The largest cardiovascular peer-to-peer support network in the world
Mission

“Inspiring hope and improving the quality of life for heart patients and their families through ongoing peer-to-peer support”

Mended Hearts™
About Mended Hearts

- Founded 1951
- Dwight Harken, MD
- 20,000 Members
- 300 Chapters
- 460 Hospitals
- 200,000 Patients Visited Annually
- National office - Based in Dallas
- National staff of 8
- Amgen
- AstraZeneca
- Boehringer Ingelheim
- Bristol-Myers/Squibb
- Daiichi Sankyo/Lilly
- Edwards Lifesciences
- Gilead
- Janssen
- Novartis
- Pfizer
- Sanofi Regeneron
Alden Harken, MD
Carol Raimondi, RN
Jeffrey Marshall, MD
Sarah Spinler, PharmD
Mark Susso, MD
Ralph Vicari, MD
- AACVPR
- ACC
- AHA
- PCNA
- SCAI

Healthcare Member Society Collaborations
Timely Patient Peer Support

- **On-Demand Peer Support**
  - Virtual Visiting
  - Hotline: 800-HEART-99
  - Removes Barriers
    - Anywhere – online & phone
    - Anytime
    - Anyone

- **HeartGuide**
  - Print
  - Digital
  - Smartphone/Tablet App
  - English and Spanish
2016 Communicator Awards:

❤️ Best Nonprofit Magazine

❤️ Best Association Magazine

Member Heartbeat Magazine
The Power of an Active Patient

- Visiting helps patients AND visitors
- HCPs can tell when a patient has been visited
  - HCPs strongly supportive
- Visiting improves outcomes
- Proven results: Quantifying Value of Peer Support Study
Key CMS Finding:
Mended Hearts hospitals’ readmission rates for heart failure are significantly more likely to be “better than U.S. national rate” than other U.S. hospitals
Reduced Readmissions!

- New Reimbursement Rules
- Proven Model
- Inexpensive Solution – volunteer hours
- Opportunity: Scale Through Technology
  Peer Support Online & Phone
Mended Hearts Advocacy Priorities

- Access to innovative cardiovascular disease treatments and devices
- Medication adherence/medication therapy management
- Promote, ensure access to, and expand the use of cardiac rehabilitation
Future Online Support Communities

- 24/7 Support
- Disease-State Specific
- Accredited Peer Visitors
- Multimedia Content
- Threaded Discussions
- Live Events
- Staff Moderated
Starting a Mended Hearts Chapter

- 10 community patients & caregivers
- Hospital stakeholders’ participation
- Hospital / rehab referrals
- Plan organizational meeting
- Charter the chapter
The Sky’s The Limit

- Help patients find their voices
- Refer patients
- Add Mended Hearts to your hospital
- Check us out!
Call or visit us!

www.mendedhearts.org

1-888-HEART-99

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