FORV/S

AXXESS

Improving Operational Success and Forecasting With Business Insights

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AXXESS GROWTH INNOVATION & LEADERSHIP EXPERIENCE

Mark Sharp
Forvis Partner

Bryan Wolfe
Axxess Advisor

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Objectives

- Gain knowledge on how technology creates efficiencies, providing streamlined operational workflows
- Master how predictive analytics can drive operational success
- Learn how automated, actionable insights can drive positive outcomes and reduce costs of care

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Care at Home Environment

Looming revenue challenges

- Reliance on federal and state funding sources
- Tightening of Medicare/Medicaid payment rates
- Medicare managed care penetration
- Payment model reform and payment cap changes

Increased costs of doing business

- Increased regulatory requirements
- Increased compliance scrutiny

Pressure on profit margins

Highly competitive market

Why Data Matters

- Public perception and choice based on performance
- Agency understanding of opportunities for improvement
- Centers for Medicare and Medicaid Services (CMS) uses it for payment reform (Home Health Value-Based Purchasing, etc.)
- MedPAC bases cutback requests on industry data

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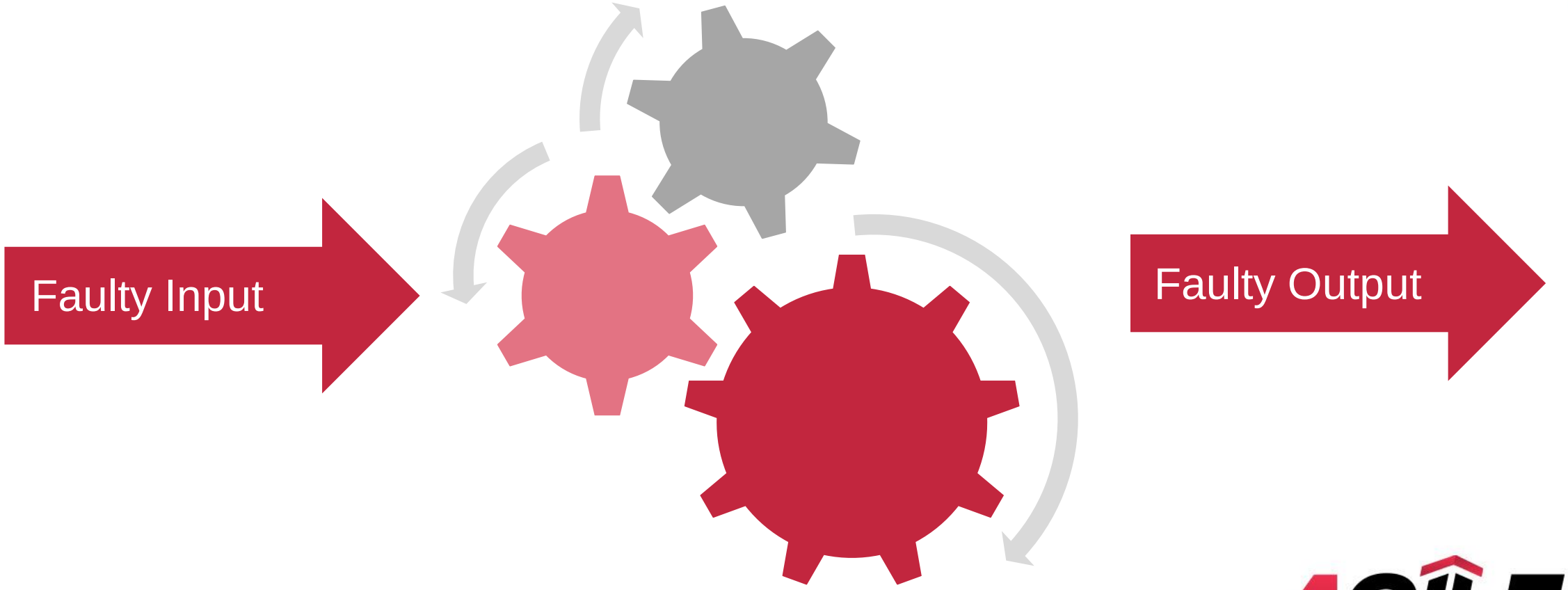
GIGO: Garbage In…Garbage Out



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What Data Matters

Home Health

Outcome and Assessment Information Set (OASIS)
Claims
Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS)
Length of Stay (LOS)
Case-Mix
Referrals
Low Utilization Payment Adjustments (LUPAs)
Episode Costs
Productivity

Hospice

Referrals
Length of Stay (LOS)
Care Levels
Hospice Item Set (HIS)
Cap Calculation

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You can’t improve what you can’t measure

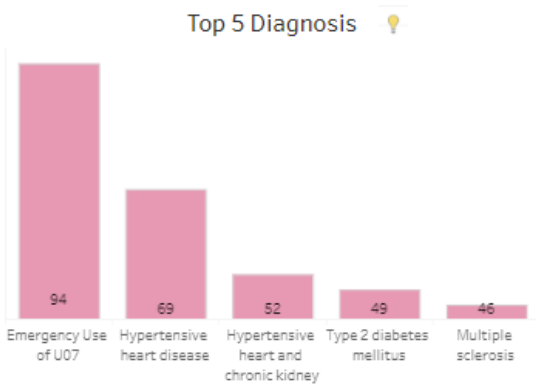
Sample Dashboard

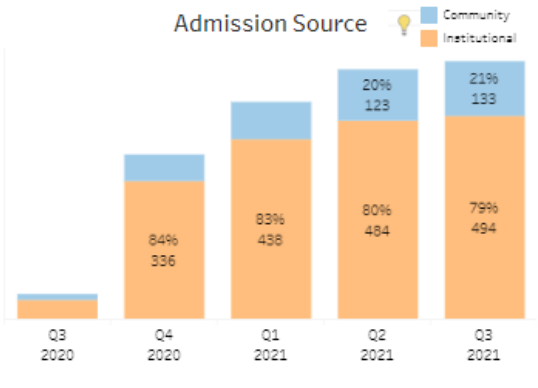
KPI Tracker

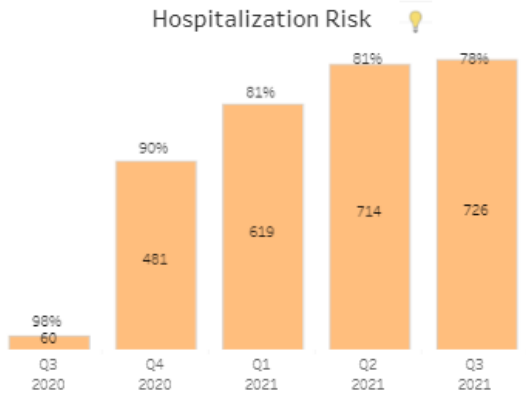
	31	28	31	30	31	30	31	31	30	31	30	31
	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Revenue	$366,326	$331,642	$344,586	$346,168	$356,120	$366,701	$377,469	$372,648	$357,418	$426,710	$415,605	$420,938
Direct Compensation	$127,242	$115,742	$126,855	$122,552	$131,272	$130,511	$130,371	$137,761	$130,856	$142,741	$140,811	$157,825
DME	$14,262	$15,412	$14,628	$14,051	$13,850	$13,021	$14,761	$15,876	$15,462	$14,757	$16,822	$14,952
Pharmacy	$16,172	$21,347	$21,043	$12,849	$31,586	$24,794	$20,384	$25,864	$20,670	$20,627	$23,543	$18,833
Medical Supplies	$4,952	$14,204	$3,337	$6,951	$6,935	$8,250	$6,702	$7,704	$9,759	$10,669	$5,103	$7,399
Rev PPD	*150.442*	*152.3392*	*151.3999*	*151.9614*	*152.907*	*153.624*	*151.2297*	*150.504*	*145.8254*	*151.8002*	*148.5365*	*152.5137*
Direct Compensation PPD	*52.25527*	*53.16596*	*55.73595*	*53.79795*	*56.36417*	*54.6757*	*52.23214*	*55.63868*	*53.38898*	*50.77931*	*50.32575*	*57.18284*
DME PPD	*5.857117*	*7.079486*	*6.4271*	*6.168253*	*5.946711*	*5.454805*	*5.913834*	*6.412011*	*6.308254*	*5.249851*	*6.012209*	*5.417341*
Pharmacy PPD	*6.641671*	*9.805792*	*9.245545*	*5.640439*	*13.56207*	*10.38694*	*8.166595*	*10.44587*	*8.433284*	*7.337812*	*8.414314*	*6.823572*
Medical Supplies PPD	*2.033639*	*6.524745*	*1.46627*	*3.051247*	*2.977857*	*3.456221*	*2.68524*	*3.111482*	*3.981489*	*3.795525*	*1.823856*	*2.680663*
Patient Days	2,435	2,177	2,276	2,278	2,329	2,387	2,496	2,476	2,451	2,811	2,798	2,760
Beginning Census	82	78	75	72	77	78	84	78	79	86	89	89
Admissions	20	13	16	26	18	23	15	17	24	24	25	22
Re-Admissions	3	2	–	1	1	1	1	4	1	1	2	3
Live Discharges	(9)	(2)	(3)	(7)	(3)	(2)	(6)	(7)	(2)	(2)	(5)	(7)
Deaths	(18)	(16)	(16)	(15)	(15)	(16)	(16)	(13)	(16)	(20)	(22)	(20)
Ending Census	78	75	72	77	78	84	78	79	86	89	89	87
ADC	79	78	73	76	75	80	81	80	82	91	93	89
ALOS - Active	197	205	214	194	198	202	198	188	189	201	196	195
ALOS - Discharged	81	113	114	118	120	52	180	154	58	52	115	124
Live Discharge Rate	*33.3%*	*11.1%*	*15.8%*	*31.8%*	*16.7%*	*11.1%*	*27.3%*	*35.0%*	*11.1%*	*9.1%*	*18.5%*	*25.9%*

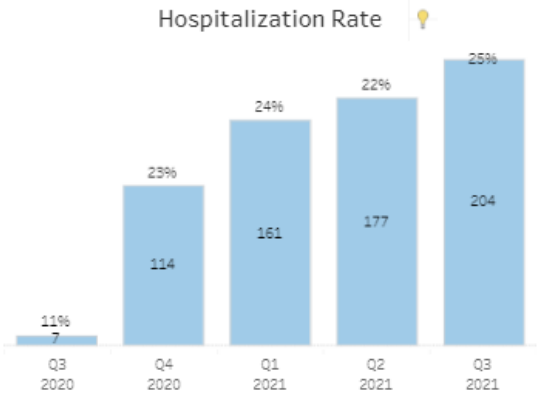
Score Card

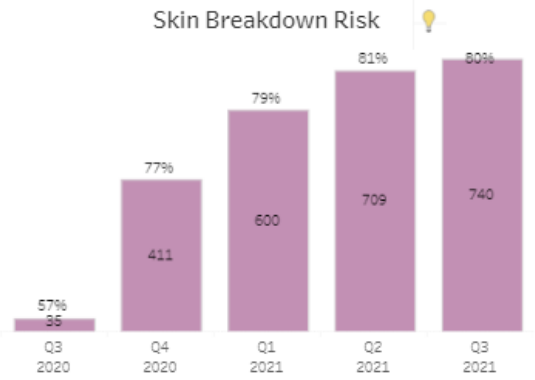
	Q3 '2021	% Change from Q2 '2021
Hospitalization Risk	726	1.68%
Hospitalization Rate	204	15.25%
Diabetic Complication Risk	179	4.07%
Medical Reconciliation Risk	700	4.63%
Skin Breakdown Risk	740	4.37%
Oxygen Therapy Risk	48	26.32%
Depression Risk	66	22.22%
Fall Risk	587	5.96%
Associated Infections (Pending Followup)	0	-100.00%
Covid 19 Risk (High Risk)	436	37.54%
Patient Incidents	1	-66.67%
Emergency Room Visits	150	-5.06%

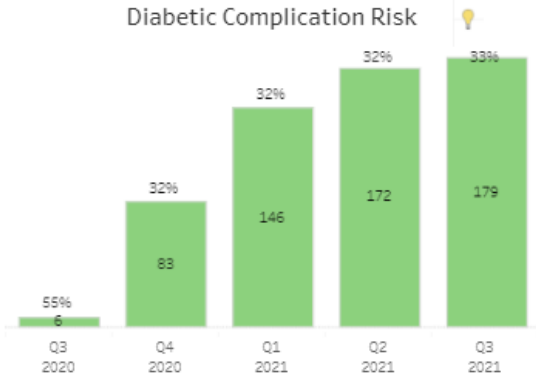


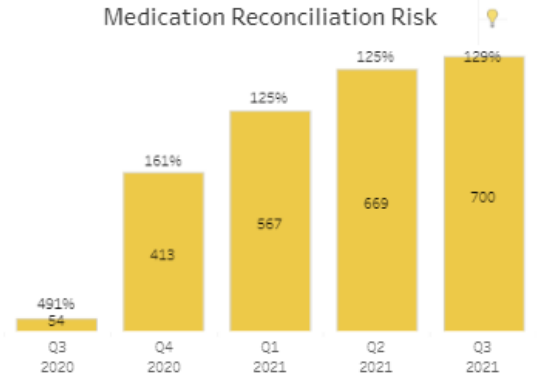












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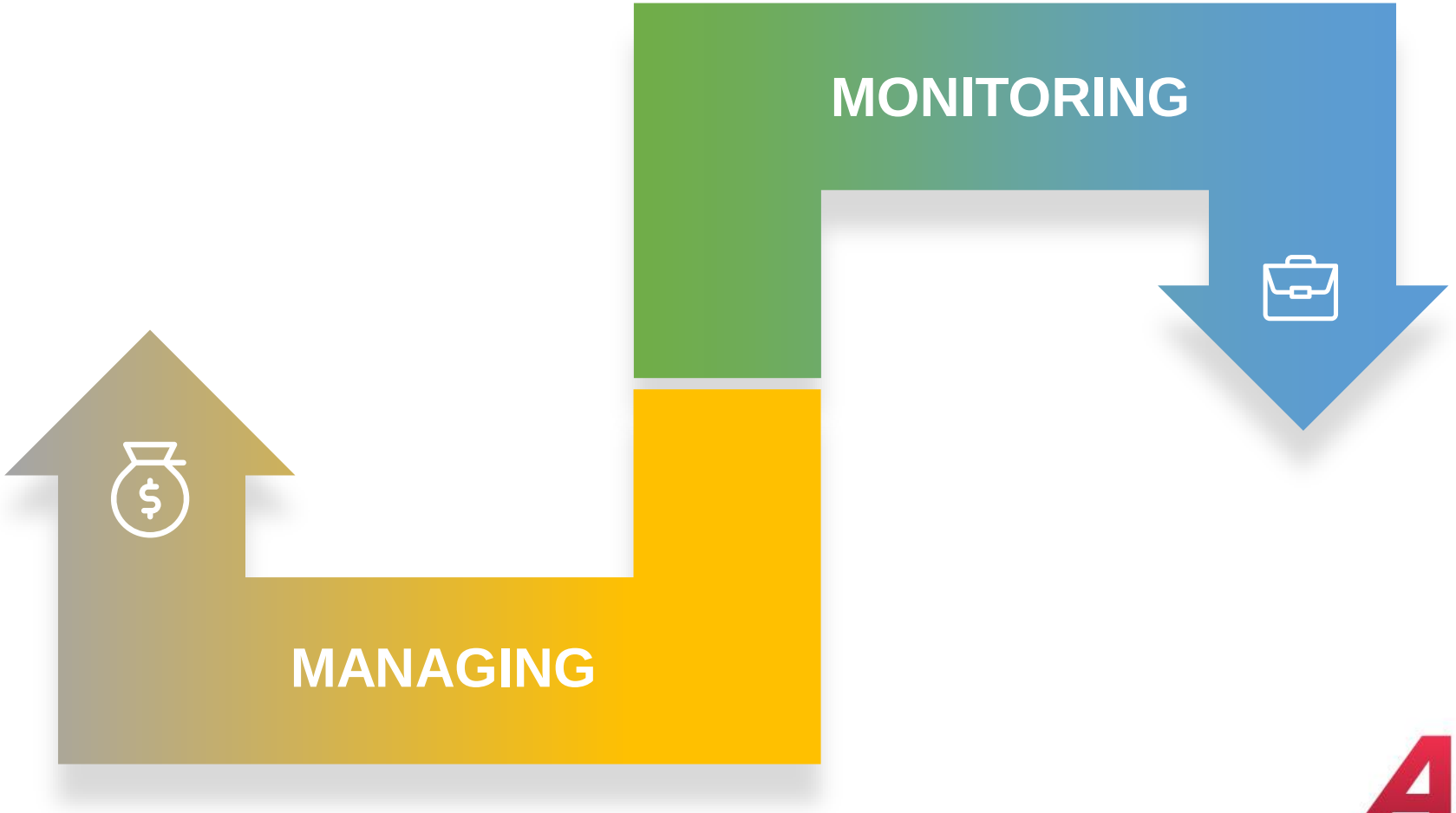
Managing vs. Monitoring



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Accessing Timely Data

Home Health

- OASIS Outcomes
- Hospitalization Rate
- HHCAHPS Scores

Hospice

- Cap Calculation
- Length of Stay
- HIS Scores

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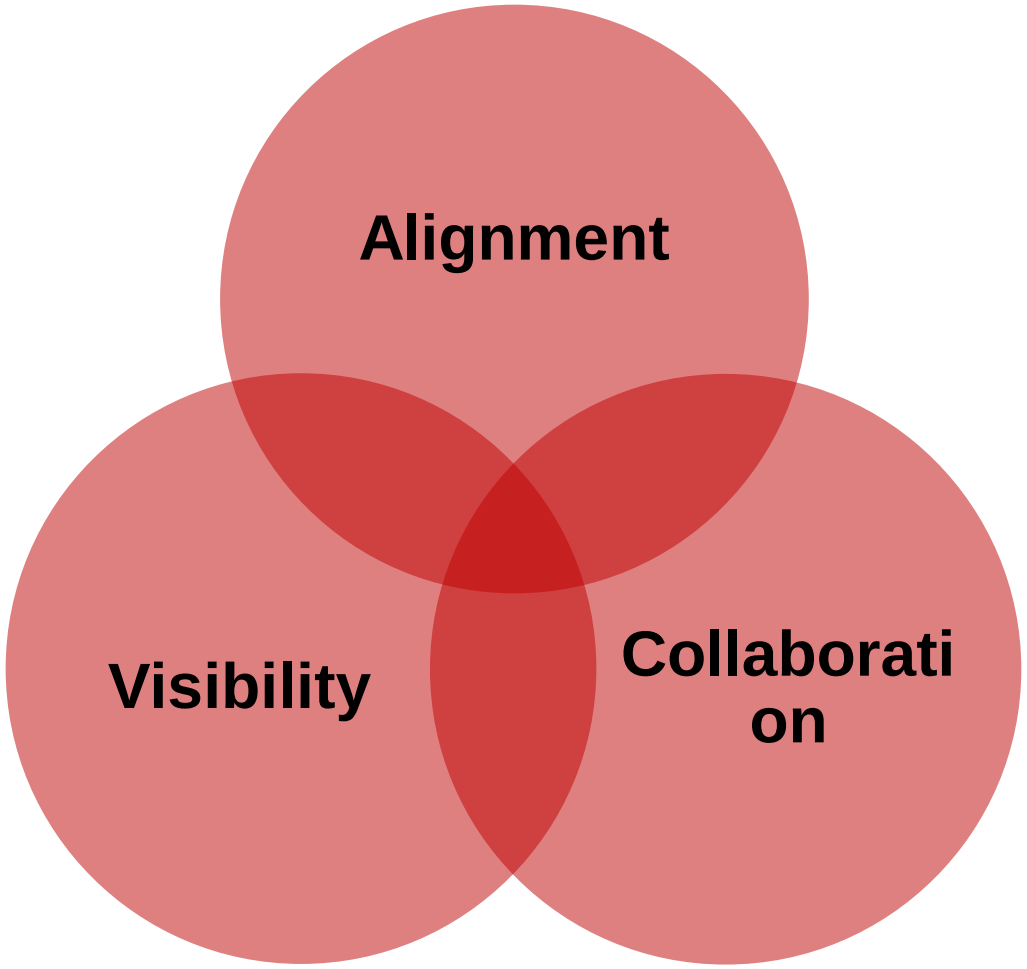
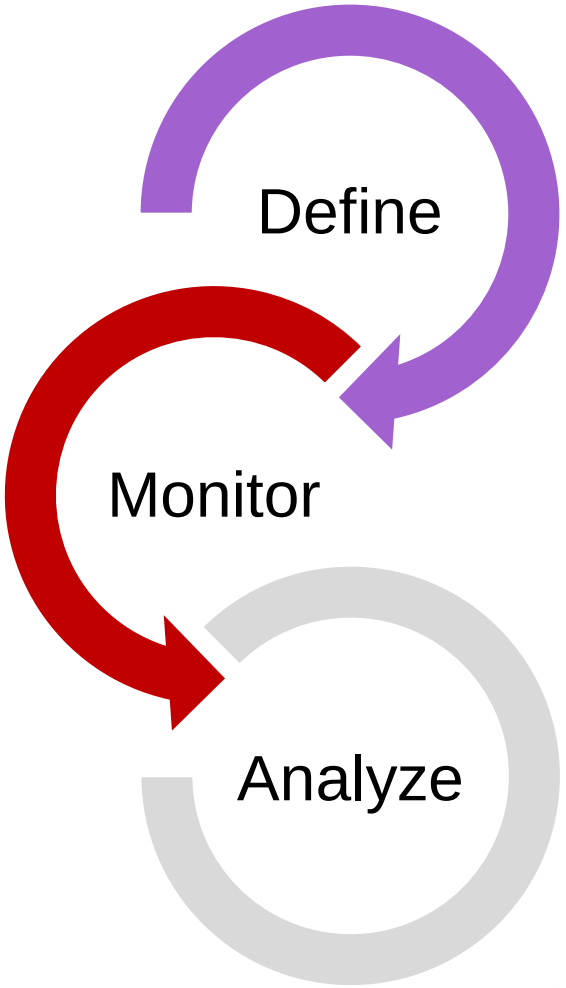
Monitoring KPIs Through Dashboards





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Move From Monitoring to Managing

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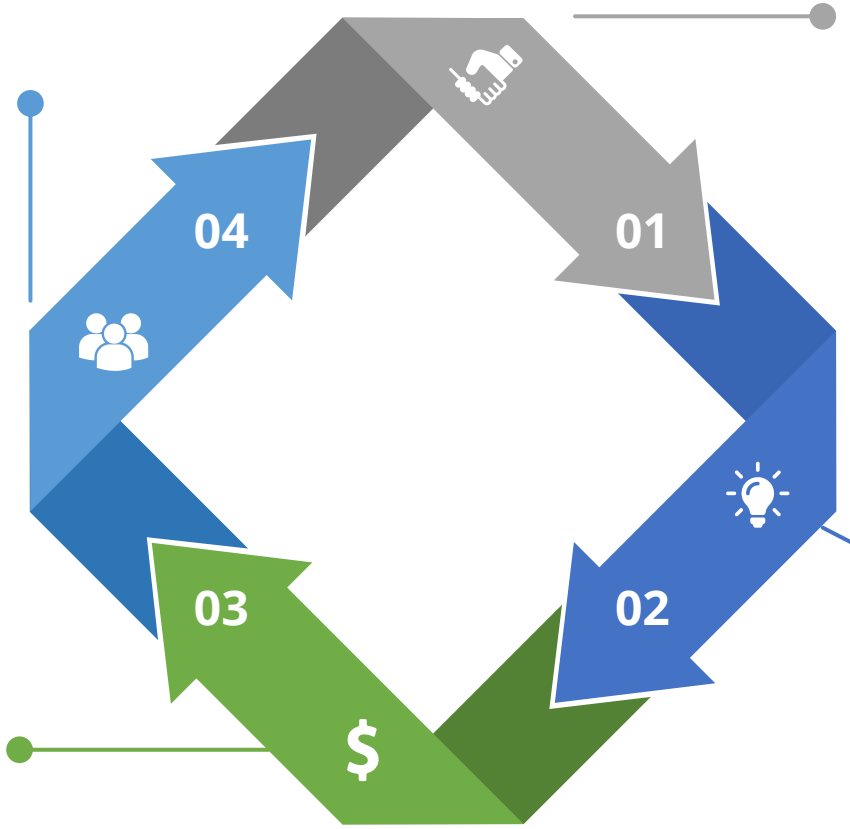
Performance Improvement

Set Goals and Targets

Monitor Dashboards



Analyze

Decide and Act

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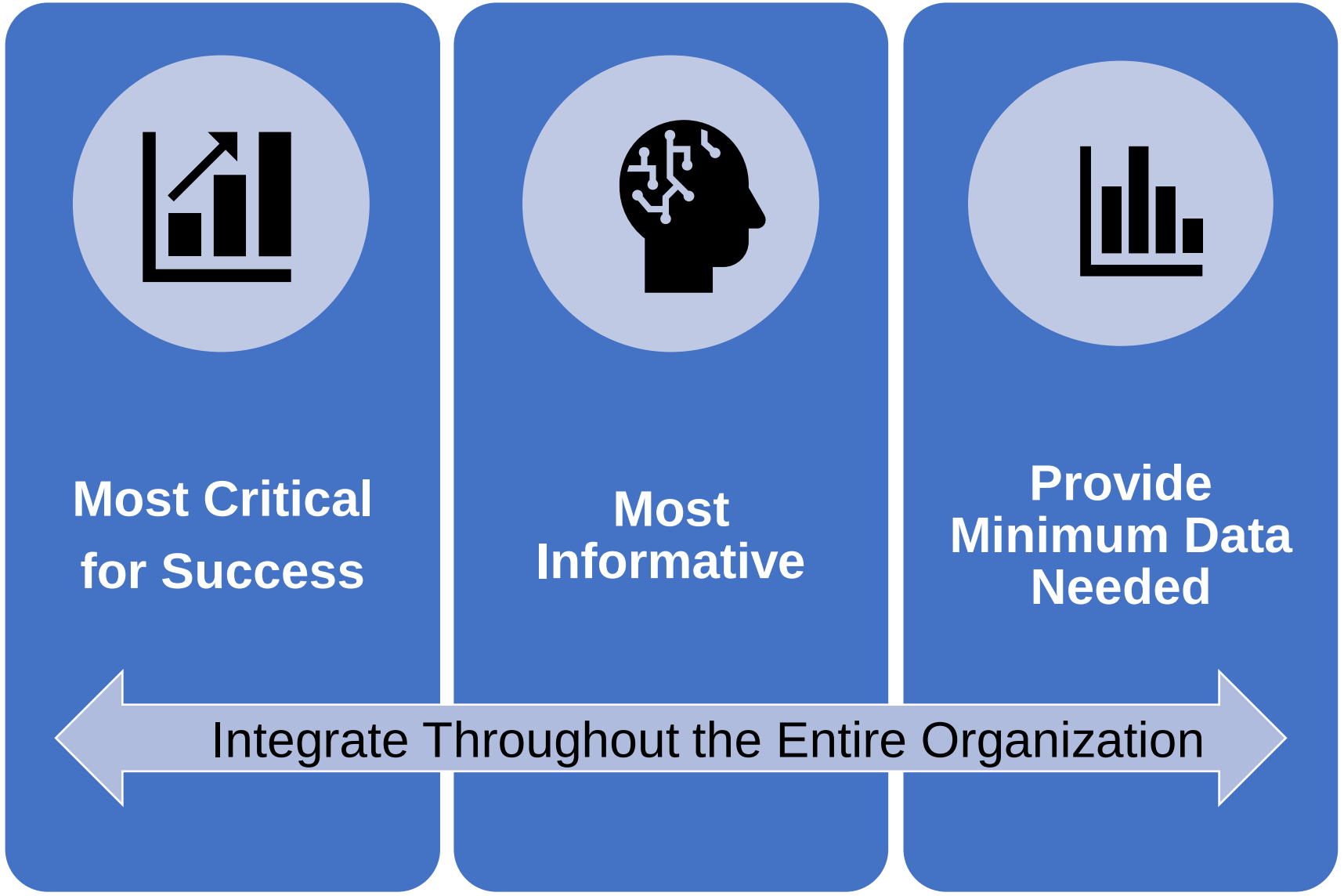
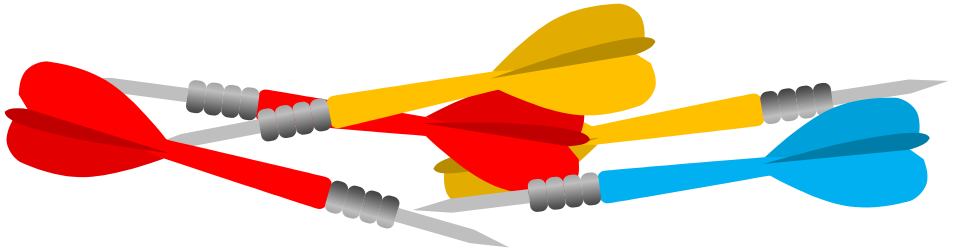
Managing Through KPIs



Benchmarking

Establish Goals and Targets



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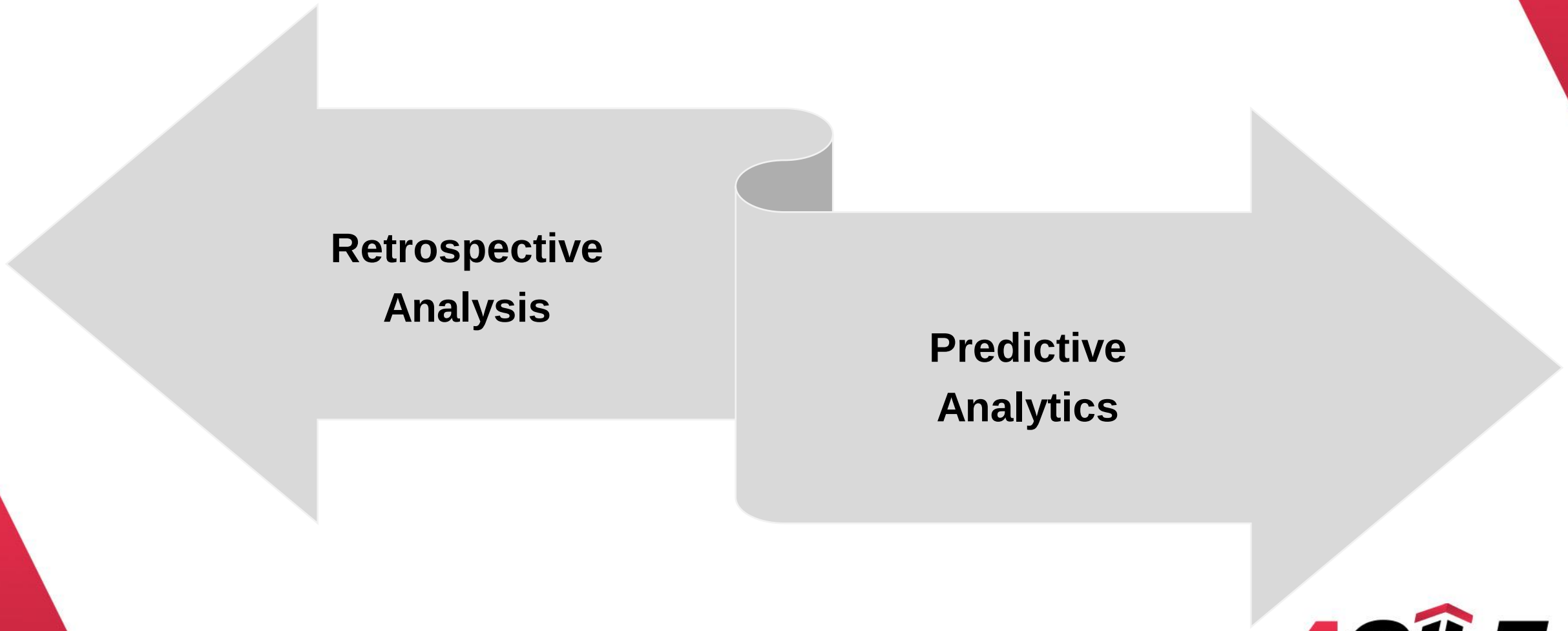
Analytic Types



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Measure only what you're going to manage; manage only what matters.

Dashboards

Provide:

- Alignment
- Visibility
- Collaboration

Enable Organizations To:

- Define
- Monitor
- Analyze Performance

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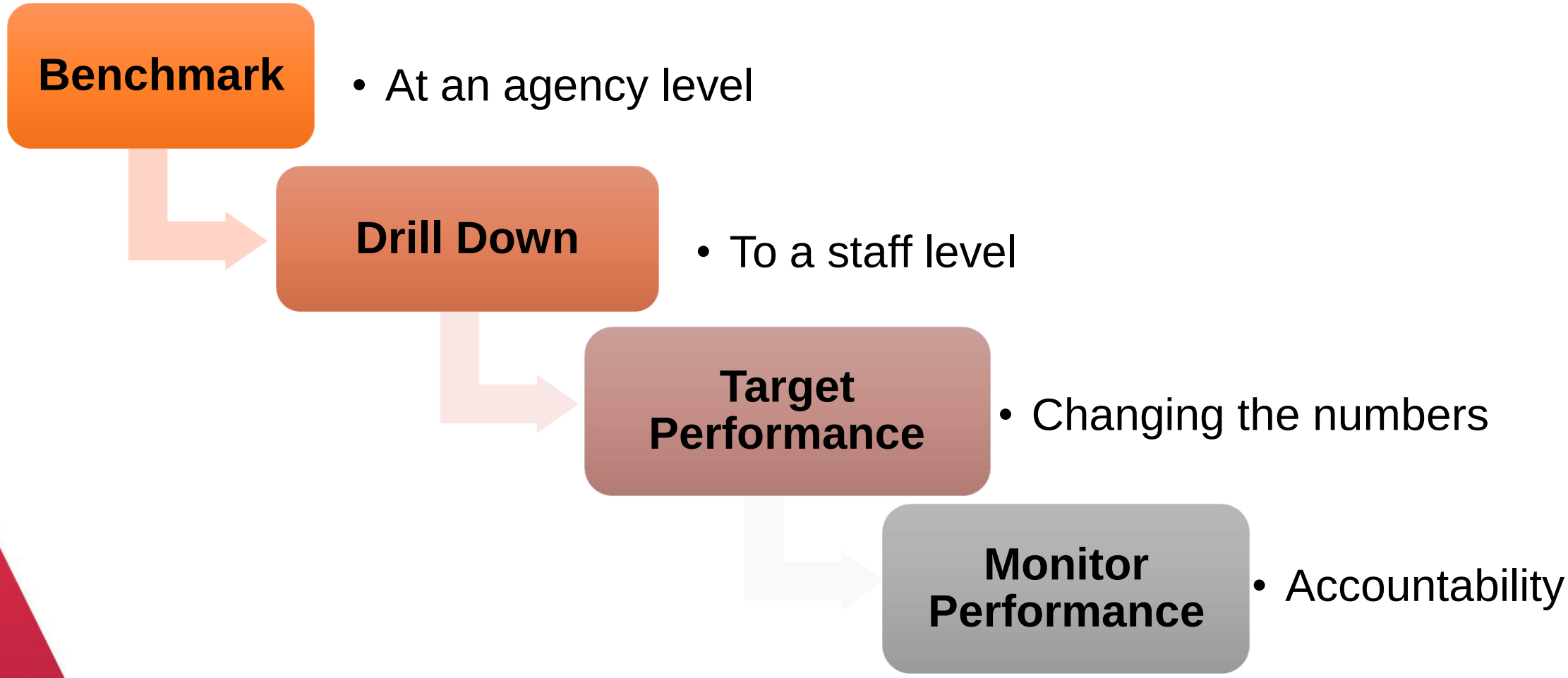
Effective Management Through Data



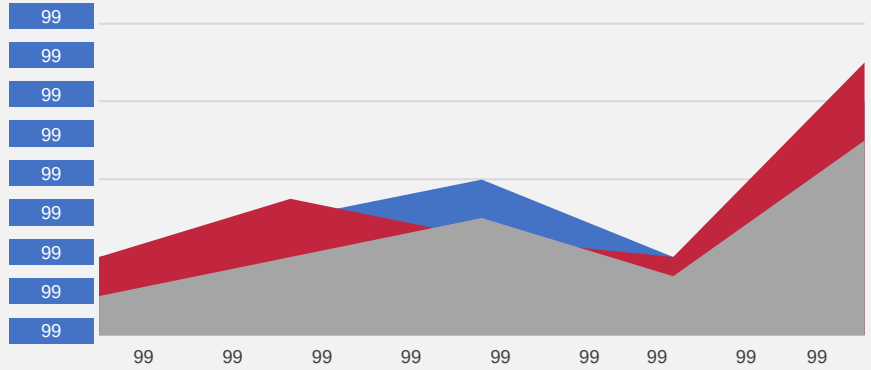
8%

Hospitalization Rate
First 60 Days

2%

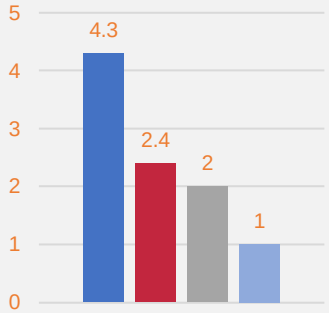
Tammy Nurse

Axxess Home Health

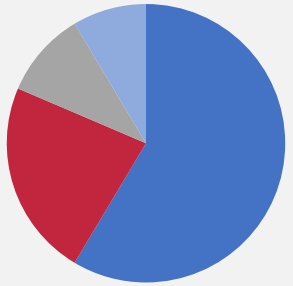


LUPA Rate

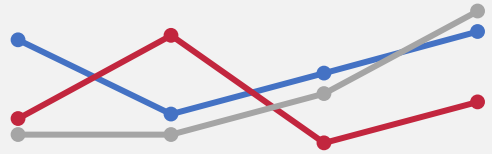
9%



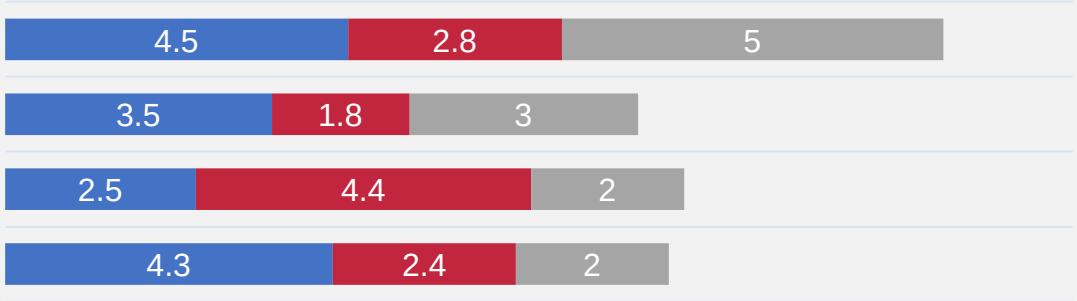
Hospice Care Levels



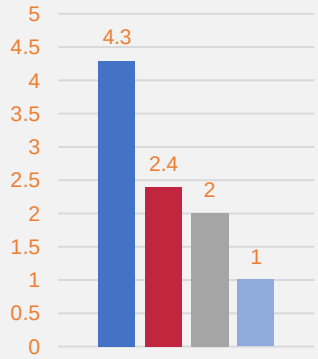
Episode Cost



Outcomes



12%



CAHPS Surveys

Financials

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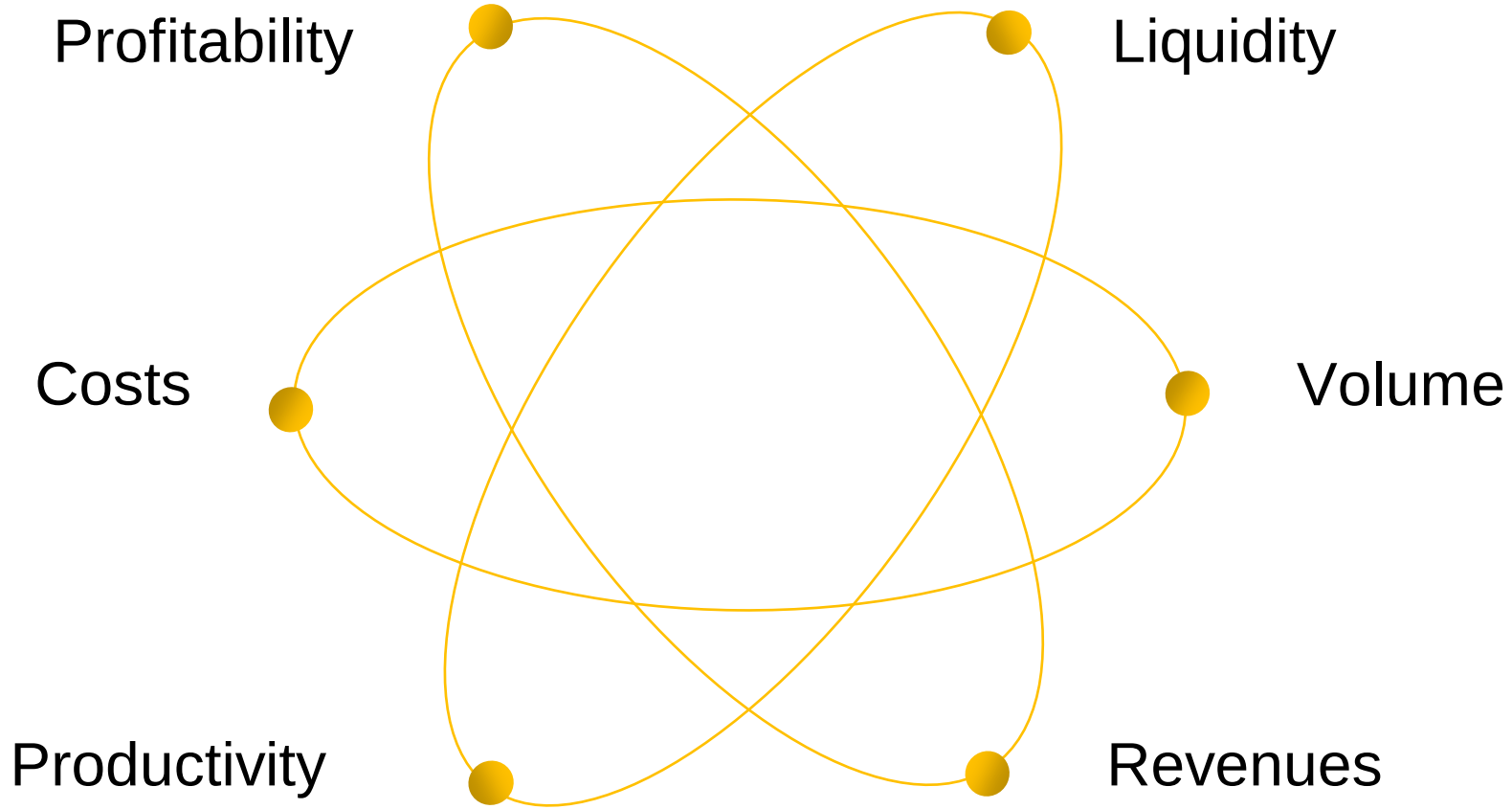
Financial KPIs



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There are very **few ways** to save $1 million,
but there are a **million ways** to save a buck.

- Marcylle Combs

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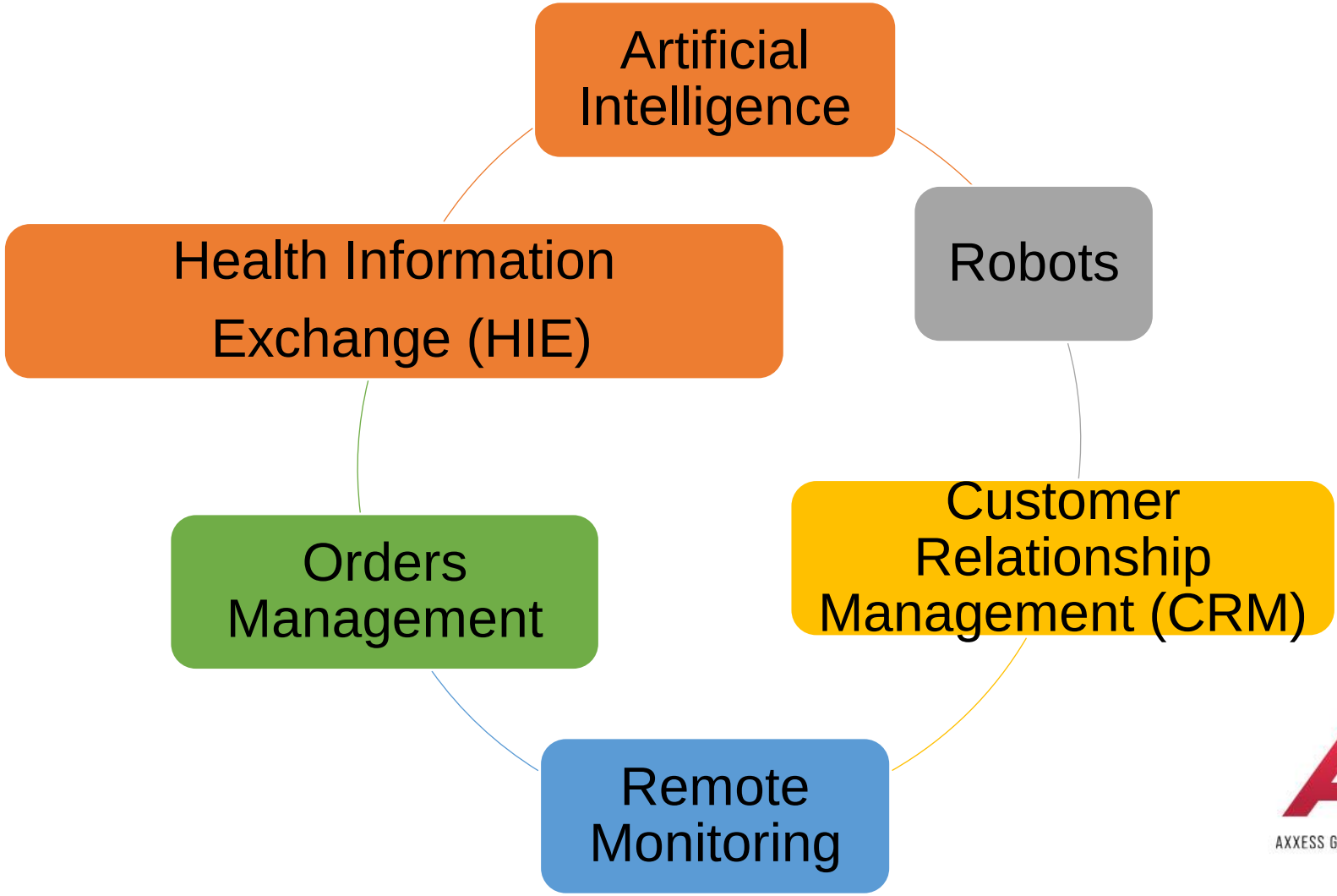
Automation Considerations Outside Electronic Medical Records (EMRs)



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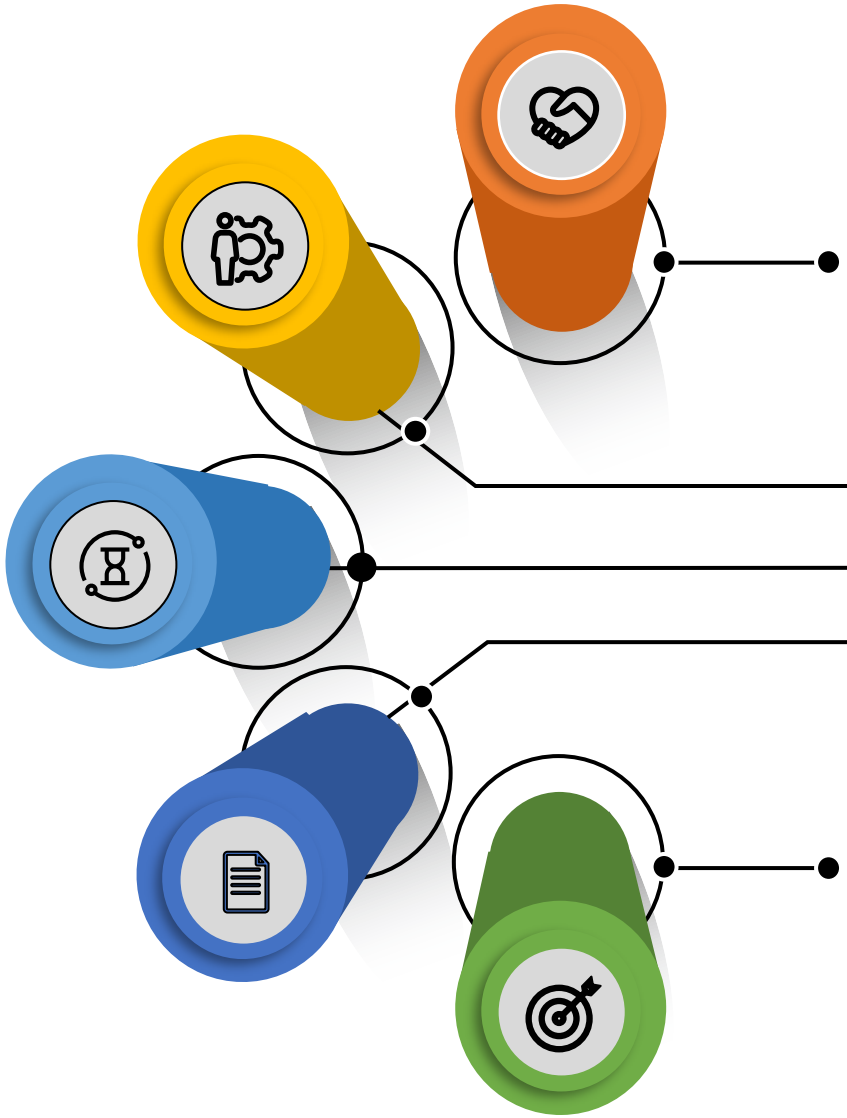
Keys to Success



Focus on what you can change

Prioritize improvement efforts

Be consistent throughout the organization

Avoid too much data

Define who is responsible

Time management
is an oxymoron. Time is beyond our control and the clock keeps ticking, regardless of how we lead our lives.

Priority management
is the answer to maximizing the time we have.

- John C. Maxwell

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Keys to Success

- Awareness
- Organize
- Prioritize
- Communicate Effectively
- Delegate
- Technology

- Multitask
- Anticipate
- Minimize Time Wasting
- Educate
- Take Breaks
- See the Good

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The Future Is Now!

- Automate everything
- Communicate openly about productivity
- Reduce interruptions
- Implement regular, shorter meetings
- Promote "single-tasking"
- Choose the right time to change processes

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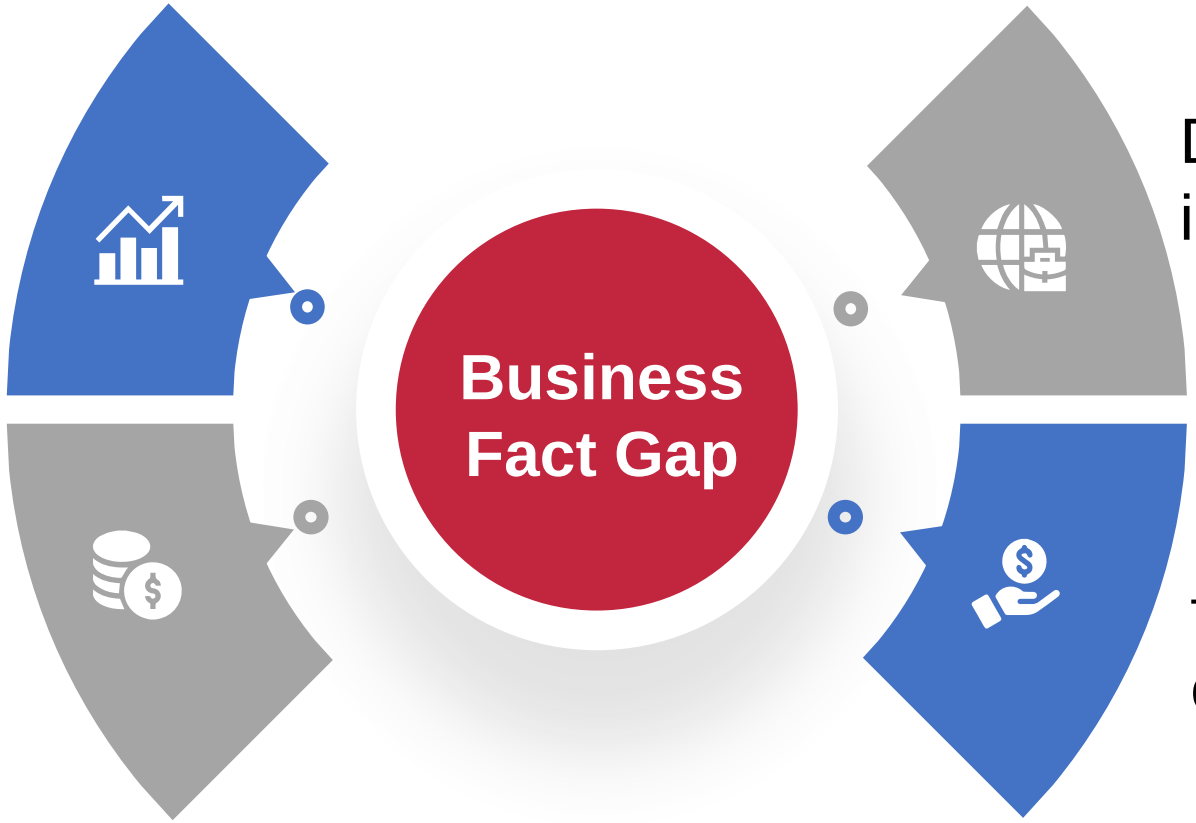
Inaccurate and incomplete information

Too much data… or not enough



Difficulty locating information

Inability to analyze for details and root cause

The Result: Decisions Not on Facts but on Gut Feeling

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The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency.

The second is that automation applied to an inefficient operation will magnify the inefficiency.

- Bill Gates

Use Automated Tools Wisely

Should Be	Should Not Be
• Evidence based • Well balanced • Supportive of professional reasoning	• Based on questionable data • Silo focused • Prescriptive

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THANK YOU

Mark Sharp
Forvis Partner
mark.sharp@forvis.com

Bryan Wolfe
Axxess Advisor
bwolfe@axxess.com

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