



# The TEAM mandate is here. Don't just comply, win with it.



## The challenge: A mandatory shift to episode-based accountability

Starting January 1, 2026, CMS will hold hospitals accountable for the total cost and quality of surgical episodes, from admission through 90 days post-discharge. One complication can turn a bonus into a costly penalty, putting millions of dollars in revenue at risk.

Example knee replacement scenario:

Scenario	Cost of Care	CMS Budget	\$ Reconciliation (Bonus / Penalty)	Net Financial Result
<b>Best Case:</b> Smooth Recovery	\$18,000	\$19,000	+ \$1,000 bonus from CMS	<b>+\$1,000</b>
<b>Worst Case:</b> Complication & Readmission	\$29,000	\$19,000	- \$10,000 penalty to CMS	<b>-\$10,000</b>

One complication can flip a \$1,000 bonus into a \$10,000 penalty — an \$11,000 swing in your bottom line.

## The solution: Embed TEAM success with Patient-Facing OS

CipherHealth's Patient-Facing Operating System was built to close the gaps left by EHRs and manual workflows, embedding consistency and automation into every step of the patient journey. So you can meet TEAM's cost and quality targets and thrive under the mandate.

Proactively manage costs, reduce risk, and maximize revenue across every surgical episode with CipherHealth.



### Maximize reimbursements

Lower the total cost of care to avoid penalties and secure financial bonuses.



### Improve quality scores

Proactively address TEAM's in-hospital and post-discharge quality measures.



### Increase staff efficiency

Automate patient-facing workflows to reduce staff burden and ensure consistency.



### Enhance patient outcomes

Engage patients throughout their journey to improve adherence and satisfaction.

## The results: Proven impact on TEAM incentives

One Midwest system **reduced ED readmissions by**

# 21%

preventing 3,300 unnecessary annual visits.

ChristianaCare **reduced falls by**

# 20%

and **hospital-acquired infections by 41%**.

Intermountain Health **saved more than**

# \$15M

by reducing avoidable readmissions.

## Your blueprint for TEAM success with CipherHealth

### 1 Proactively prevent in-hospital complications

- **Standardize safety protocols:** Hardwire evidence-based rounding for fall prevention, hand hygiene, and hospital-acquired conditions, and discharge readiness across all units.
- **Proactively mitigate risk:** Give teams real-time data to identify risks and guide daily improvements, preventing harm before it occurs.

### 2 Minimize avoidable readmissions

- **Engage patients at scale:** Deliver automated, condition-specific outreach via each patient's preferred language and channel (SMS, voice, web).
- **Identify risk early and often:** Proactively monitor patients for 90 days to identify warning signs and alert care teams to intervene before an issue escalates into a costly readmission.

### 3 Enhance care coordination

- **Ensure consistency:** Automate workflows to deliver standardized pre-visit instructions, discharge education, and follow-up, ensuring a seamless experience for every patient.
- **Capture patient feedback:** Utilize self-service programs to gather real-time feedback and patient-reported data to meet TEAM requirements.

**Ready to build your TEAM strategy? Don't wait for penalties to hit.**  
Partner with CipherHealth to maximize your incentives and deliver superior patient care.