

UPMC | CHILDREN'S HOSPITAL OF PITTSBURGH

August 15, 2020

To Whom It May Concern:

I had the pleasure of working with the Maxim Healthcare Services on several cases last summer during a very complicated time. To explain, Children's Hospital NICU typically transitions our medically fragile and complex patients through a nearby Pediatric Specialty Hospital. They families spend 4-6 weeks there learning all aspects of complex tracheostomy/ventilator/gastrostomy tube care. They are a hospital that uses home care equipment at the bedside. Children's uses hospital equipment at the bedside, which is not what the patient goes home on. The Pediatric Specialty hospital was closed to this newborn patient population for 7 months. We had 3 patients in common with Maxim during that time.

The reason that we used Maxim is because of their Transition Team. Kevin Martincek and the rest of the Pittsburgh Team at Maxim were instrumental at getting these 3 children home, months before they would have without their help. We lobbied the PA Medicaid divisions of UPMC Health Plan and Gateway Health Plan to approve the Maxim Transitions Team for 24 hours/day x 7 days/week with back up coverage. This was approved and an essential service, as the families could not receive immersive, bedside training on the 9-11 pieces of home care equipment at the hospital. These patients went home months earlier than usual and the Transitions Team did an amazing job, teaching the caregivers how to safely use the Equipment in the home. These patients also were not readmitted, as the care was 24 hours/day and the Maxim Nurses did an amazing job. The Children's NICU Team, Pediatricians and families had the best outcome with this level of support.

I have consistently involved Maxim in the care of our most fragile, technology dependent patients. I have used the Transition Team before and after those trying 7 months because of the standard 24/7 coverage for the first 30 days. That is a very innovative plan of care that has been supported by Pennsylvania Medicaid. Maxim has been and will continue to be a partner in care because of their ability to create programming to meet the needs of the pediatric population and their families. We have seen a reduction in our readmission rate and positive outcomes, as well as parent/family satisfaction, as compared to other PDN agencies. Maxim can remove typical obstacles that other agencies cannot, and the Health Plans are supportive.

Sincerely,



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