



SOLVING STAFFING AND SCHEDULING **UNDER PDGM**



SPEAKERS

Rachel Hammon

Executive Director
Texas Association for Homecare
& Hospice (TAHCH)



Tammy Ross RN, BSN, MHA

Senior Vice President,
Professional Services
Axxess



Objectives

- Explore the changing workforce landscape and the demographics supporting the need for post-acute care.
 - Discuss the demographics of the nursing workforce and staffing and recruitment challenges.
- Explore skill sets that a clinician will need under PDGM and discuss transferable skills sets from other industries.
 - How can technology assist with scheduling and staffing under PDGM?

The Silver Tide

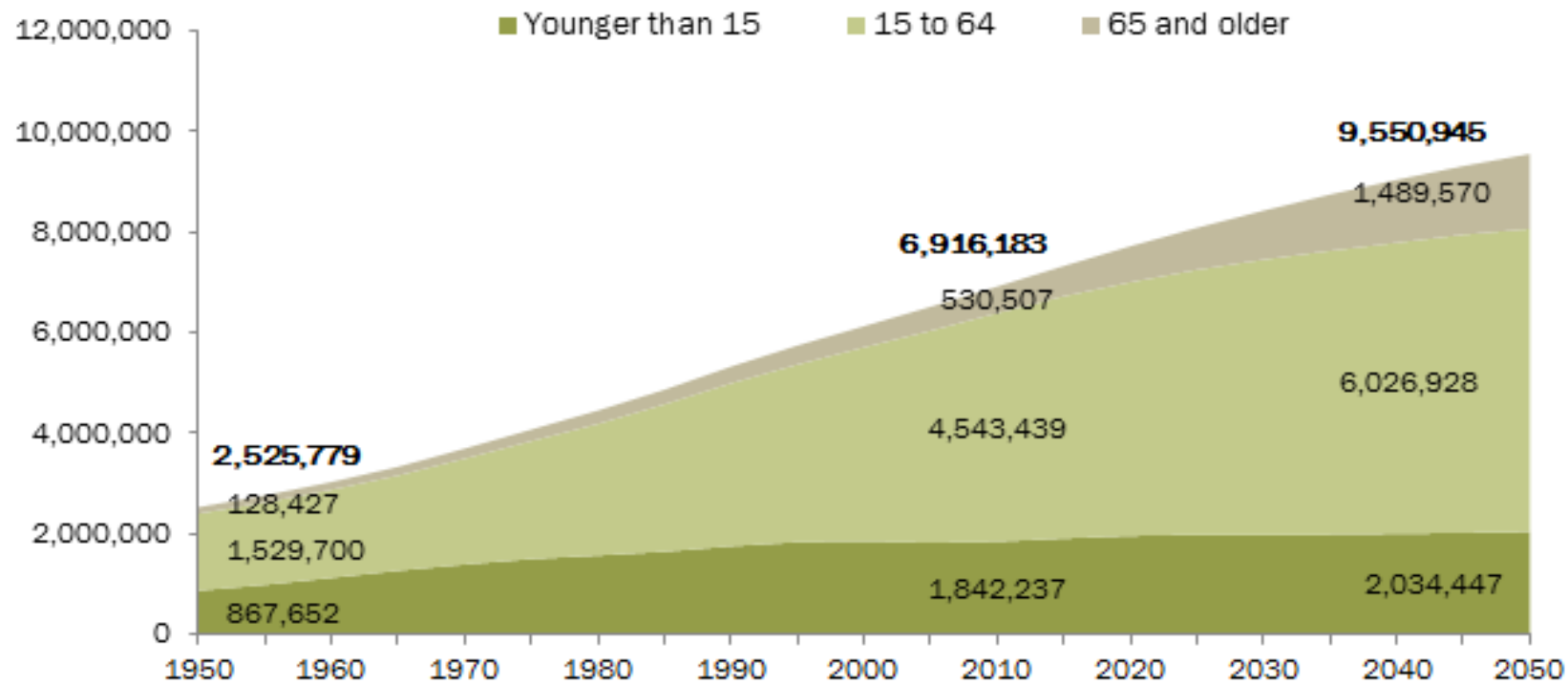
Growing Healthcare Demand

- Senior population will **double** from 2018-2060
- **1 in 5** Americans will be senior by **2030**
- **88.5 M** people will be 65+ by 2050



Aging

Thousands



Estimated rate of
change in aging,
2010 – 2060

Pew Research Center

Healthcare Occupation Projections (2028)

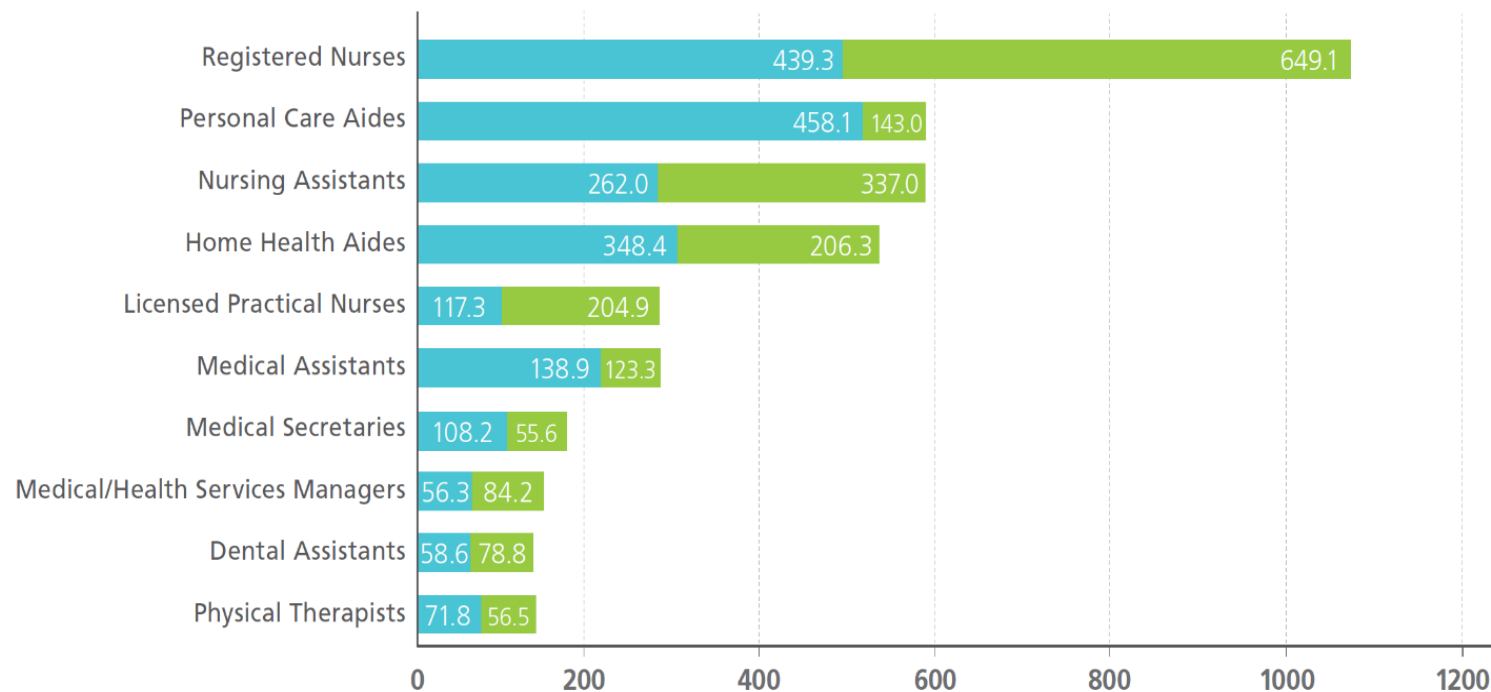
Occupation Title	Employment 2018	Employment 2028	Employment Change 2018-2028	Employment Percent Change 2018-2028	Median Annual Wage 2018
<u>Orderlies</u>	51,000	53,000	2,400	4.6	28,060
<u>Personal care and service workers, all other</u>	113,000	122,000	9,200	8.2	26,180
<u>First-line supervisors of personal service workers</u>	302,000	337,000	34,500	11.4	38,400
<u>Home health aides</u>	832,000	1,137,000	304,800	36.6	24,200
<u>Nursing assistants</u>	1,513,000	1,649,000	136,000	8.9	28,540
<u>Personal care aides</u>	2,421,000	3,302,000	881,000	36.4	24,020
<u>Registered nurses</u>	3,060,000	3,431,000	371,000	12.1	71,730
Total Healthcare industries	8,292,000	10,031,000	1,739,000	20.9	N/A
Total Workforce Numbers	161,038,000	169,436,000	8,398,100	5.2	\$38,640

Healthcare Occupation Projections

Health Occupations with Greatest Need for New Workers

between 2014 and 2024

■ New Jobs ■ Replacements



Source: US Department of Labor, Bureau of Labor Statistics. Employment Projections program: Table 1.9, 2014-24 industry-Occupation Matrix Data, by industry.

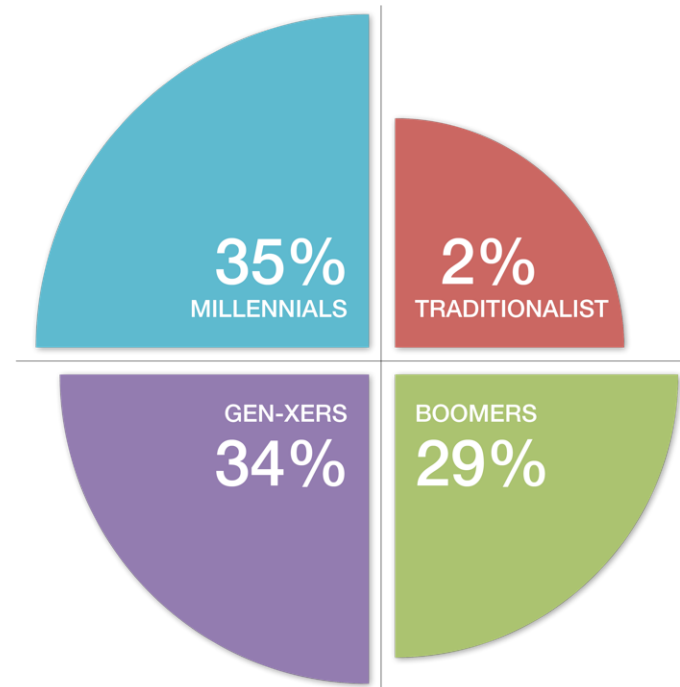
**In thousands*

Declining Occupation Projections (2028)

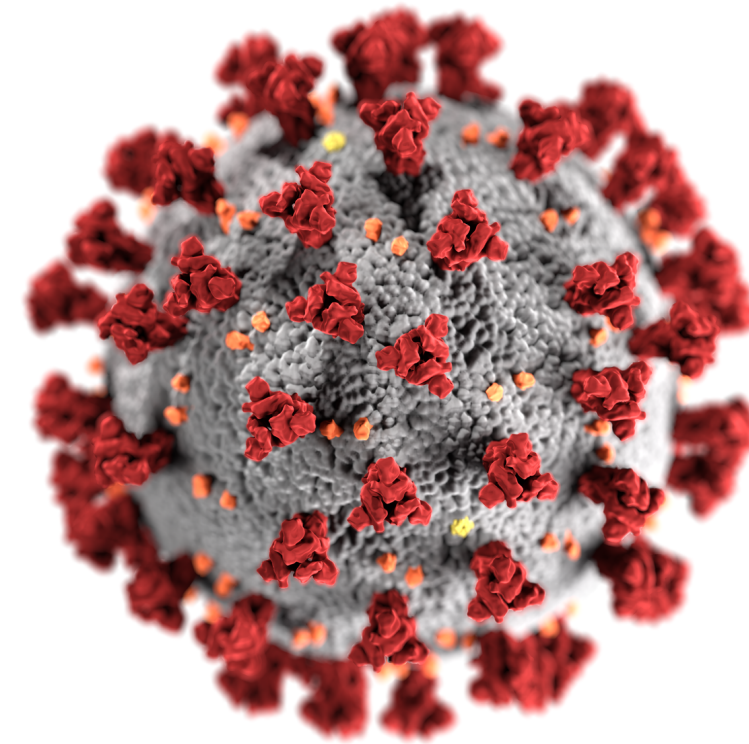
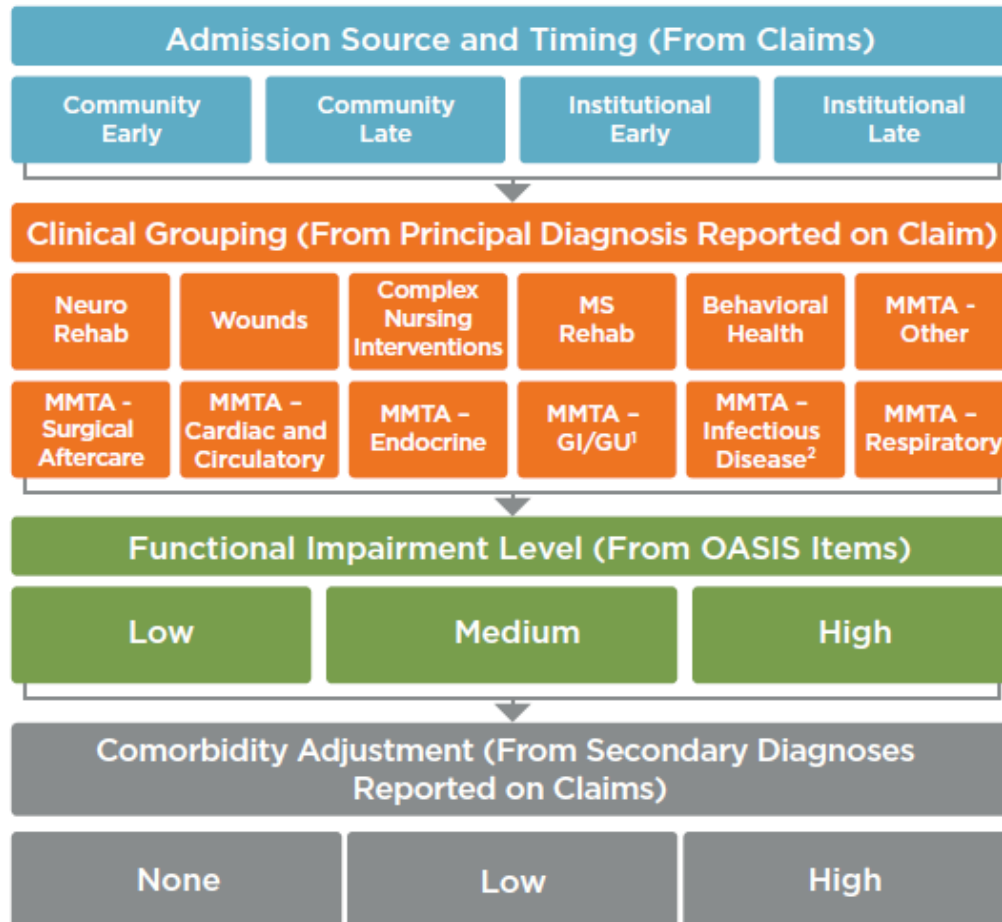
Occupation Title	Employment 2018	Employment 2028	Employment Change, 2018-2028	Employment Percent Change, 2018-2028	Median Annual Wage 2018
Human resources assistants, except payroll and timekeeping	129,000	123,000	-5.3	-4.1	\$40,390
Hotel, motel, and resort desk clerks	265,400	248,700	-16.7	-6.3	\$23,700
Tellers	472,100	414,300	-57.8	-12.2	\$29,450
Postal service mail sorters, processors, and processing machine operators	1,490,700	1,168,400	322,300	-78	\$58,770
Customer service representatives	2,972,600	2,921,000	-51.6	-1.7	\$33,750
Office clerks, general	3,158,500	3,047,800	-110.6	-3.5	\$32,730
Retail salespersons	4,510,900	4,409,100	-101.9	-2.3	\$24,200

Changing Workforce Demographics

The largest share of the American workforce is Millennials
(Pew Research Center, 2015)



PDGM and COVID-19

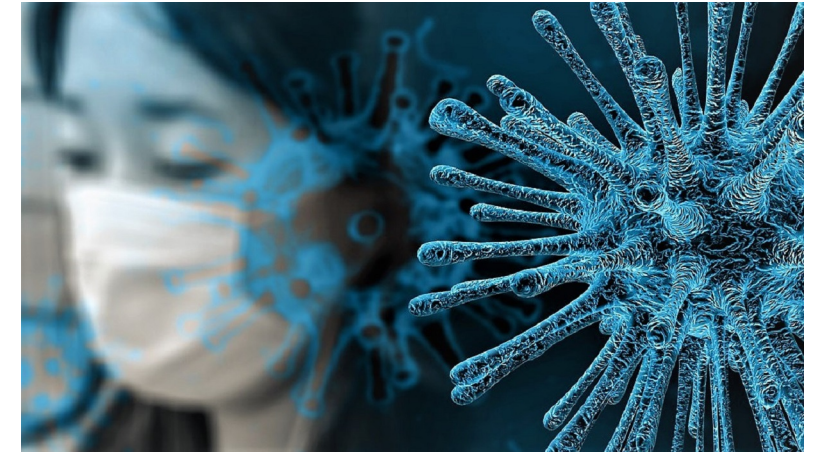


Additional challenges added to already stressed workforce.

[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

What is COVID-19?

- New illness that affects your lungs and airway, caused by a novel coronavirus
- Symptoms of COVID-19:
 - ✓ Cough
 - ✓ High temperature – over 100.5 degrees Fahrenheit
 - ✓ Shortness of breath
 - ✓ Sore throat
- Spread in droplets when you cough/sneeze
- Treatment for COVID-19:
 - ✓ No specific treatment – yet
 - ✓ Symptom-based treatments

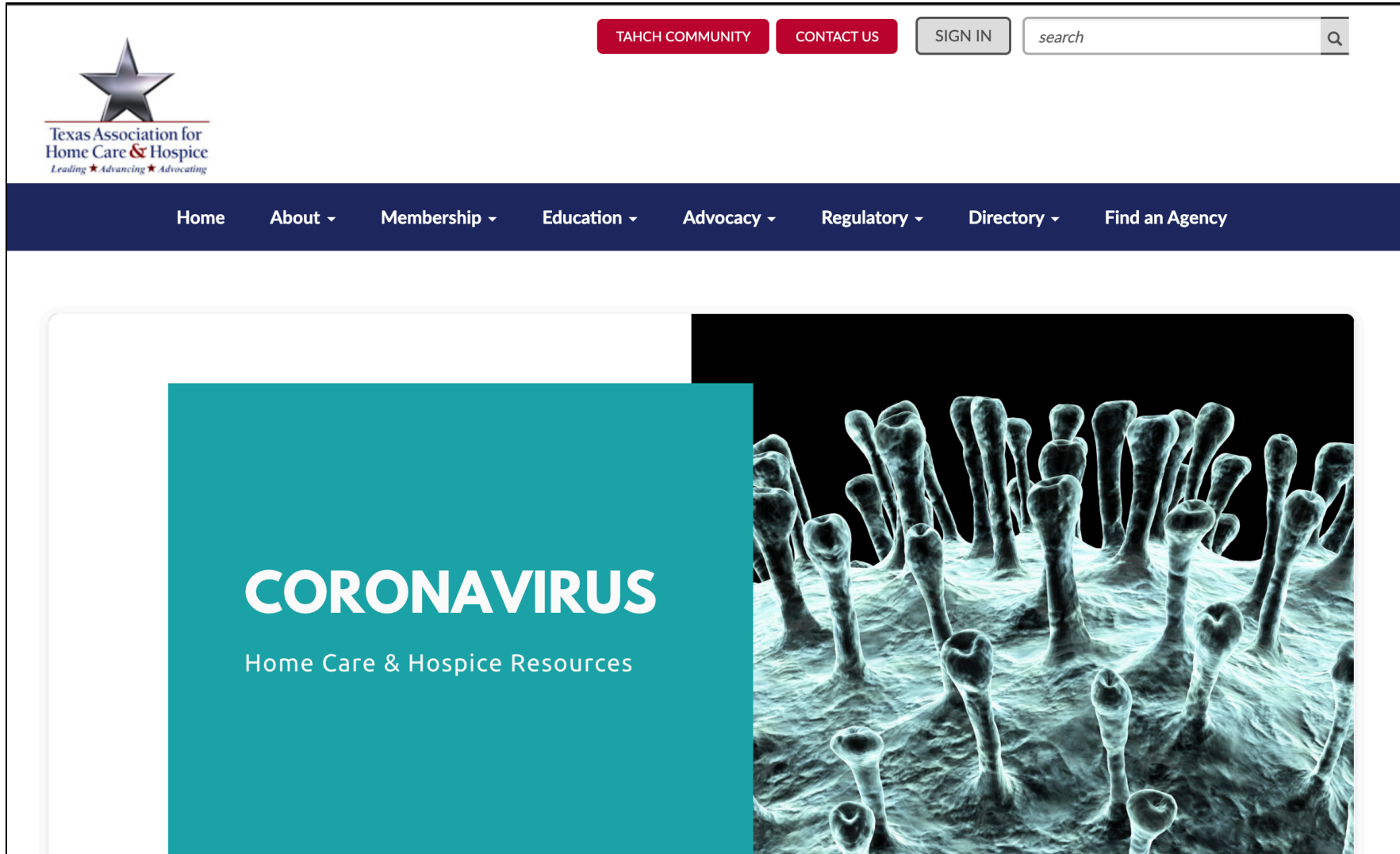


Challenges During COVID-19

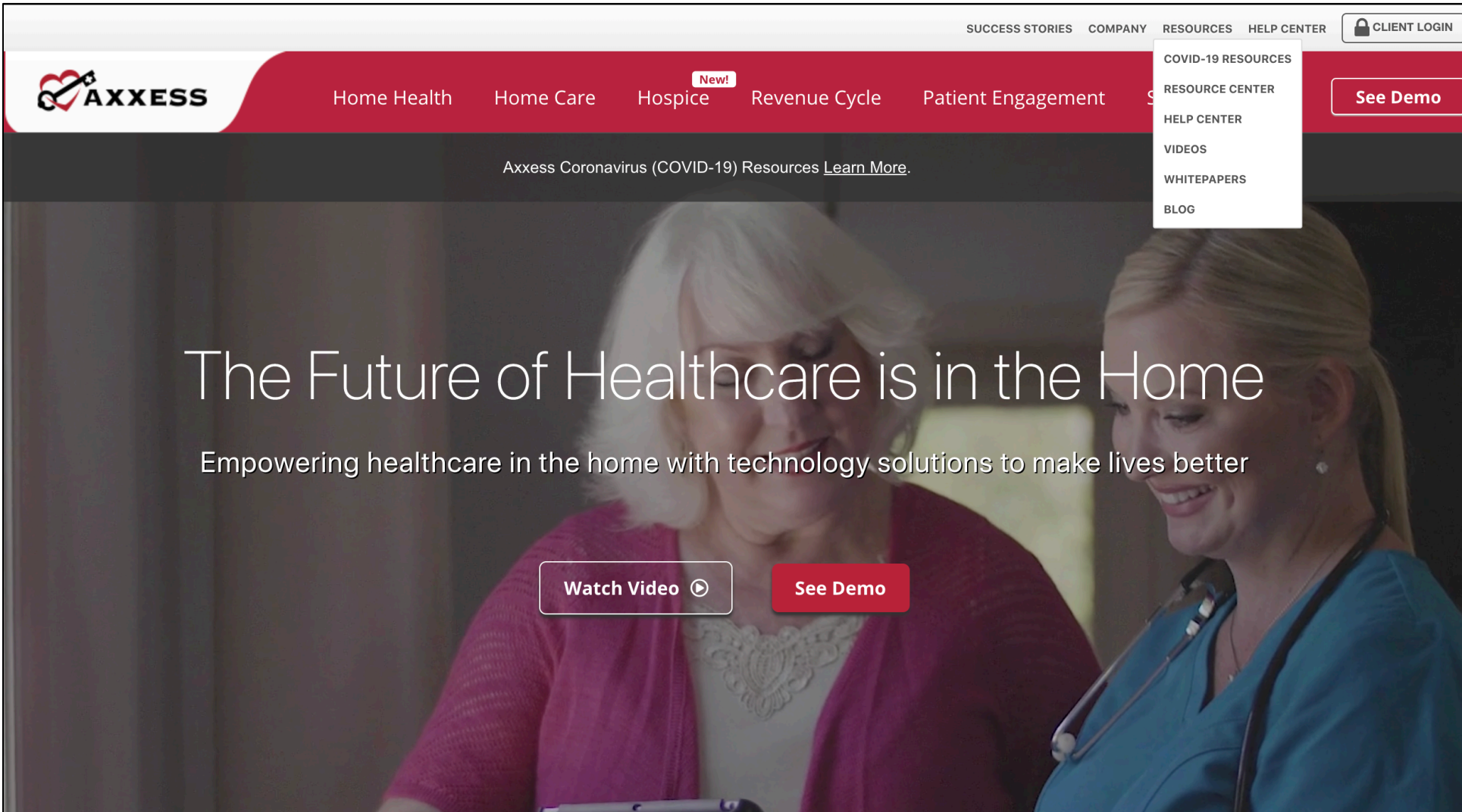
- Defining/Implementing Emergency Preparedness and Infection Control Plans
- Limited Resources
 - Limited Supplies – gloves, masks, hand sanitizer, soap, paper towels
 - Limited Staff – calling in, childcare needs, illness
- Restricted Access to Patients
- Need for Social Distancing
- Increased LUPAs due to Missed Visits leading to Decreased Reimbursement



COVID-19 Resources

A screenshot of the Texas Association for Home Care & Hospice website. The header includes a star logo with the text "Texas Association for Home Care & Hospice" and the tagline "Leading ★ Advancing ★ Advocating". Navigation links include "TAHCH COMMUNITY", "CONTACT US", "SIGN IN", and a search bar. A dark blue navigation bar contains links for "Home", "About", "Membership", "Education", "Advocacy", "Regulatory", "Directory", and "Find an Agency". The main content area features a large teal box with the text "CORONAVIRUS" and "Home Care & Hospice Resources", alongside a microscopic image of the coronavirus. The image shows a dense field of blue, cylindrical virus particles with rounded, spiky heads, set against a dark background.

COVID-19 Resources

A screenshot of the Axxess website. The top navigation bar is red with white text for "Home Health", "Home Care", "Hospice" (marked with a "New!" badge), "Revenue Cycle", and "Patient Engagement". A "See Demo" button is on the right. A dropdown menu for "COVID-19 RESOURCES" is open, showing links to "RESOURCE CENTER", "HELP CENTER", "VIDEOS", "WHITEPAPERS", and "BLOG". Below the navigation bar, a dark grey banner reads "Axxess Coronavirus (COVID-19) Resources [Learn More.](#)". The main content area features a large image of an elderly woman and a healthcare worker in blue scrubs looking at a tablet. Overlaid on this image is the text "The Future of Healthcare is in the Home" and "Empowering healthcare in the home with technology solutions to make lives better". At the bottom of the image are two buttons: "Watch Video" with a play icon and "See Demo".

SUCCESS STORIES COMPANY RESOURCES HELP CENTER CLIENT LOGIN

AXXESS

Home Health Home Care Hospice ^{New!} Revenue Cycle Patient Engagement

COVID-19 RESOURCES

RESOURCE CENTER

HELP CENTER

VIDEOS

WHITEPAPERS

BLOG

See Demo

Axxess Coronavirus (COVID-19) Resources [Learn More.](#)

The Future of Healthcare is in the Home

Empowering healthcare in the home with technology solutions to make lives better

Watch Video

See Demo

Clinician Specific Scorecard


Case Manager PDGM Scorecard				
Case Manager = STOVER, SANDRA				
Ranking is based on 31 Case Managers				
For the Period: 10/01/2018 to 04/30/2019				
Measure	Score	Rank	Number of Episodes	Average for All Case Managers
Average Case-Mix at SOC, 1st Period	0.8886	26	50	0.9731
Average Case-Mix at SOC, 2nd Period	0.7233	18	14	0.7251
LUPAs, 1st Period	18.4%*	15	9 of 49	18.7%
LUPAs, 2nd Period	34.4%*	24	5	28.4%
Near LUPAs, 1st Period (within 1 visit of threshold)	21.5%	25	4 of 45	15.3%
Near LUPAs, 2nd Period (within 1 visit of threshold)	24.5%	19	3 of 14	17.2%
Length of Stay, in Days at Discharge	38.6	1	30	49
Payment for 30 Days; Discharged in first 30 days	47.0%	27	30	34.0%
Average # of Therapy Visits, 1st Period- if therapy	12.4	28	30	9.3
Average # of Therapy Visits, 2nd Period - if therapy	5.6	19	8	4.6
High Functional	30.0%*	30	15 of 50	21.6%
High Therapy, Low Functional	20.0%	24	10 of 50	8.0%
Questional Encounter Codes	16%	23	13 of 63	12%
High Comorbidity	7.5%	26	4 of 45	12.7%
Full Payment for both Periods	42.0%	18	25 of 45	41.5

- Comparisons across case managers
- Compare performance with industry benchmarks
- Training opportunities identified

Case Manager

PPS and PDGM Require Same Skills

Skill Sets

- Advocacy
- Communication
- Clinical Skills
- Knowledge
- Cultural Sensitivity
- Organization
- Flexibility/ Adaptability
- Critical Thinking
- Attention to Details / Documentation
-  Good Infection Control Technique
- **NO FEVER**



Clinician Turnover



Average Tenure of a
Home Health Nurse
19 Months

* Bureau of Labor Statistics

Turnover Cost

The average cost of turnover for a nurse ranges from \$37,700 to \$58,400*

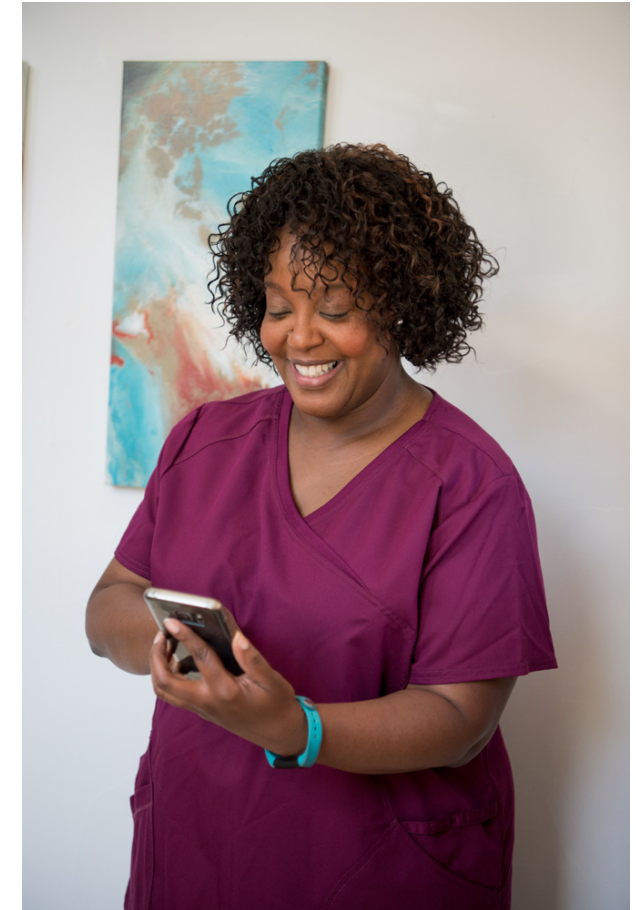


*2016 National Healthcare Retention & RN Staffing Report

Nursing Shortage

Decreased Supply of Nurses

- **3.8 M** registered nurses today
- Only **85%** are practicing nursing
- **53%** of registered nurses are 50+
- Estimated **70,000** will retire annually by 2020
- Limited availability due Child Care Issues



What Causes All This Turnover?



Increased workloads

- Documentation requirements
- Surges in workload
- Drive time

Use of administrative staff to cover visits

- Double work for administrative staff
- Burned-out managers

Personal reasons

- Fatigue
- Drive times
- Work/life balance

**Texas Center for Nursing Workforce Studies

**Home Health and Hospice Nurse Staffing Study 2017

Direct Quotes When Exiting

- “Paperwork is lengthy.”
- “The orientation is inadequate.”
- “The training is poorly-structured.”
- “Workload is equivalent to 2 full-time jobs!”
- Advice to management: “Relief of stress for field staff.”
- Advice to management: “Better training for employees.”
- “Documentation requires too much time!”

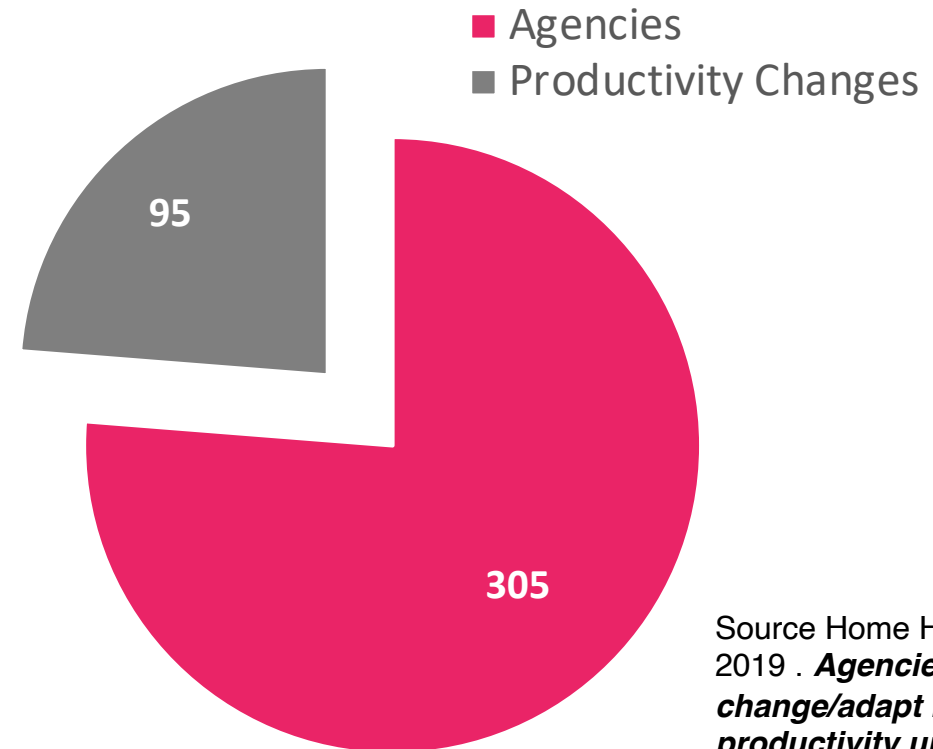


Increased Productivity



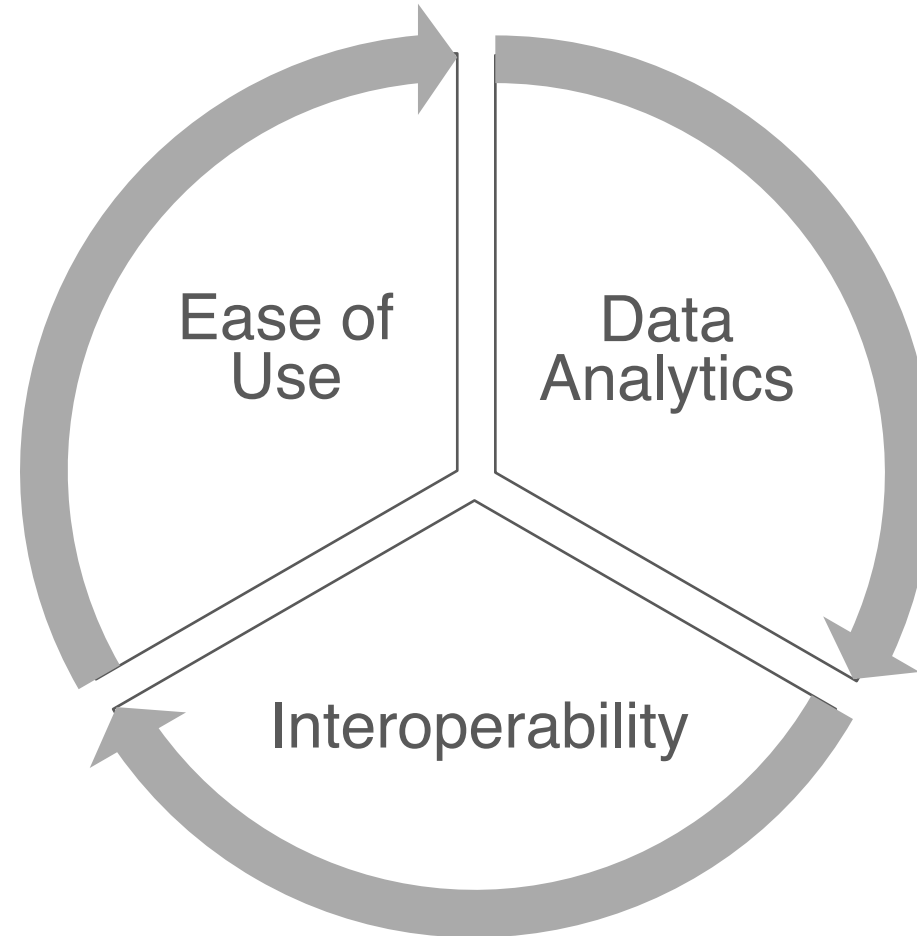
Nurses Are **NOT** Computers

Agencies That Plan to Change Productivity Standards



Source Home Health Line - May 6, 2019 . ***Agencies' plans to change/adapt roles to achieve productivity under PDGM***

Technology Promotes Nurse Retention



Tools to Increase Productivity

OASIS Real Time Validation



OASIS Real Time Validation

Geo Mapping / Mileage Calculator



Improved Productivity

Clinical Assistance When Needed

Hard Stops and Alerts

This is a questionable encounter code and is not groupable under the CMS Home Health Patient-Driven Groupings Model (PDGM).

(M1021) Primary Diagnosis*

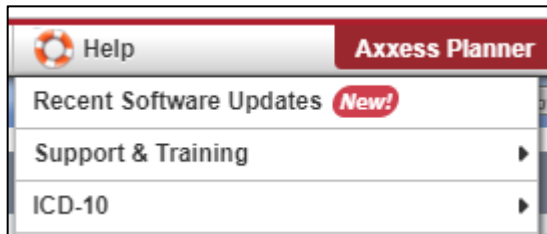
Other chronic pain



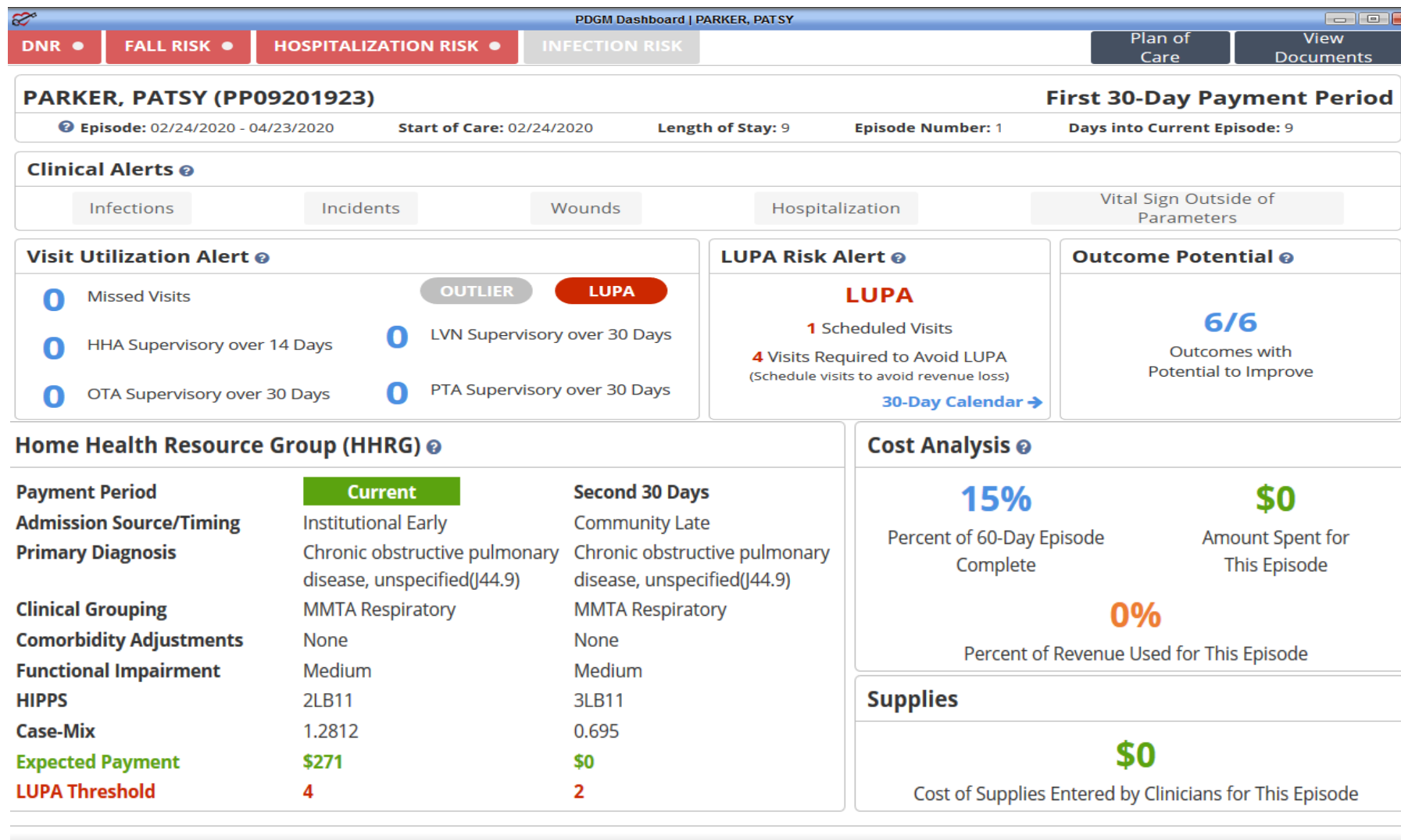
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Training Resources – Written and Videos

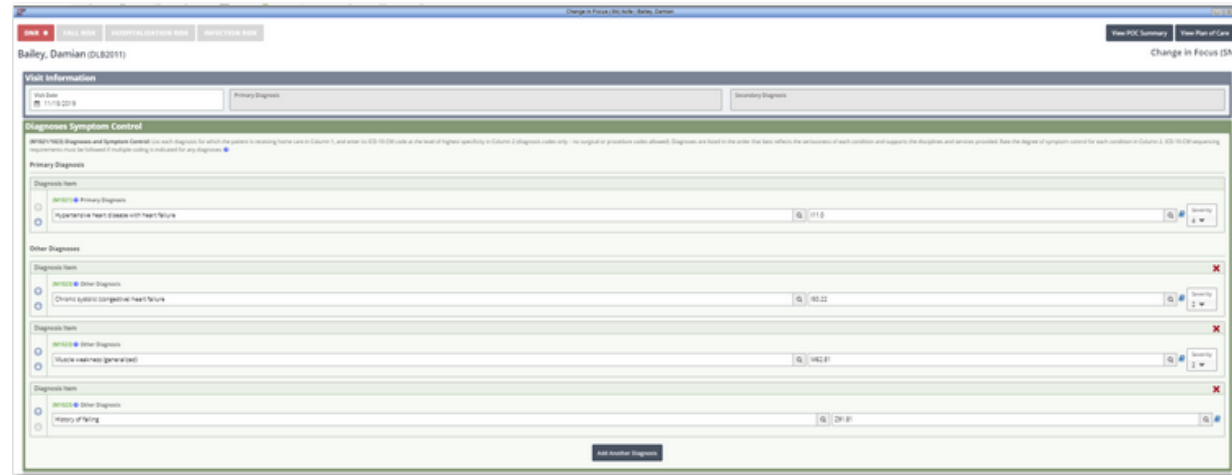


Patient-Centered Dashboard



Resolving Condition Integration with Billing

LUPA Risk Alert			Avg. Length of Stay	Upcoming 30-Day Review	Upcoming Recerts
4 Patients Low Risk	0 Patients High Risk	3 Patients LUPA	0 Days	0 Patients	1 Patients
100% % of Agency LUPAs			% of Outliers YTD 0%	Avg. Gross Margin 39% <i>First 30-Day Payment Period</i>	Avg. Gross Margin 0% <i>Second 30-Day Payment Period</i>



Create a Change in Focus Form

Technology Improves Outcomes



Predictive Analytics



Learned Behavior



Disease Management



Ease of Use

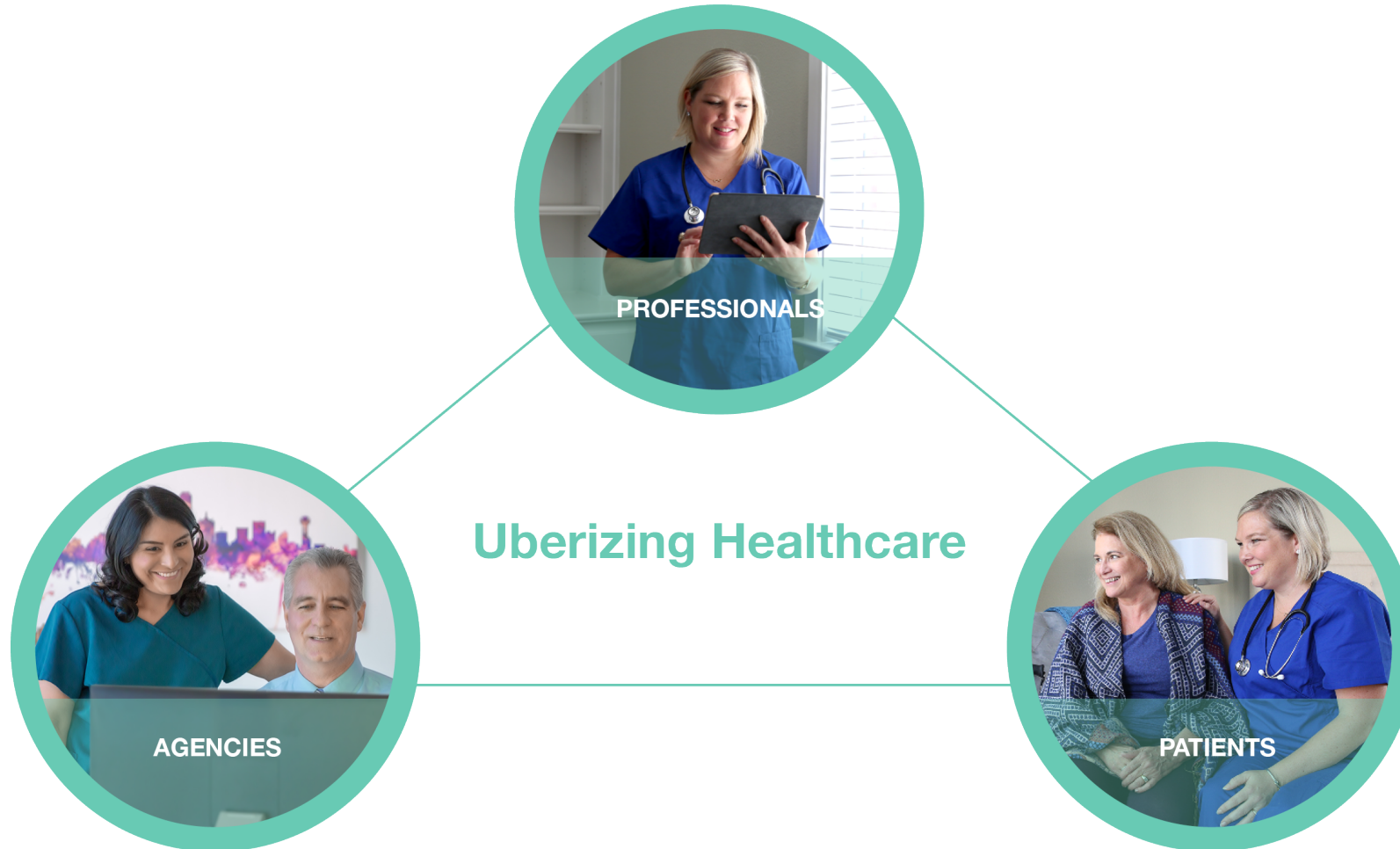


Risk Stratification



Patient Touch Points


Staff Augmentation



Uber of Home Health Care

- Augmentation of staff
- Recruitment and retention
- Targeted skill sets
- Recruitment of Staff
- Coverage during Crisis

Worked with Agency




Katy Matthew
PT

★★★★★

Send Message

Assign Visit

NEW




Jessica Randall
BSN

★★★★★

Send Message

Assign Visit



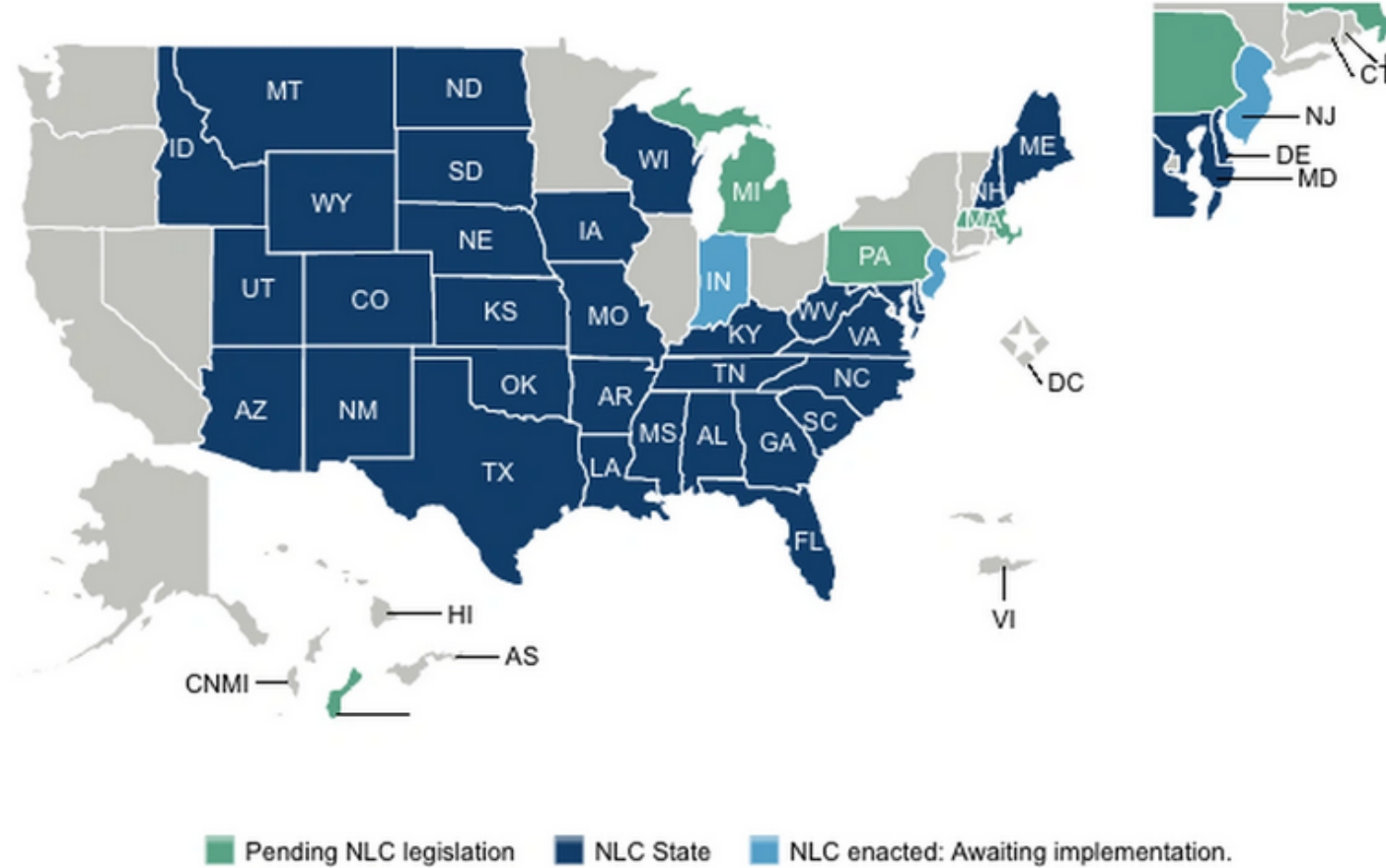
Amanda Bailey
BSN

★★★★★

Send Message

Assign Visit

Compact States



Employee Benefits Cost vs 1099

The average staff nurse - RN -
home care salary in the
United States is \$78,953
as of December 28, 2018

Cost of benefits 31.7%

1099 Cost Savings 1 Full Time
Equivalent

\$25,000

Benefits Breakdown

- Social Security: 6.2%
- Medicare: 1.45%
- Paid time off: 9.65%
- Insurance: 9%
- Retirement and savings: 5.4%



Axxess CARE for LUPA Management

LUPA Risk Alert - 1st 30 days

MEDIUM

LUPA Risk
1st 30 Days

Number of Visits: 6LUPA Threshold: 6

Frequency & Duration

SN Frequency1w43w1
Last Visit: 07/15/2019

PT Frequency1w3
Last Visit: 07/20/2019

OT Frequency2w3
Last Visit: n/a

ST Frequency2w4
Last Visit: n/a

HHA Frequency2w3
Last Visit: 08/01/2019

MSW Frequency1w1
Last Visit: 08/01/2019

Episode: 07/10/2019 - 09/07/20191st 30 days

Completed

Saved

Not Yet Due

Not Yet Started

Missed

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			10/03 OASIS-D SOC Complete ▲ Carol Javens	10/04 Skilled Nurse Visit Complete ▲ Lysbeth Rojas	10/05	10/06
10/07	10/08 Skilled Nurse Visit Saved ▲ Shawn Hamilton	10/09	10/10 Skilled Nurse Visit Missed ▲ Shawn Hamilton	10/11 Skilled Nurse Visit Not Yet Started ▲ Carol Javens	10/12	10/13
10/14	10/15	10/16 Skilled Nurse Visit Not Yet Due ▲ Drew Alcott	10/17	10/18	10/19	10/20
10/21	10/22 Skilled Nurse Visit Not Yet Due ▲ Shawn Hamilton	10/23	10/24	10/25	10/26	10/27
10/28	10/29	10/30	10/31	11/01 Care Period Decision Due		
				30-Day Therapy Reassessment		

2020 Per Visit LUPA Rates

Home health aide	\$67.78
Medical social worker	\$239.92
Occupational therapy	\$164.74
Physical therapy	\$163.61
Skilled nursing	\$149.68
Speech therapy	\$177.84

\$1864.03

30-day payment without LUPA adjustment

\$598.72

Four Nursing visits first 30 days

\$1265.31

Total Revenue Loss

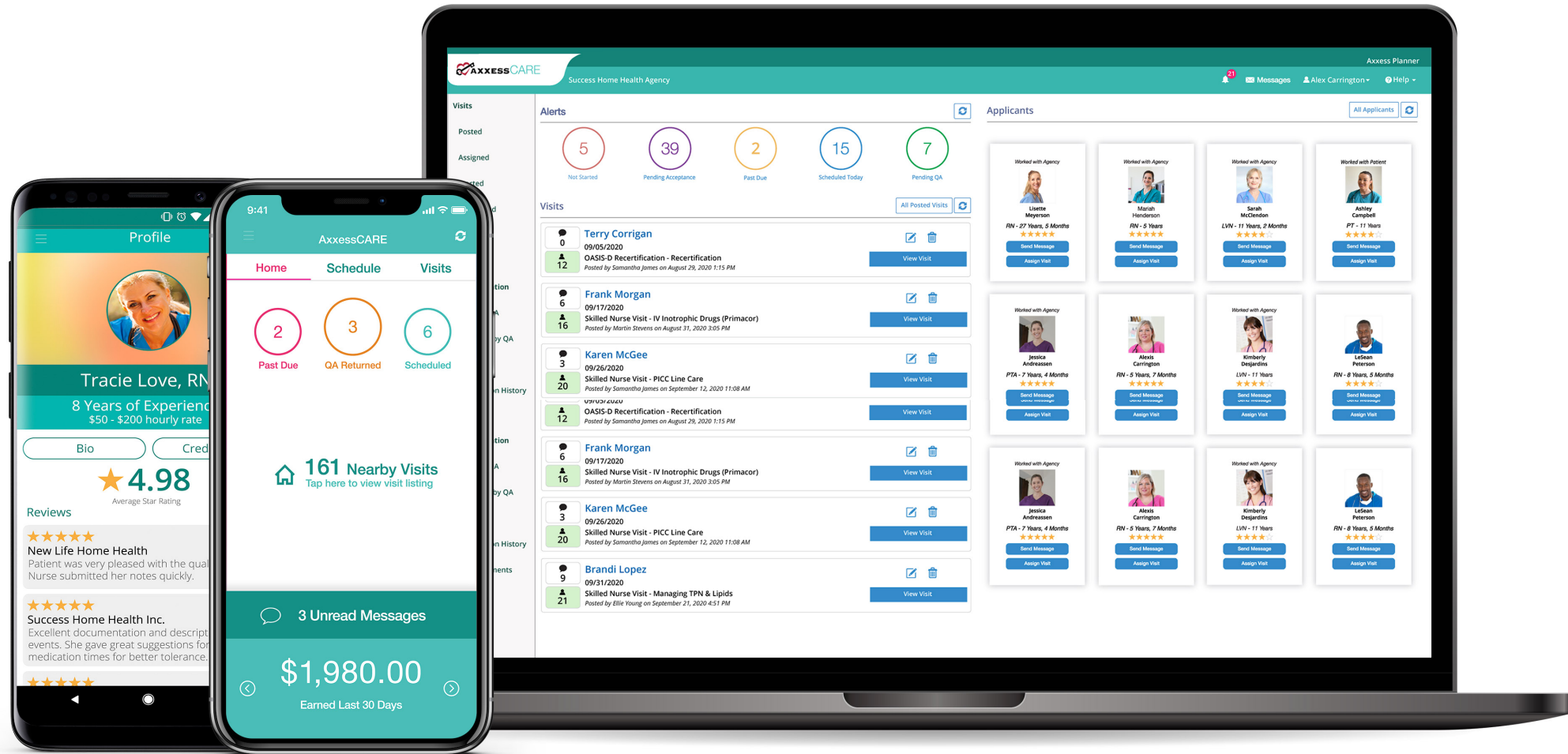
Axxess CARE For Rehab Outcomes



The screenshot displays the AxxessCARE web application interface. The top navigation bar includes the AxxessCARE logo, links for Messages and Pay Rate, and a user profile for Johnathan Doe with a Log Out button. The main content area is divided into several sections:

- Patient:** A sidebar on the left shows details for Rudy Cormio, including his role (Skilled Nurse Visit - Trach Care), date (06/07/2018), details (Trach cleaning and suction, Take Random Blood Sugar and weight check), pay rate (RN: \$0.20, LVN/LPN: \$0.10), address (16000 Dallas parkway, DALLAS TX 75248), transaction tracking number, and special instructions (visible only to the assigned clinician).
- Alerts:** A central section with five circular icons representing different alert types: Scheduled Today (5), Pending QA (39), Completed This Week (9), Posted (15), and Past Due (7).
- Messages:** A section below Alerts showing a list of messages. The first message is from Diane Skylar on 09/26/2018, regarding a Skilled Nurse Visit-Home Health approved by Christian Lang on 09/24/2018. Other messages are from Sarah Jane, Oliver Oken, and Albert Wingood.
- Applicants (27):** A grid of applicant profiles, each showing a photo, name, role, experience, and a 'View Job' button. Applicants include Brenda Williams, Jessica Godfrey, Michelle Gallagher, Hillary Penickler, Mariah Henderson, Veronica Michaels, Robert Rodriguez, and Sarah Mendez.
- Clinician:** A sidebar on the right showing a profile for Evelyn Ting, a Skilled Nurse Visit - Pediatric Care, with a message input field and a 'Send Message' button.

AxxessCARE for Business Development



Axxess CARE Advantages

- LUPA avoidance/control of missed visits
- Rehabilitation management
- Program development
- Decreased cost to mitigate potential revenue reduction
- Grow additional revenue streams through specialty programs
- OASIS functional scoring
- Reduce Turnover
- Provide supplemental staffing during EMP



Summary

The Trifecta

Sliver Tsunami - Nursing
Shortage -PDGM

Technology Enchanted
Staffing Scheduling

Axxess CARE
Uberization of Health Care

Questions?

Tammy Ross

Senior Vice President of Professional Services, Axxess

TRoss@Axxess.com