Create a 5-Star Agency Using Home Care as a Business Diversification Strategy

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Axxess

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Objectives

At the end of this session, participants will be able to:

- Describe three ways a continuum of care focused on skilled and non-medical care improves quality of life
- Discuss three scalable operational processes to achieve revenue diversification and positive patient experience
- List two ways that leadership affects diversification
- List three ways to build and retain a team of all-stars who are ambassadors for quality outcomes and growth

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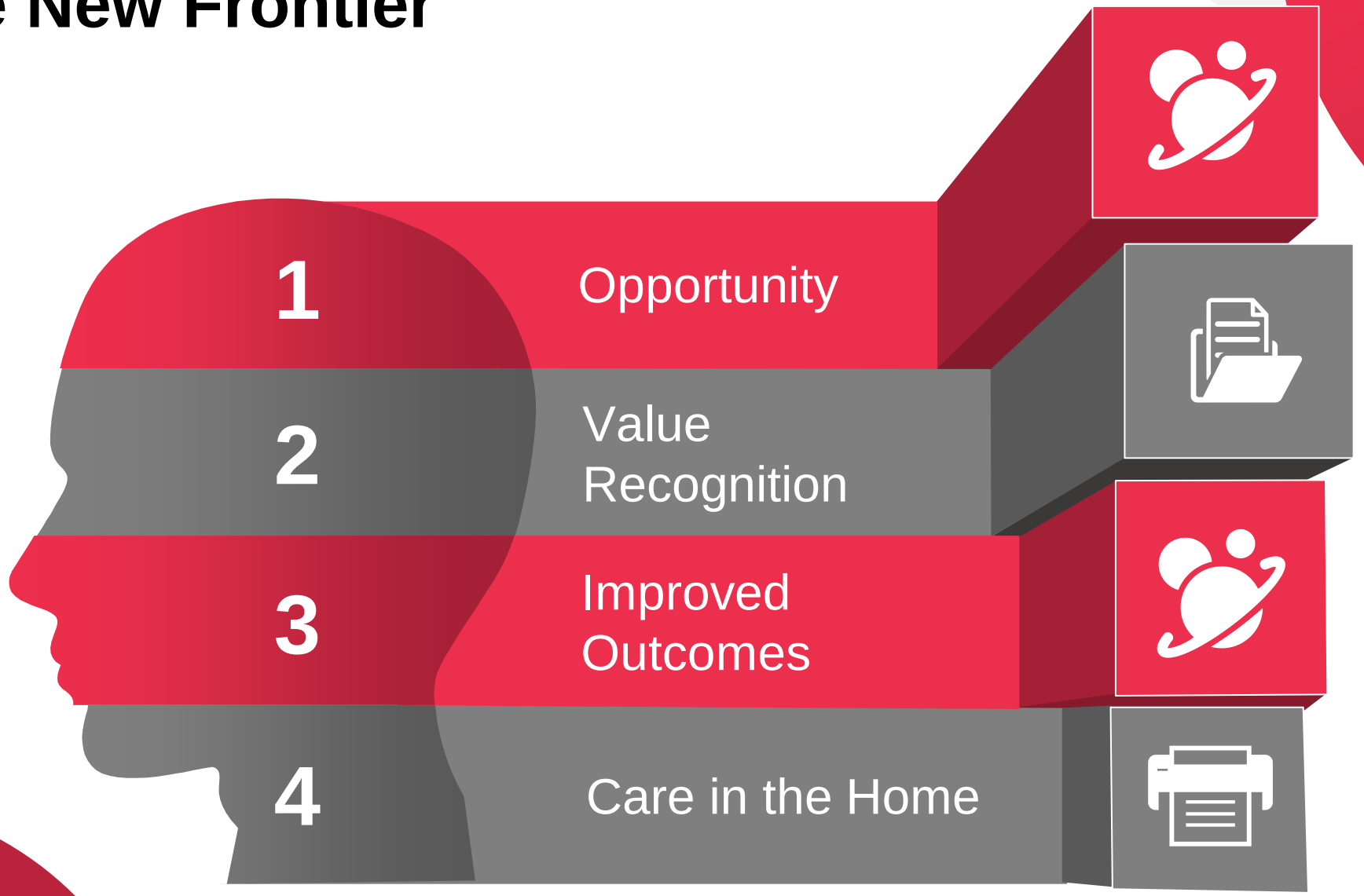
The New Frontier



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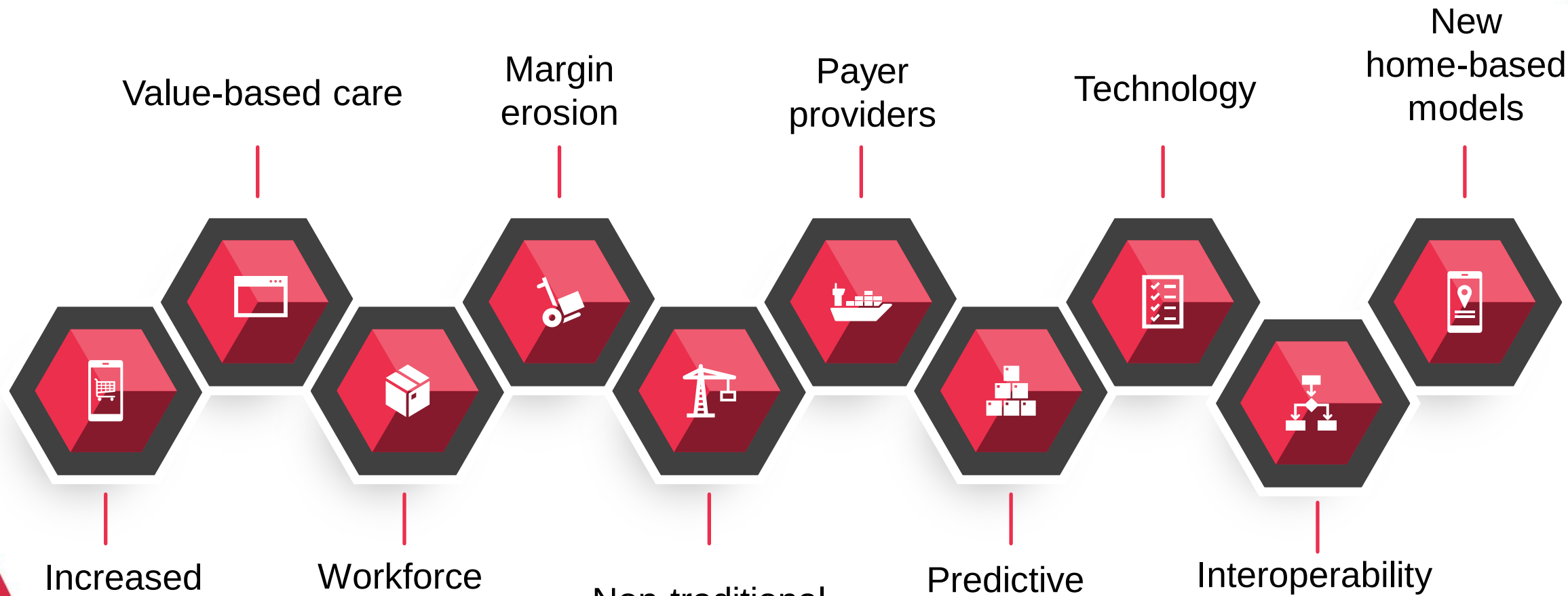
Changing Landscape



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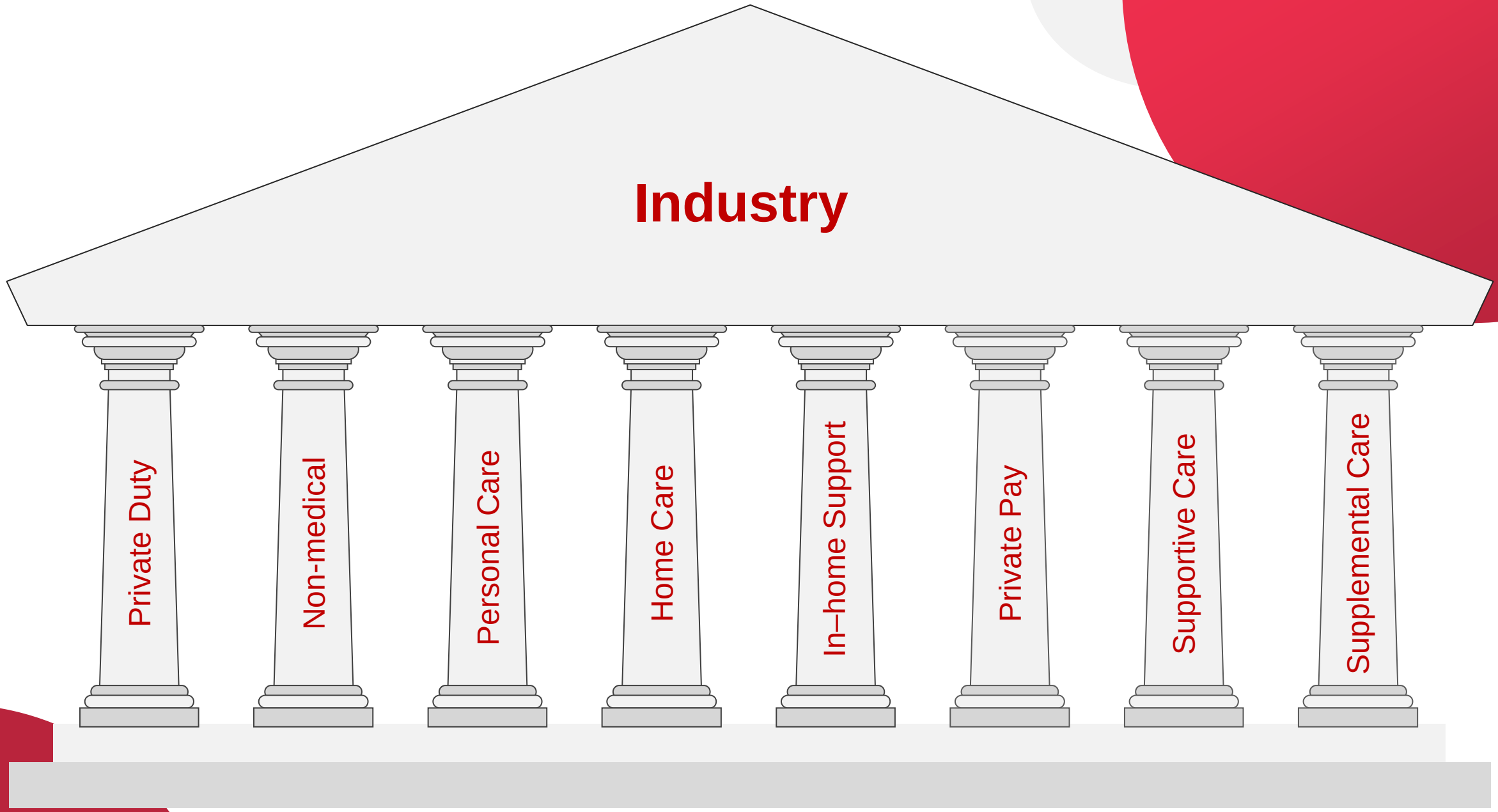
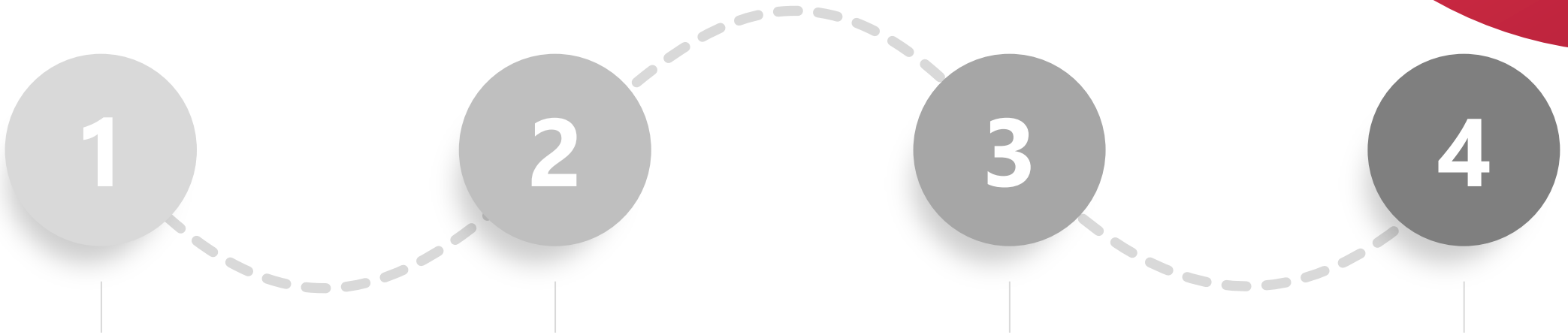

Industry
Private Duty
Non-medical
Personal Care
Home Care
In–home Support
Private Pay
Supportive Care
Supplemental Care

Successful Leadership



Innovation

Build Brand Programs

Partnerships

New Initiatives

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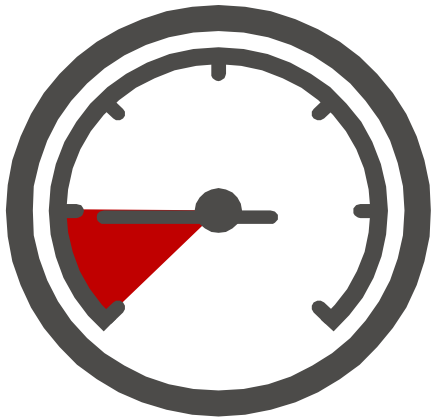
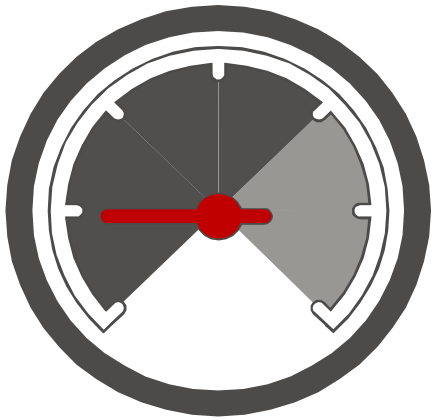
Stakeholder Challenges



Hospitalizations



Emergency department visits

Patient falls

Consumer satisfaction

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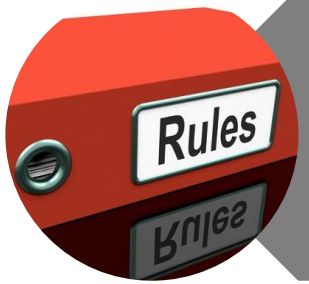
Hospitals

Readmissions



Conditions of Participation

Star Ratings

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Home Health

- OASIS-E
- Value-Based Purchasing Program
- CMS Star Ratings
- Home Health Value-Based Care Model
- Patient-Driven Groupings Model
- Revised Conditions of Participation

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Patient-Driven Groupings Model (PDGM)

Functional Impairment Level

VARIABLE #	DESCRIPTION
M1800	Grooming
M1810	Current ability to dress upper body safely
M1820	Current ability to dress lower body safely
M1830	Bathing
M1840	Toilet transferring
M1850	Transferring
M1860	Ambulation and locomotion
M1033	Risk for hospitalization

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Diversifying with Data

- Accountable care organizations
- Hospice care
- Palliative care
- Medicare and Medicaid managed care contracting
- Remote patient monitoring technology

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Quality Outcome Measures

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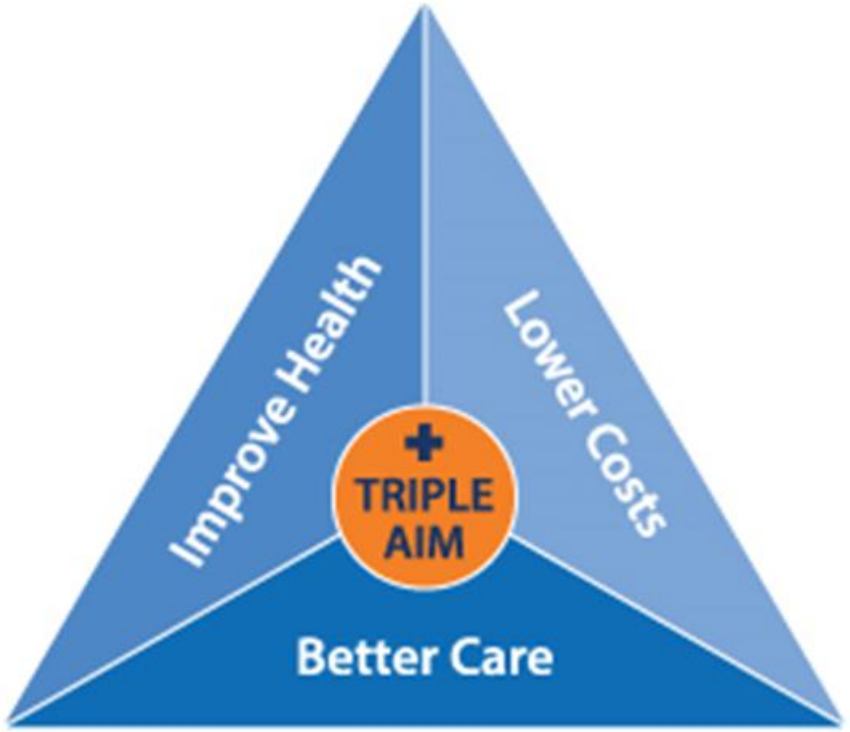
Value-Based Care Model

Triple Aim



The “Missing” Aim

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Quadruple Aim Achieved

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Quadruple Aim Outcomes

Re-Hospitalization - Claims Based

Hospitalization Statistics	Clients	%
Clients hospitalized within 60 days prior to Start of Care		
Clients re-hospitalized within 30 days post Start of Care		
Clients re-hospitalized within 60 days post Start of Care		
Clients re-hospitalized within 90 days post Start of Care		

Heart Related Hospitalization Statistics starting 4/2017	Clients	%
Clients hospitalized for heart related w/in 60 days SOC		
Clients re-hospitalized for heart w/in 30 days post SOC		
Clients re-hospitalized for heart w/in 60 days post SOC		
Clients re-hospitalized for heart w/in 90 days post SOC		

Client Satisfaction - all clients	Score (1-10)
Overall Satisfaction	
Recommend Provider	
Impact of Services on Daily Life	
Ability of Caregivers	
Communication from Provider	
Client/Caregiver Compatibility	

Quality - Functionality Levels - OASIS

Measure	Improved or Maintained Status since SOC		
	at 30 days	at 60 days	at 90 days
Overall			
Personal Care			
Mobility			
IADL			

Client Falls	Admission	ED Visit	Refused
On Shift			
Off Shift			

Care Team Satisfaction - all caregivers	Score (1-10)
Overall Satisfaction	
Recommend Employer	
Training Received	
Office Staff Support	
Caregiver Recognition	
Client/Caregiver Compatibility	

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Performance Data

Clients Served

95

Lifetime Clients

432

Average 30 Day Readmission Rate

0%

Cumulative 30 Day Readmissions

0

Average Hospitalization Rate

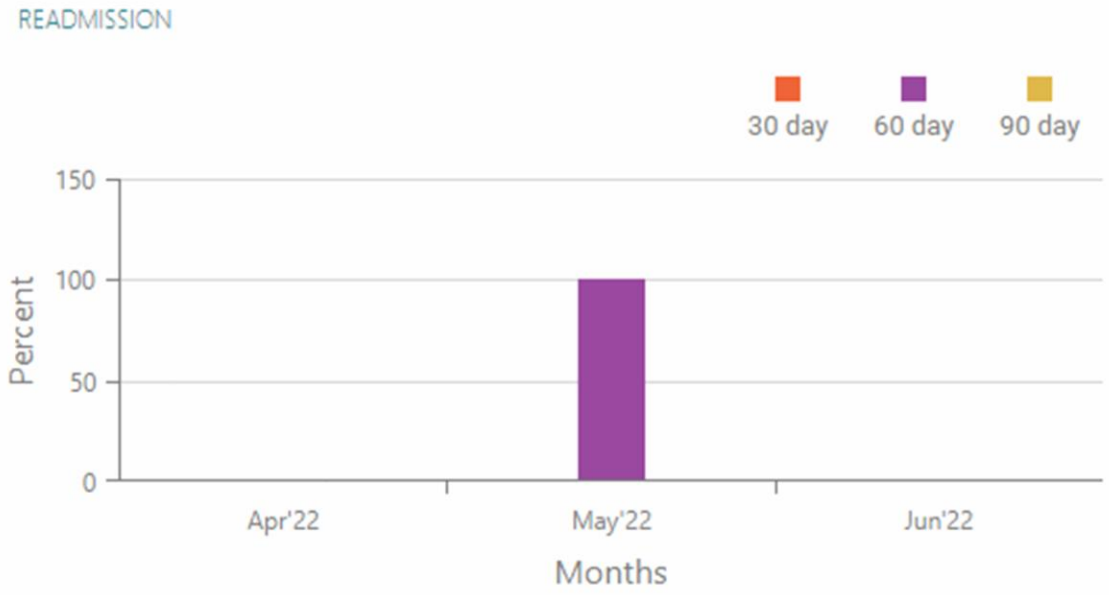
2%

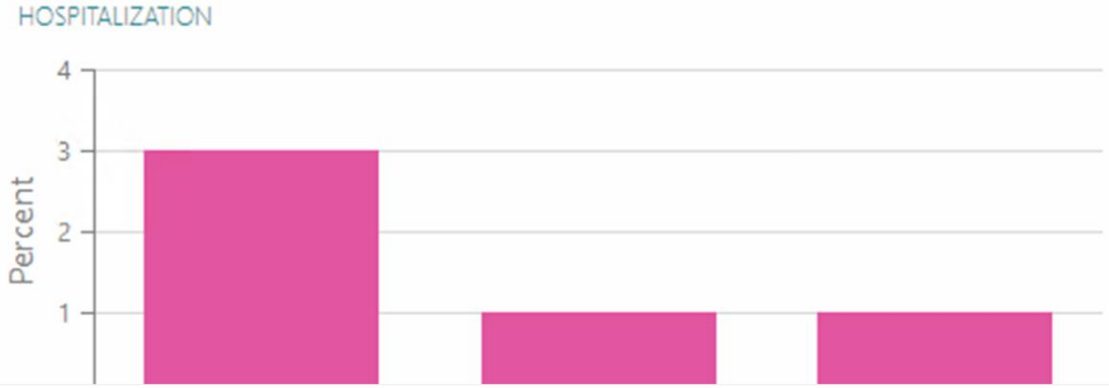
Cumulative Hospitalizations

5

Average Client Tenure

25 MONTHS





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THANK YOU

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