

How Compassus Transformed Hospitalization Risk, Care Utilization & Clinical Standardization with Mosai Pulse

Overview

As Compassus expanded into risk-bearing partnerships and joint ventures (JVs), leadership faced a critical challenge: how to consistently manage patient risk, reduce avoidable hospitalizations, and standardize clinical practices across diverse branches—while navigating staffing shortages.

Just two years after adopting **Mosai Pulse**, Compassus achieved a **10% improvement in hospitalization rate (transfer to inpatient facility [TIF] risk)** and a **17% improvement in visits per episode (VPE)**—two of the most powerful indicators of clinical precision and operational efficiency. These gains coincided with reductions in LUPA, improved care planning accuracy, and rapid standardization across new JV locations.

Pulse has become the organization's "one source of truth," replacing fragmented workflows with proactive, risk-aligned clinical decision support and elevating Compassus' value-based performance.

Key Outcomes

10% Reduction in Hospitalization Rate (TIF Risk)

Compassus intentionally tracks hospitalization rate using **TIF risk**, and Pulse has driven a **10% improvement** by shifting teams from retrospective chart reviews to **real-time, patient-level risk intelligence**. Pulse enabled:

Daily visibility into rising-risk patients

Earlier, better-timed interventions

Visit frequency adjustments aligned to clinical need



The drop in hospitalizations tells our partners they can discharge to us with confidence... That translates into fewer hospital bounce-backs, lower exposure to re-admission penalties, and a sustainable improvement experience for patients and families.

Allison Records

National Director of Wound Care, Supply Operations & Utilization Review, Compassus



This allowed Compassus to intervene **before** patient decline, strengthening safety, improving outcomes, and increasing partner confidence.

17% Improvement in Visits Per Episode (VPE) & Better Care Utilization

Pulse also contributed to a 17% improvement in visits per episode, showing that Compassus could deliver **more efficient, more targeted care** without compromising quality. This included a further **2.8% reduction in LUPA**, even though Compassus already outperformed national benchmarks.

Right-size visit cadence to patient risk

Identify potential LUPAs *before* they occurred

Support clinicians in prioritizing high-impact care



Accurate care planning is the bridge between quality and financial stability... With Pulse we can surface potential LUPAs and have visit planning conversations before they materialize.

Allison Records
National Director of Wound Care, Supply Operations & Utilization Review, Compassus



These utilization gains also helped teams optimize limited staffing resources—delivering **better outcomes with smarter deployment of clinical time**.

Accelerated Standardization Across New JV Branches

Pulse dramatically compressed the time required for new JV branches to adopt Compassus' clinical management standards—reducing a months-long process to **just weeks**.

A shared, risk-informed clinical language

One unified operation view from day one

Faster alignment to Compassus care pathways and expectations



Pulse compressed the time from 'go-live' to 'consistent practice' from months to weeks. The view you get from Pulse is empowering, and we often heard from our JV partners, 'We have been looking for something like this for a while.'"

Allison Records
National Director of Wound Care, Supply Operations & Utilization Review, Compassus



This consistency strengthened JV performance and built trust quickly.