



Mended Hearts™

**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



# **Corporate Advisory Council**

- **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**

# **Medical Advisory Council**



- **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](http://www.mendedhearts.org)**

**1-888-HEART-99**



**Mended Hearts™**