

The Coram Quality Difference

Patient care with proven results



Coram, a CVS Health company, has more than 35 years of experience delivering nutrition and infusion therapies, education and support services to patients with a range of conditions including immune deficiencies, neurological disorders, digestive diseases and serious infections.

Proven results with high patient satisfaction and low readmission rates



4.03%

Unplanned hospital readmission rates, all cause, less than 30 days after start of care¹



0.11

Catheter infection rates, combined site and bloodstream (per 1,000 catheter days)*



92.2%

Patient satisfaction rating²

We share all our results

All-cause unplanned 30-day readmissions, as well as infection rates, are shared with hospital providers and payors for transparency and accountability. [VIEW REPORT CARD >](#)

Coram[®]

♥ CVS specialty infusion services

Committed to excellence

The Coram team of experienced infusion nurses, board-certified dietitians, clinical pharmacists and technicians is known for their skill, knowledge, compassion and commitment to patients. Our clinicians have advanced practice certifications and tenured experience in infusion, nutrition, oncology, pediatrics and transplant.

Coram provides an array of comprehensive services at any point in a patient's journey, whether it's safely discharging from hospital to home or securing high-quality, lower-cost home infusion services for specialty medications.



Coram has earned The Joint Commission's Gold Seal of Approval® for Home Care Accreditation by demonstrating continuous compliance with its performance standards. Valid for up to a three-year period, the Gold Seal of Approval is a symbol of quality that reflects the Coram commitment to providing safe and effective care.

Reducing the possibility of complications

Our clinicians follow a comprehensive set of strategies, which helps ensure a safe and successful home infusion experience for all patients.



Helping prevent readmissions

- Patient assessment at the hospital bedside and during the first home visit
- Individualized risk-based interventions
- Multi-modal patient and caregiver education
- In-home comprehensive medication review and reconciliation



Helping prevent infusion reactions

- Patients are carefully pre-screened for medication allergies and history of infusion reactions before the start of care
- High-risk patients undergo additional screening and are redirected to one of our ambulatory infusion suites, if necessary
- Our nurses have access to acute infusion reaction emergency medications during infusion administration



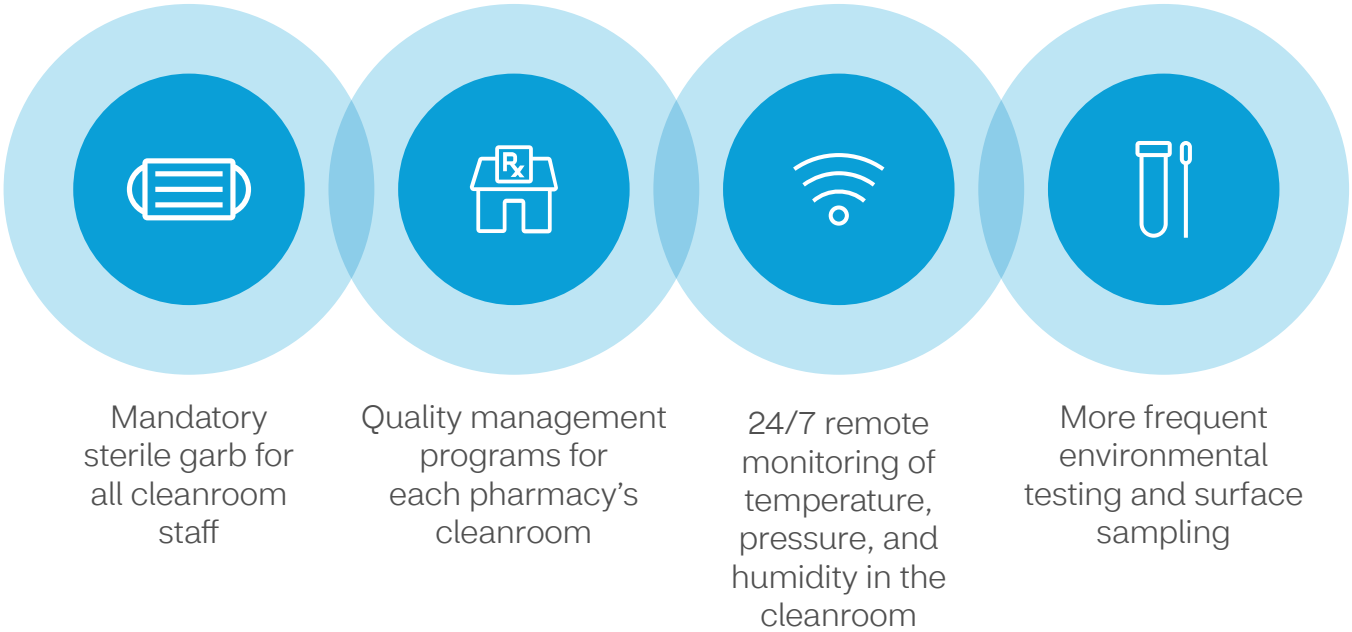
Helping prevent catheter complications

- Evidence-based clinical policies, including novel catheter care technology for certain high-risk therapies

Pharmacy Quality Program

In addition to following stringent discharge-to-home and patient pre-screening practices, Coram also implemented a Pharmacy Quality Program as part of an ongoing effort to ensure the highest quality patient care. The program includes enhanced safety, quality and testing standards that exceed the industry benchmark to help ensure optimal performance at all of our sterile compounding pharmacies across the country.

Guidelines within the program that help ensure that we surpass USP 797 requirements include:



We have the ability to centrally process environmental samples in our own microbiology lab to aid in trending data to help ensure cleanroom performance.



Patients count on us every day to keep them safe.

By adhering to standards that not only meet but exceed the industry norm, we can help ensure that patients are receiving the highest quality care to make healthier happen together.

*Coram CVS Specialty® Infusion Services. Catheter infection rates are combined site and bloodstream infections unless noted otherwise.

1. Coram National Home Infusion Results, January–December 2021. Clinical outcomes are self-reported and documented from Coram's Patient Record System HC360 and Epic®. Comparable industry benchmarks are not available. Readmissions rates are all-cause unless noted otherwise.
2. Coram National Home Infusion Results, average patient satisfaction rate, independently monitored by Press Ganey, Inc., January-December 2021.

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