the behavioral health field and recognize that each individual we support is unique. Our treatment approach is based on person-centered principles and every person receiving services has an active role in creating their support service plan. Case managers, families or guardians, therapists, clinicians, and caregivers all work together to develop a plan that allows them to reach a higher level of independence to live their best life.

The comprehensive range of services includes behavioral and mental health support, in-home pharmacy solutions, telehealth and remote support, supported employment, day programs, clinical support, therapy, community integration, and training programs.

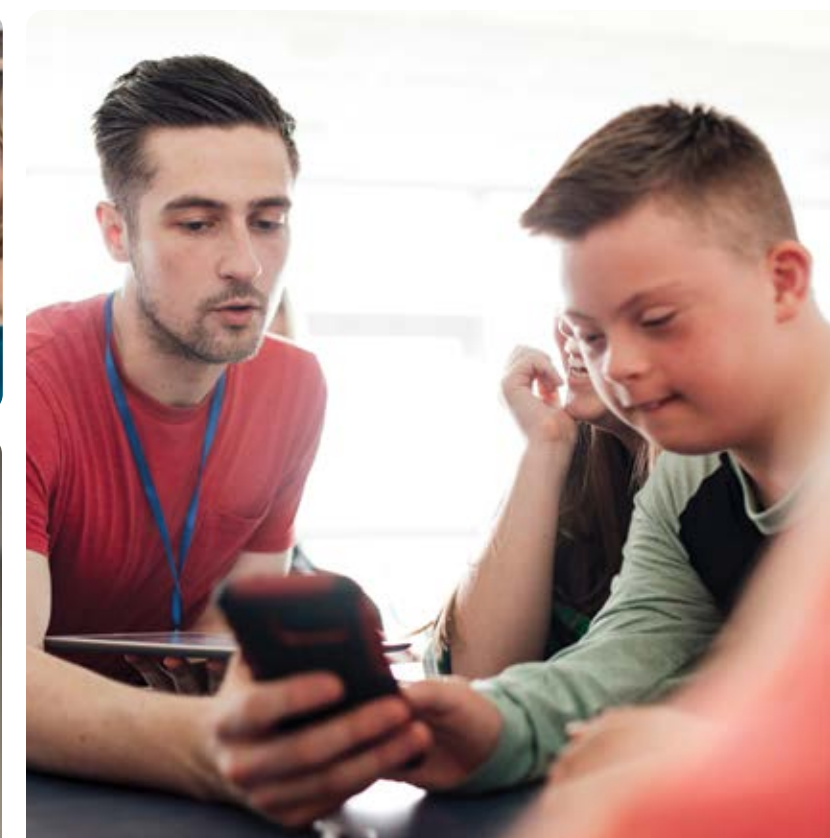


### Family and Youth Services

A safe and healthy environment is vital to every child's well-being. StepStone Family & Youth Services is a network of providers who support children in need of alternative, safer, and more positive living environments. StepStone services offer complete care and support through foster care services, training for foster parents, respite care, and counseling.

For young adults transitioning from foster care, StepStone provides personalized training, education and guidance on important life skills, including money management, education, employment, and apartment living.

We have more than four decades of experience in the behavioral health field and recognize that each individual we support is unique



# Long-Term Specialty Care | Community Living

## Results



In 2020, we served an average of more than 15,000 medically complex and high-need individuals per day. Our community living locations and services support the clinical and pharmacy needs and daily living activities for individuals with intellectual, developmental, or cognitive disabilities. Our industry-leading investments in quality and monitoring efforts improve outcomes while reducing costs.

**B**y the fourth quarter of 2020, QuickMar was in 87% of our community living locations, and of those locations, 98.2% had successful documentation

Many of the individuals we support have multiple chronic conditions and co-morbidities, medical complexities and significant medication regimens. We recognize that each person has unique needs that must be understood and met for them to live their best life. Even with these medical conditions, those in our care spent over 360 days of the year on average in a home setting.

Electronic health records and medication management reduce missed medications and errors while increasing data integrity, quality, and accuracy. The vast majority (94.5%) of our community living locations have successfully implemented TaskMaster Pro, a software application that allows staff to enter care plans, track activities and report all medical and behavioral activities. We also equipped locations with QuickMar, an Electronic Medication Administration Record (eMAR), to allow clinicians to view completed medication administration remotely, view required treatments, and identify any gaps that required immediate attention and support from delegated staff. Through a direct feed from our pharmacy, the eMAR is populated after being reviewed by a licensed pharmacist, thus automatically reducing transcription error. The assigned staff at the home use a scanning device to document administration, which helps eliminate errors of wrong time, dosage, and even the wrong individual by indicating any errors immediately. By the fourth quarter of 2020, QuickMar was in 87% of our community living locations, and of those locations, 98.2% had successful documentation.



**T**he vast majority (94.5%) of our community living locations have successfully implemented TaskMaster Pro, a software application that allows staff to enter, document and report all care plans and medical and behavioral activities

We improved the quality of services with the continued expansion of clinical resources. The implementation of regional nurses for community living allows for direct oversight, development of practice standards, and clinical leadership. The nurses establish best practices, policies, and processes and give regular training to clinical staff and direct support professionals on everything from chronic illnesses to proper documentation.

With the mandated quarantine requirements related to the COVID-19 pandemic came drastic changes to schedules and programming for our community living locations. Day programs were suspended, outings reduced, and staff changed, which can be problematic for many individuals with IDD when their routines are disrupted. Despite these challenges, the percentage of behavioral incidents for 2020 remained unchanged.

Our clients spend an average of **360** managed days at home out of 365 days a year.

Behavioral Therapy Satisfaction Score: **85%** of clients are satisfied with services.

## Andrea's Story

Andrea is an exceptional young woman who, with the assistance of our community living program, attended college away from home. She was accepted into the Purdue University Fort Wayne *Bridges to Education and Careers* program. With the assistance of our community living services, Andrea was able to live independently in Fort Wayne for two years to attend university.

In addition to intellectual and developmental disabilities, children with Down syndrome like Andrea are at an increased risk for certain health problems. Since her birth, Andrea's father has worked to break down educational barriers for his daughter and has incorporated daily workouts and a healthy diet to prevent obesity and poor muscle tone, conditions that occur often in those with Down syndrome. His hard work paid off, and Andrea is an active young woman who enjoys ballroom dancing, golf, swimming, and playing on a Special Olympics basketball team. Andrea is also a member of the National Honor Society.

It was important to Andrea's father that she experience living independently. With the assistance of direct service



provider Chelsea, Andrea learned how to cook healthy meals, exercised daily, and managed a full course schedule. Chelsea also played an even more important role to Andrea and that was as her trusted friend. Even after completing her degree and returning home to Indianapolis, Andrea and Chelsea remain in contact, and Andrea says she's her "best friend."

## Pharmacy Solutions



In 2020, we expanded our pharmacy services with the acquisitions of specialty pharmacies: OnePoint Patient Care hospice pharmacy and OptionOne home infusion

**PharMerica**<sup>®</sup>

**Pharmacy Alternatives**  
by PharMerica

**amerita**  
specialty infusion services

**OptionOne**  
An Amerita Company

**ADVANCED**  
HOME INFUSION

**Onco360**  
ONCOLOGY PHARMACY

**OnePoint**  
PATIENT CARE

All Pharmacy Brands

**154** pharmacy locations

**30** million prescriptions filled in 2020

### Home and Community-Based Pharmacy

PharMerica and our family of pharmacy brands is a common connection point in the company, given that all complex patients across all settings require medication management. We service the senior living, hospice, in-home, behavioral, specialty oncology, home infusion, skilled nursing and hospital pharmacy markets. Medication adherence is important when serving high-need, medically complex clients and patients. In 2020, we expanded our pharmacy services with the acquisitions of specialty pharmacies OnePoint Patient Care hospice pharmacy and OptionOne home infusion.

### Senior Living Pharmacy

Our Senior Living pharmacy platform is designed to provide a consistent, best-in-class experience for multi-state senior living providers accompanied with local concierge support for individual communities and residents in their homes. We do this through centralized intake and order entry.

For individual communities and residents, our scale of clinical resources supports programs that proactively identify risks (such as falls) and risk factors (both pharmacological and non-medication related), and our pharmacists optimize medication regimens by eliminating unnecessary medications and addressing potential adverse drug reactions enabling residents to age in place.

Our local pharmacies focus on critical pharmacy service elements such as accurate and timely dispensing, reliable emergency and after-hours support, and timely eMAR profiling, leading to quality, consistency and reliability.

We have dedicated local account management resources for training, issue resolution and single point-of-contact for local communities, and our concierge billing services process prior authorizations timely and create accurate and timely resident-specific bills.

### Hospice Pharmacy

OnePoint Patient Care (OPPC) is one of the nation's largest (and the largest non-payer-owned) providers of dedicated hospice pharmacy and pharmacy benefits management (PBM) services, serving more than 350 unique hospice providers. OPPC is the only hospice pharmacy provider of scale offering same-day local dispensing and delivery through owned pharmacies, a key differentiator and enabler of optimal customer service. OPPC operates 15 pharmacy locations across the U.S. today. Its hub-and-spoke approach, including large pharmacies in Phoenix and Chicago, has allowed hospices and patients in multiple regions to benefit from OPPC's flexible, timely, and patient-centric local pharmacy model. Combined with PharMerica, OPPC is now

able to utilize its local service model to all geographies in the U.S. through PharMerica's national network of pharmacies.

### In-Home Pharmacy

Our In-Home Pharmacy program called Continue Care was built for Home Health and Personal Care patients, for patient discharges to home from skilled nursing and rehabilitation facilities or hospitals, and for partnering with payors with a focus on any high-risk patient who is living in their home with chronic conditions and an intensive polypharmacy medication need and regimen (typically eight - 12 or more medications).

Our medication therapy and risk management consists of medication regimen reviews and medication synchronization by pharmacists, prescriber engagement for orders, changes to orders and reorders, and patient care needs.

Continue Care targets one of the biggest challenges and opportunities in healthcare, which is the ongoing management of high-risk, high-cost, complex patients in their homes to reduce adverse health events and hospitalizations.

### Behavioral Pharmacy

Our Behavioral Pharmacy platform (including serving I/DD group homes) is the largest I/DD specialty pharmacy provider in the U.S., designed purposefully for behavioral populations and their specific needs. We provide customized medication management to ensure compliance through specialized packaging, calendar cycle fill aids, customized labeling with bar codes and medication pass times to ensure adherence and the right dose at the right time, integration with 61 eMAR/EHR products to ensure medication administration documentation, and flexible delivery schedules tailored to client and agency schedules and activities.

Behavioral specific clinical services include pharmacist and nurse consulting and education with I/DD clinical experts that possess an understanding of the unique and relevant epidemiology required to offer drug regimen advice, reduce polypharmacy, and avoid inappropriate prescribing such as overprescribing of sedatives.

We also help make the billing process as seamless as possible for provider customers through expedited prior authorization support and processing, competitive OTC pricing, and pre-shipment approval of any non-covered items.

### Specialty Pharmacy

Our specialty pharmacies have unique capabilities that focus on oncology. Onco360 simplifies the complexities of cancer care for patients and their physicians, and their service is a highly

coordinated, high-touch model dispensing oral and injected medications that includes a portfolio of exclusive and limited-distribution drugs. Highly trained, certified oncology pharmacists and nurses are available 24/7 to provide critical clinical and care management support for patients and caregivers while working in close coordination with their physicians. With leading service levels and dispensing and delivery times, Onco360 provides administrative, insurance authorization, billing, and other operational and reimbursement support, allowing physicians and caregivers to focus on patient care.

### Infusion Pharmacy

Our specialty infusion pharmacies, Amerita, Advanced Home Infusion and OptionOne, focus on administering complex pharmaceutical products and clinical services for patients outside of the hospital.

Infusion therapy services are a specialty form of pharmaceuticals that involves the intravenous administration of medications that treat a wide range of acute and chronic health conditions – infections, auto-immune illnesses, cancer pain, multiple sclerosis, hemophilia, and nutritional deficiencies. Our therapies include immune globulin, IV antibiotics, nutrition, inotrope, clotting factors, chronic inflammatory conditions, and specialty medications. These medications are high-cost and require special handling, extensive patient training, and administration by a clinician.

### Facility-Based Pharmacy

PharMerica services provide value beyond medication delivery to skilled nursing and rehabilitation facilities and hospitals – we provide clinical, regulatory and educational support.

While our large-scale and national resources may be reassuring, we go a step further by bringing our expertise into the heart of every community we serve. From one-on-one support for implementation and billing issues to over 225 local consultant pharmacists and 100+ nurse consultants who deliver custom solutions and personalized service, we offer something no one else does – the best of national and local expertise together.

At every level and each touchpoint, the PharMerica team ensures the cornerstones of our care delivery system – medication availability, cost reduction and containment, and compliance and education – are represented in all we do. That's because a pharmacy today is about more than just filling orders. A community's future rests on successfully managing outcomes, spend, and risk.



# Pharmacy Solutions

## Results

Our pharmacies implement industry-leading solutions to ensure accurate and timely access to medications, control costs, support customer education, and remain in compliance with state and federal regulations.

PharMerica Medication Availability **24/7/365**

PharMerica Order Completeness **99.77%**

PharMerica On-Time Delivery **98.59%**

In 2020, PharMerica:

Provided medication delivery and support services to more than **250,000** individuals per day

Delivered quality pharmacy services to **3,100** facilities throughout the U.S.

**87.6%** Generic Dispensing Rate

In 2020, our clients averaged

**\$64.09**

in Global Authorization Savings per interchange

with a

**54.5%**

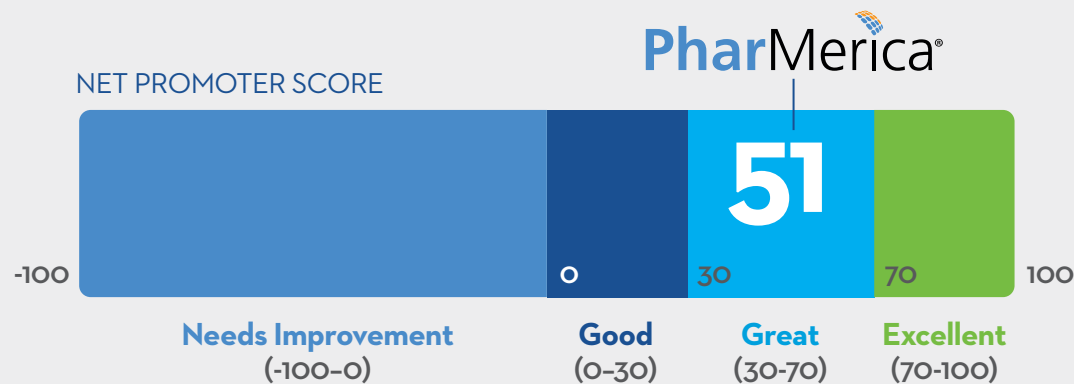
adoption rate

## PharMerica Net Promoter Score (NPS)

Client satisfaction and feedback are important to us. One of the ways that information is measured is through a Net Promoter Score (NPS). The NPS measures the willingness

of customers to recommend a company's products or services to others and their loyalty to the brand.

In 2020, PharMerica received a NPS score of 51



### Cost-Effective Medication Solutions

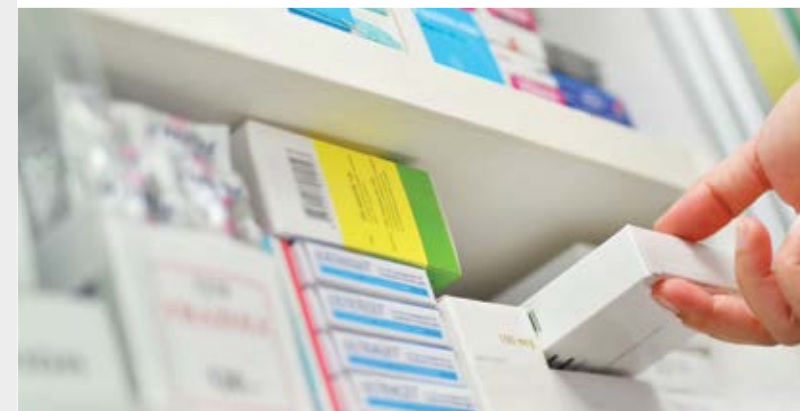
Our pharmacies work closely with patients, clients, families, and customers to provide cost-effective medication solutions. Easy-to-use cost-containment tools provide controls and recommendations that drive medication management and cost savings.

Our expert geriatric care physicians and pharmacists design our preferred drug formulary and ensure it is clinically appropriate and cost-effective. We maximize preferred formulary use with leading generic dispense rates, cost-effective brand medications, and therapeutic substitution recommendations to reduce cost.

Therapeutic Interchanges are pairings of medications assessed for equivalent therapeutic effects that provide significant

economic value in substituting one product for the other. PharMerica offers the most comprehensive Global Authorization/Therapeutic Interchange program in the industry.

Split Bill at Discharge is a cost-saving program that splits the cost of a medication supply at the time of a resident's discharge, when a payor changes from Med A to a third-party payor that assumes financial responsibility of a patient's pharmacy services. By removing this portion of drug spend away from the facility and onto the patient's third-party payor, customers reduce waste, improve continuity of care, and diminish cost.



# Pharmacy Solutions

## Results

### Specialty Pharmacies and Infusion Services

Our specialty pharmacy and infusion services are a trusted source of accurate, timely and compassionate care. In 2020, it was an important service for patients wanting to avoid hospitals for post-acute and chronic therapies. The clinical team at our specialty pharmacies helps maintain patients' health by monitoring patient lab results to understand and follow responses to the therapy provided. This assists the physicians prescribing the care and helps keep the patient in their homes for the duration of their treatment.

Our pharmacies have a very high level of speed of drug therapy delivery and dispensing accuracy, and every staff member contributing to a patient's care closely monitors patient compliance to therapy, gives consistent communication on how to properly administer each therapy, and clinically observes the patient's response to therapy through lab review and consistent communication with the patient's physician. Patients and caregivers are guided through to the completion of their prescribed therapies.

### Education and Thought Leadership

Tools, resources, and support for clients and patients are essential parts of the services we provide. *Illuminate* is an in-depth, interactive educational and thought leadership platform for customers and their clinicians that delivers up-to-date

information and resources from clinical and business experts on everything from industry regulations and financial stability to resident care and staffing/retention.

*Illuminate* continuing education programs helped clients earn more than

**7,000**  
Continuing Education Credits

and

**8,654**  
Attendees joined our live webinars

**95.4%\*** Patient Satisfaction Score

**99.9%\*** Dispensing Accuracy

**95.9%\*** Therapy Completion

**90.1\*\*** Net Promoter Score  
from third-party PBM partner

**3.5 Day\*\*** Average for Time to First Fill

\*Amerita Specialty Infusion Services \*\*Onco360



## Client Story

### Pharmacy Team Comes Together to Deliver Services Despite Obstacles

When New York began to see the first cases of COVID-19, no one anticipated the impact that the virus would have in a short period of time. For ChemRx, a New York PharMerica pharmacy affiliate, they had only seven out of 60 pharmacy technician fillers show up for work over two to three days, and customer support techs and pharmacists were requesting to work from home. The management staff was under immense pressure to handle thousands of pharmacy requests that needed to be filled with less than 20% of the staff present to process the requests.

Pharmacists and managers from purchasing to repacking all stepped up and began assisting to help complete orders. Sister pharmacies in Albany and Buffalo filled hundreds of prescriptions a day. HealthEx partnered with the pharmacy to have drivers meet at midpoints to pick up prescriptions filled in Albany and deliver them the same day. PharMerica corporate offices stepped in and had the pharmacy in Wilkes Barre, PA, which has a New York license, fill a few hundred prescriptions a day and ship them to New York. PharMerica also had all departments, from purchasing to IT, make sure ChemRx had PPE and helped create a rotation for those employees who could work from home to maintain social



distancing guidelines. Pharmacists worked long hours and weekends to catch up on filling and checking prescriptions with the goal to get medications in the hands of patients quickly.

ChemRx fills medications for more than 19,000 patients daily, and with PharMerica's large-scale and national resources, they were able to continue their essential work.

# Equus Workforce Solutions



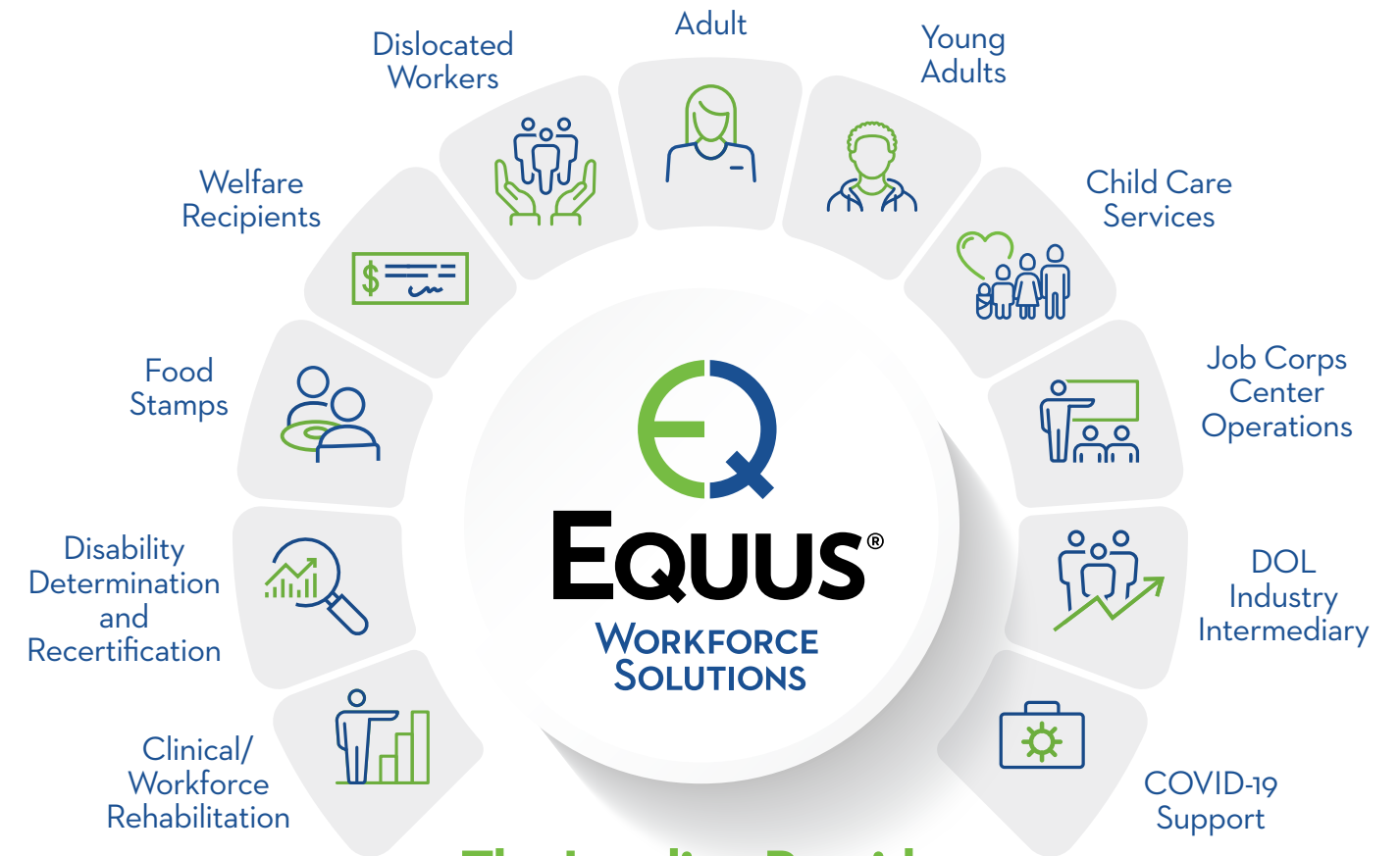
**E**quus Workforce Solutions is a leading provider of community-focused workforce services

Equus services provide a set of solutions focused on the development, design and delivery of demand-driven workforce solutions.

Equus has a proud history of working with funders and community partners to implement effective solutions in rural, urban, and suburban areas. Our portfolio of services focuses on increasing opportunities for individuals and families. Management of Career Centers, Job Corps Centers, clinical services, business services operations, and family support functions form a network to assist job seekers, people requiring medical support to work and employers. We design and implement workforce networks that are locally responsive, community-based, outcomes-focused, and client-centered – resulting in simplified and effective ways to find sustainable employment for individuals based on their needs and the needs of businesses to stay competitive and grow.

We are drivers and collaborators for workforce system changes in legislation, job seeker demographics, markets and industries. We have partnerships with state and local government entities with limited resources and assist with strategies, redesigns, and innovative concepts to address changing demographics and changing workplace demands.

The positive impact that Equus services has on communities with personalized customer experience, expanded access, and outstanding quality helps create healthier, more vibrant communities.



**The Leading Provider**  
of Community Focused Workforce Services  
in 33 States, Puerto Rico and the U.S. Virgin Islands



**94.39%**  
Satisfaction With  
Our Services

Every Equus operation extends the opportunity for participants to share their honest opinion about the services they receive in an anonymous customer satisfaction survey. Over 94% rated various services as “excellent” or “very good.”

Through a combination of federal, state, and local workforce services programs facilitated by Equus, the company oversaw more than 1.6 million workforce transactions with individuals seeking job search assistance.

**1,669,372**  
Job Seekers  
Served Annually

# Equus Workforce Solutions

## Results

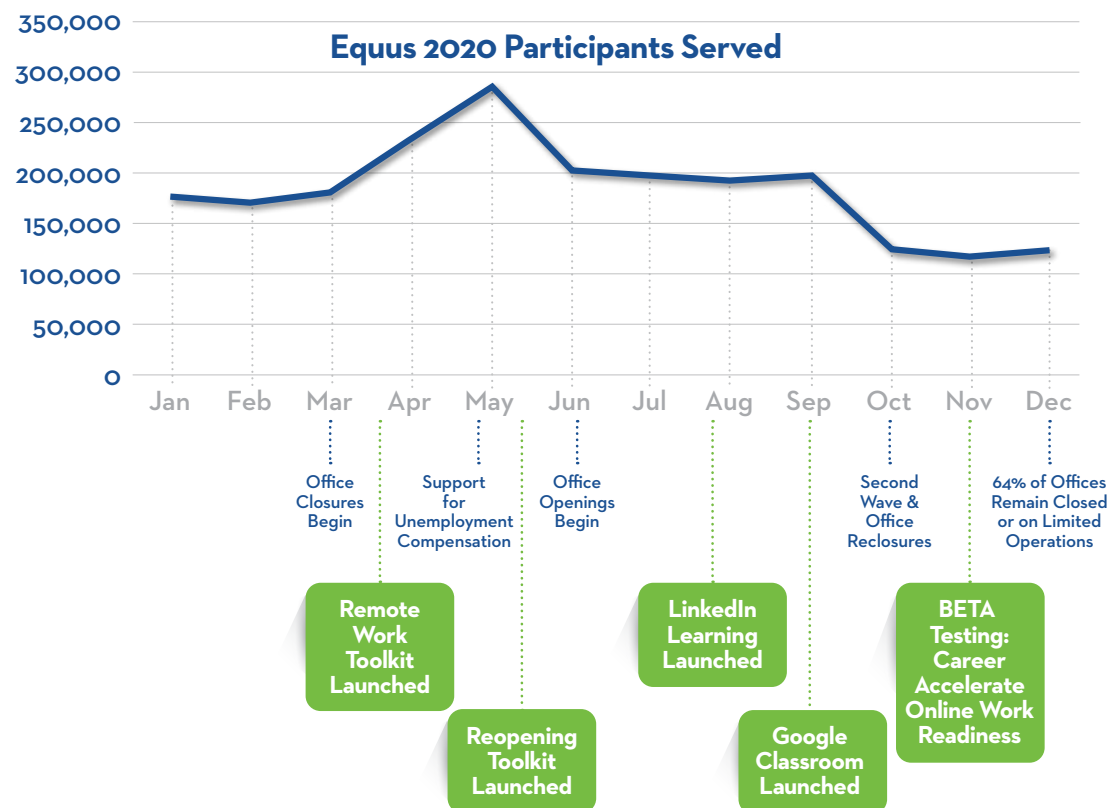
### 2020 Equus Workforce Solution Highlights

- 17** Public-Assistance to Work Programs
- 3** Programs Coordinating Subsidized Child Care
- 3** Job Corps Center Operations/Programs
- 2** Rehabilitation Services Programs for Public Assistance Recipients
- 16** Programs Serving Adults and Dislocated Workers
- 16** Programs Serving Youth
- 32** Programs Serving All Workforce Populations
- 26** Regions Serving as the Career Center System Operator
- 1** USDOL Grant-Funded Apprenticeship Intermediary Program
- 2** Programs that Support Housing
- 2** Programs that Provide Disability Determination

### The Year of Agility in Equus Workforce Services

In 2020, agility was essential to managing operations and continuing to provide services to job seekers and to meet workplace demands. Equus is an industry leader in its ability to

deliver valuable job seeker and employer services in innovative ways, and those investments were expanded throughout 2020.



### Virtual Tools

Equus continues to accelerate and expand on the use of technology to improve engagement with job seekers.

Closure or limited operations of many training partners led to the increased need of technology, and more clients who needed

training were supported to participate virtually by building their digital literacy, time management, and study skills using the Equus online learning tools.

<b>Career Pathways Explorer</b>	A visual online personality assessment that delivers accurate skill matches within 10 minutes.	Partner: <b>Traitify</b>	<b>18,320</b> Jobseekers served in 2020
<b>GED Academy</b>	Online learning for GED prep, financial literacy, computer skills, and work readiness.	Partner: <b>Essential Education</b>	<b>2,648</b> Courses completed in 2020
<b>The Academy</b>	Web-based portal to thousands of vocational skills and job readiness preparation courses.	Partner: <b>Skillssoft</b>	<b>99,153</b> Courses completed in 2020
<b>LinkedIn Learning</b>	Provides access to over 16,000 video courses led by industry experts in business, IT and creative skills.	Partner: <b>LinkedIn</b>	<b>55,701</b> Courses completed in 2020
<b>Google Workspace</b>	Cloud computing, productivity and collaboration to deliver custom curriculum and support to job seekers.	Partner: <b>Google</b>	<b>268</b> Users since launch in Sept. 2020

## Josiah's Story

Equus Case Manager Jesse Graham is helping participants overcome barriers to employment and find success in North Texas.

In June, Jesse worked with Workforce Innovation and Opportunity Act program customer Josiah and helped him get approved for Commercial Driver's License (CDL) training. Upon receiving the news that he had been approved, Josiah was in tears. He said, "Nobody has ever given me a chance. They all judge me."

Josiah had many barriers to employment, including an extensive criminal background. He spent most of his adult life in and out of prison and had low self-esteem. In June, he began CDL training at a trucking school in Fort Worth, Texas.

In August, Josiah found employment at a local company he really wanted to work for, and he contacted Jesse to share his excitement. "I've never felt like I could achieve this much! Thank you so much for helping me get here," he said. "I hope you realize how much of a difference you are making."

Throughout Josiah's training, Jesse consistently provided words of encouragement and support to ensure his success.

After being on the job for about a month, Josiah told Jesse,



"I love this job, and I don't think I could have chosen a better company to work with. I know I've put in some work to get here, but I'll always be grateful that you had the faith to push me through the system so I could succeed. The opportunity was what I needed, and without you having faith in me, I wouldn't have made it this far."

## Our People



**B**rightSpring's leading innovation, quality care and metrics are made possible by the work of our people. Everyone at BrightSpring has an opportunity to lead the charge to provide the most compassionate, quality care where and when people need it. One of the hallmarks of our company is our culture, which is brought to life by the people who embody it.

### David Folkner

Regional Vice President, Community Living

David began his career as a Direct Support Professional (DSP) where he worked as a provider for members of the intellectual and developmental disabilities (IDD) community. He obtained his Master of Social Work degree and has served as Executive Director, Regional Director and Regional Vice President for our Community Living business. Now, he is responsible for implementing and managing policies, procedures, strategic planning, quality assurance, and financial initiatives for community living services.

"As I have moved from a direct support role to having a broader scope of responsibility, my activities have changed to now include meeting with local, state, and national politicians to advocate for clients and employees and removing barriers to ensure those we serve have access to quality behavioral health services," said David. "COVID-19 has increased the reliance on telehealth services for those we support to access qualified mental health practitioners. The impact is tremendously important to those living in rural or remote settings where there are little to no available services."



"My activities have changed to now include meeting with local, state, and national politicians to advocate for clients and employees and removing barriers to ensure those we serve have access to quality behavioral health services."

### Elizabeth Flores

Executive Director, All Ways Caring

Elizabeth joined the company in 2013 to recruit new caregivers as an HR/Customer Service Supervisor. In her past, she had been a caregiver for her grandmother and helped with transportation, light housekeeping, and grocery shopping. These previous experiences with her grandmother provided her with a better understanding of the service of caregiving, which allowed her to find great home care providers the company could be proud of.

Over time within her HR position, Elizabeth picked up roles that exposed her to different aspects of the company, including customer service, operations, and community outreach. Her role with community outreach connected her with the All Ways Caring Stockton, CA, branch. She developed relationships with the branch's caregivers, administrative staff, and clients. In 2015, she was promoted to Branch Manager, providing her with the new responsibility of entering the homes of potential clients to explain their services. Her goal of treating clients with respect and dignity was apparent, and many clients said she was made for this position.

In 2018, Elizabeth led her team in the San Joaquin County community in transitioning to the new branding of All Ways Caring. By 2019, she was approached and encouraged to apply for her current position as Northern California Executive Director. "I continue to lead a much bigger team but with the same legacy to leave behind as we continue to help in the community," said Elizabeth. "I am proud to be a part of the All Ways Caring team. All Ways Caring has given me more opportunities than I have ever had to grow with a company. I am truly blessed to be a part of the All Ways Caring legacy!"



"All Ways Caring has given me more opportunities than I have ever had to grow with a company. I am truly blessed to be a part of the All Ways Caring legacy!"

### Maranda Sampson

Regional Director of Clinical Services, Community Living

Maranda began her career with ResCare as a Direct Support Professional (DSP), working her way up to her current role as the Regional Director of Clinical Practice for several states. Maranda lends most of her support to West Virginia, where she travels around to support operations that need assistance. She has filled in as Director of Nursing, Case Manager, DSP, and countless other roles along the way, remaining focused on fixing issues, not just finding them. She offers her expertise as a nurse, teacher, and leader, all while performing her other duties as a director.



"I am continually inspired by the drive and commitment of those around me to provide quality services to the individuals that we support."

## A Community Partner

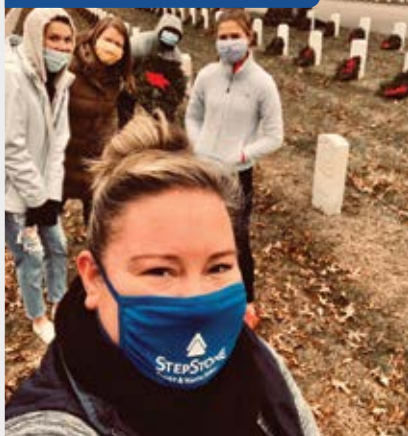
BrightSpring's presence spans the country, and an important part of our culture is our commitment to invest in the communities where our patients, clients, and employees live

In 2020, BrightSpring contributed nearly **\$750,000** to nonprofit organizations which positively impact our communities across the nation.

- |   |   |  |
|---|---|--|
| A.B.L.E. Center   | Christian Missionary Fellowship             | Hope House Foundation                              |
| About Special Kids  | City of Little Rock - ADA Committee         | Ideal Family Organization                          |
| Adult Literacy Plus of Southwest Arizona                    | Colville Chamber of Commerce                | Imperial Beach Neighborhood Center                 |
| Alumni Association of Bellarmine University                 | Community Transportation Network            | Institute for Work & the Economy                   |
| AME Church Federal Credit Union                             | Concho Valley Community Action Agency       | Joint Ethnic African Baptist Organization of Texas |
| American College of Healthcare Executives, Middle Tennessee | Corsicana Pee Wee Football                  | Kiwanis  |
| ANCOR   | Cypress Hills Local Development Corporation | Labor of Love Midwifery                            |
| Angels of 97  | Delta Dental                                | Lascassas Volunteer Fire Department                |
| Appalachian Peace Education Center                          | Delta Dental of America                     | Leadership Kennesaw                                |
| Artistry in Motion, Inc.                                    | Delta Dental of America                     | Leadership Lincoln County                          |
| Association of Community Professionals                      | Delta Dental of America                     | Legacy Community Service Board                     |
| Association of Macro Practice Social Workers                | Delta Dental of America                     | Legacy Foundation                                  |
| Augusta Care Network V                                      | Delta Dental of America                     | Louisville Sports Commission                       |
| Back2School, Inc.   | Delta Dental of America                     | Lexington Healthcare CEO Council                   |
| BCM Community Services                                      | Fairwind Yacht Club                         | Lower Columbia Hispanic Council                    |
| Bloom Project, Inc.   | Fresno County Employer Advisory Board       | Mayne Island Fire Department                       |
| Bright Horizons at Harbor Station Board                     | Greater Erie Community Action Committee     | McClanahan School Parents Association, Inc.        |
| Bryson's Time Out Take Ten                                  | Greater Louisville, Inc.                    | Mental Health Providers Association of Minnesota   |
| Buckhannon Community Theatre, Artistry on Main              | Habersham Community Theater                 | Minnesota River Valley Audubon Chapter (MRVAC)     |
| Care For a Child's Heart                                    | HDHS  |  |
| Celebrate You - Houston, TX                                 | HDI Kentuckiana                             |  |
| Children's Alliance   | Heartland Workforce Solutions               |  |

We are proud of our work with nonprofit organizations, including Special Olympics, American Heart Association, Ronald McDonald House, among others, and our employees volunteer their time and talent to more than **100 local and regional organizations.**

Wreaths Across America



Go Red For Women



### Community Service Challenge

At BrightSpring, we believe our commitment to improving the lives of others extends to the communities of our clients, patients, and partners. In 1999, the Community Service Challenge was launched to encourage our operations to participate in at least 10 community service projects annually.

The challenge is a way for our employees and the people we

support to gain a valuable opportunity to grow and help others in their communities. Community service also gives those we serve the chance to integrate into the community and gives the public a positive representation of the people we serve, whether they are individuals with disabilities, aging seniors, or at-risk youth.

### 2020 Community Service Challenge Results

**3,749** Hours Served

**\$49,272** Funds Raised

**18,596** Donation Items Collected

**4,111** Employees and Clients Participated



**SHARE**

Support, Help, Assistance, Relief Effort

BrightSpring employees step up to generously serve and give to fellow co-workers through SHARE, our emergency employee assistance program that is funded by team members to provide aid to other employees due to an unexpected emergency, disaster or other event

### From 2017 through 2020, BrightSpring employees contributed:

**\$1,473,969**

to the SHARE program

and

**\$1,523,400**

has been awarded.

### 2020 SHARE Support

**\$370,000**

in Contributions

**\$404,000**

in Employee Awards

Including \$81,000 for victims of the 2020 hurricanes and \$3,000 for the California and Oregon fires