Company Overview

Greystone Health
Greystone Health is a premier owner-operator of skilled nursing facilities and home health agencies in Florida. Greystone believes that the relationships and experiences it builds with others are an invaluable resource.

Offering services that reflect a full continuum of care for both patients and referral sources is crucial for healthcare organizations to compete and grow in today’s challenging environment. Greystone’s ability to efficiently and effectively navigate patients and residents through each stage of the care process has contributed to its position as an industry leader.

Within Greystone, employees are encouraged to share their talents and innovations in order to meet the challenges of an ever-evolving industry. Considered its most valuable asset, Greystone employees work within small interdisciplinary teams which allow for prompt response and frequent checks and balances.

Greystone has always pursued a strategy of thoughtful expansion. We are a provider of the highest quality healthcare services and a prudent acquisition specialist, constantly seeking opportunities for sensible growth and management.

By identifying healthcare facilities where we can add value and enhance quality of care, we seek new opportunities to grow and develop.

As a Greystone company, we see caring for others as the foundation and basis for our existence. Greystone Health is committed to being a valued partner in the communities we serve.

| 27 | Skilled nursing and assisted living facilities |
| 3,188 | Skilled nursing and assisted living beds |
| 8 | Home Health branches |
| 4 | Private Duty branch offices |
| 397 | Total Private Duty clients served |
| 9,296 | Total home health patients served |
| 20,470 | Total skilled nursing patients/residents served |
Greystone Health uses quantifiable metrics for measuring the level of care it provides patients and residents, continually assessing, improving, and implementing practices at every point along the continuum of care.

Our ability to accurately and easily collect and manage data enables staff to intently focus on patient and resident needs, whether that’s in the skilled nursing environment or in the home health realm. Dynamic clinical dashboards, electronic ordering for pharmacy, easy access to analytical reports on quality measures, ADLs, risk factor analysis and more, provides Greystone with the knowledge to make more insightful decisions.

Greystone Health is able to take a proactive approach to managing risk factors with reporting that helps identify trends and pinpoint opportunities. Its impeccable clinical integrity works to identify trends and risks that change over time.
Getting Your Life Back

Skilled Nursing Rehabilitation Outcomes

- Avg. Admission Score: 69
- Avg. Discharge Score: 87
- Improvement Score: 18*

* Casamba reporting December 2017

Functional and physical mobility has everything to do with quality of life which is why Greystone Health’s rehabilitation approach is comprehensive and addresses every aspect of daily living. Physical therapy works with patients on activities such as walking, sitting, picking up objects, climbing stairs, rolling to the left and right. Occupational therapy includes dressing, eating, oral hygiene, toileting, showering, grooming, and more. Speech therapy focuses on speech, voice, and language exercises. The significance of a multidisciplinary approach to rehabilitation is recognized in strong outcomes.

Home Health Rehabilitation Outcomes

Improvement in Ambulation
- Greystone Health: 79.8
- State Average: 75.3
- National Average: 72.4

Improvement in Bed Transfer
- Greystone Health: 80.6
- State Average: 79.7
- National Average: 72.6

Improvement in Bathing
- Greystone Health: 84.3
- State Average: 80.1
- National Average: 75.3

Key
- GREYSTONE HEALTH
- STATE AVERAGE
- NATIONAL AVERAGE

SHP Real-time home health compare report date: December 2017
Delivering quality patient care is often described as doing the right thing at the right time in the right way to achieve the best possible results. At Greystone Health, we live by this definition every day. Our commitment to quality care is displayed through every patient and resident interaction with our highly skilled, caring team and reflected in the measurement of our processes, systems, outcomes, and patient perceptions.

The Centers for Medicare and Medicaid (CMS) developed a quality rating system to help patients, their families and caregivers make informed decisions about skilled nursing care. Quality measure tools like CMS’s star rating system which takes into account a facility’s health inspection history, staffing practices, and quality measure ratings, are aligned with Greystone Health’s mission.

The star rating system for home health services is another CMS tool that helps in the selection of a home health provider. Star ratings, which are published quarterly, are based on process measures such as timely initiation of care and medication education, as well as outcome measures including improvement in ambulation, shortness of breath, and bed transferring, among others.

<table>
<thead>
<tr>
<th>QUALITY MEASURES STAR RATINGS</th>
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<tbody>
<tr>
<td>Florida facilities —— 4.6 stars</td>
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<tr>
<td><img src="image" alt="5 stars with 1 half star" /></td>
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<td>YEAR END 2017</td>
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<table>
<thead>
<tr>
<th>OVERALL STAR RATINGS</th>
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<tbody>
<tr>
<td>Home Health —— 4.0 stars</td>
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<tr>
<td><img src="image" alt="5 stars with 1 half star" /></td>
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<tr>
<td>YEAR END 2017</td>
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In addition to industry quality recognition and rankings, Greystone Health is recognized as a top performer by a number of national and regional organizations.

- Seven time Top Workplace in Tampa Bay winner
- 29 American Health Care Association national quality awards
- Nine U.S. News Best Nursing Homes
- Homecare Elite Top Agency winner
- McKnight’s Gold Tech Awards / Transitions Category
- Five time American Heart Association Fit-Friendly Worksite Gold Achievement
- Corporate American Heart Association Fit-Friendly Platinum Achievement
- American Diabetes Association Corporate Health Champion awardee
Skilled Nursing

Greystone Health’s long term care is comprised of a continuum of medical and social services for individuals who are unable to manage living independently and those living with chronic health problems that affect their ability to perform everyday activities. The goals of long term care are sometimes complicated and difficult to measure. In most cases, the primary objective of long term care is to prevent deterioration and promote social adjustment to stages of decline.

Among the quality measures currently in place to monitor effectiveness of care in long-term care facilities is hospital readmission rate. Because readmissions put patients at risk for complications, Greystone Health has instituted measures that reduce costs and improve quality of care. With these initiatives, the organization’s hospital readmission rate runs below state and national averages.

![Image of a skilled nursing room]

**Skilled Nursing 30 Day Re-hospitalizations**

<table>
<thead>
<tr>
<th>Greystone Health</th>
<th>State Average</th>
<th>National Average</th>
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<tbody>
<tr>
<td>10.7%</td>
<td>23%</td>
<td>21.1%</td>
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Source: TEAMTSI/CMS December 2017
Home Health

Home Health services are a mainstay in Greystone Health’s continuum of care. Highly skilled, trained professionals provide varying levels of clinical care in the comfort of patients’ homes. Home health care providers deliver high quality, safe care that respects a patient’s independence. Having a presence in the home makes the provider aware of the patient’s propensity for falls, his/her declining functional ability, pressure ulcers and non-healing wounds, and any adverse events related to medication administration. Greystone Home Health hospital readmission rate runs below state and national averages.

Transitional Care Model

Greystone Health’s continuum of care provides a comprehensive, personalized plan to transition patients through each stage of the care process — whether an individual enters our network through skilled nursing, home health, private duty, or outpatient rehabilitation. Proper care managed at every stage is imperative to reducing hospitalizations.
Within the skilled nursing and home health care industries, highly-trained individuals are required to meet stringent regulatory and compliance standards. Greystone Health has invested in Relias Learning for its e-learning coursework that keeps staff on the leading edge of new techniques, requirements, processes and technology that will benefit its patients and residents. Relias Learning also documents current licenses and certifications.

**Tuition reimbursement**

Greystone Health also believes in doing everything possible to help staff expand their knowledge and further grow their expertise. Career planning and counseling, generous tuition reimbursement, and the opportunity for advancement with the Greystone organization, all solidify the workforce responsible for the care and treatment of some 4,500 patients and residents currently in the network.

**TUITION REIMBURSEMENT**

<table>
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<th>Year</th>
<th>Amount</th>
<th>Employees</th>
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<tbody>
<tr>
<td>2014</td>
<td>$64,782.99</td>
<td>24</td>
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<tr>
<td>2015</td>
<td>$99,255.04</td>
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<tr>
<td>2016</td>
<td>$95,998.74</td>
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<tr>
<td>2017</td>
<td>$136,292.02</td>
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2,368 Unique courses offered in 2017

6,445 Active Relias participants in 2017
Greystone Health focuses on exceeding expectations. This Greystone ‘WOW’ culture is a promise and commitment that brings the organization together and raises its customer experience to a new level.

Greystone Health believes in leadership development from within, providing the resources and commitment that associates need to flourish. Leaders take pride in hiring the right person the first time, and encouraging and strengthening their talents to ensure future successes. With programs designed to promote associate growth and a supportive culture, Greystone Health has achieved consistent status as a Top Workplace in Tampa Bay.

The organization’s mission is to help others and that sense of responsibility reaches far beyond the walls of each location and out into the surrounding communities. In addition to regular drives and fundraisers, Greystone Health participates in an annual day of service, a company-wide event that reflects two of the most essential pillars of our shared culture: care and camaraderie.
Number of participating locations or regions

Skilled nursing / assisted living clinical capabilities and amenities

35 - REHABILITATION
35 - SHORT TERM REHABILITATION
35 - RESPIRE CARE
35 - HOSPICE CARE
33 - PRIVATE SUITES
33 - ORTHOPEDIC AND CARDIAC REHABILITATION
28 - ALZHEIMER’S CARE
26 - DIALYSIS CARE
9 - MEMORY ENHANCEMENT UNITS
4 - ALTER G® ANTI-GRAVITY TREADMILL THERAPY
2 - ASSISTED LIVING

Home Health clinical services and disciplines

8 - REHABILITATION
8 - SKILLED NURSING
8 - MEDICAL SOCIAL WORKERS
8 - HOME HEALTH AIDES
8 - WOUND CARE
8 - TELEHEALTH/CARDIAC MONITORING
8 - DIABETIC TEACHING
8 - MEDICATION BOX PROGRAM
8 - MEDICATION EDUCATION
8 - DISEASE PROCESS TEACHING
4 - PRIVATE DUTY
WHERE PEOPLE MATTER

greystonehealth.com