

# 2025 Quality Plan Annual Evaluation | Carson

March 15, 2026

Dear WelbeHealth participants, team members, and partners,

We are grateful to have you as part of the WelbeHealth community! Each year, we take steps to improve the care and support we provide and make sure your voice guides our work.

Your feedback helps us focus on what matters most, supporting participants to stay healthy, independent, and truly cared for. Whether your care happens at our day centers, in your home, or through the dedication of our team members and partners, we remain committed to putting participants first and improving every part of the experience.

## 2025 Achievements



### Fewer Hospital Stays

We helped reduce hospital stays by focusing on your goals with your doctor.



### Emotional Health Support

85% of participants with signs of depression were connected to resources.



### Faster Medical Care

We're helping you see specialists more quickly once your referral is ordered.

## What We Worked on in 2025 & Will Keep Focusing on in 2026



### Faster Equipment Delivery

Make sure needed medical equipment arrives quickly and works right.



### Respecting Your Wishes

Continue completion of "end of life wishes" and advanced care planning.



### Care Plans That Fit Your Needs

Complete care plans to support participants how they want to feel and live.

# 2026 Focus Areas



## Fewer Hospital Stays

Reduce hospitalizations by checking in on care needs.



## Participant Satisfaction

Improve overall participant experience based on feedback.



## Memory Care Support

Help identify memory changes early so care fits each person's needs.



## Stronger Daily Living Skills

Support independence in daily activities.



## Depression Support

Identify and help participants with depression.



## Medication Delivery

Make sure medicines are delivered when participants need them.



## Diabetes Management

Improve blood sugar control for participants with diabetes.



## More Time at Home

Support participants to stay safely in their homes and communities near the end of life.



## Team Learning

Keep staff learning to improve care quality.



## Safe Facilities

Check buildings often to keep centers safe and welcoming for all.



## Fall Support

Quicker follow-up by a care team member after a fall.



## Clear Scheduling

Lower concerns by sharing clear information about what to expect with appointments and scheduling.

We appreciate every participant and partner who helps us bring compassionate care to life. Each of you plays an important role, whether you are receiving care, providing services, or supporting our shared mission. Together, we show our values of courage to love, shared intention, and pioneering spirit, building a community where care and connection thrive.

