



# Taking Quadruple Aim at the Comprehensive Assessment



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# AGILE

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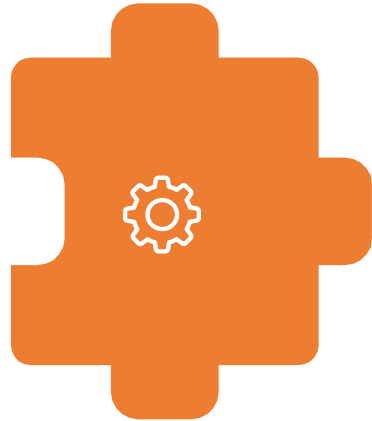
# Objectives

- Understand the Quadruple Aim framework
- Discuss the comprehensive assessment in today's care in the home landscape
- Master ways to improve clinician satisfaction through intake
- Demonstrate how to improve outcomes based on measurable items collected at intake
- Embrace strategy to retain clinicians leveraging an intake to discharge process

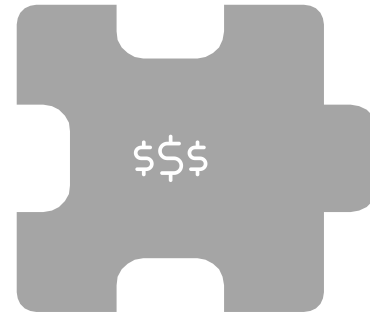
# The Quadruple Aim



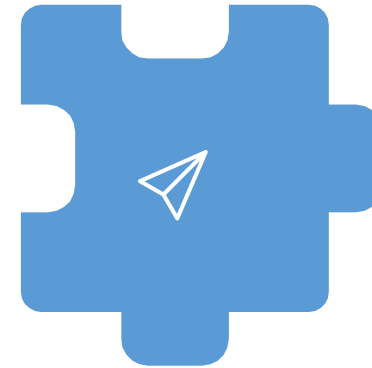
Improving  
Patient  
Outcomes



Improving  
Health of  
Populations



Reducing  
Per Capita  
Cost of  
Healthcare



Improving  
Healthcare  
Providers'  
Well-being

# CMS Quality Framework



# Why is This Important?

- Declining reimbursement
- Increased burden of quality reporting
- Electronic health record requirements
- Authorization for care
- National healthcare staffing shortage
- Increased productivity expectations
- Limited resources
- Impact to healthcare provider and patient relationship

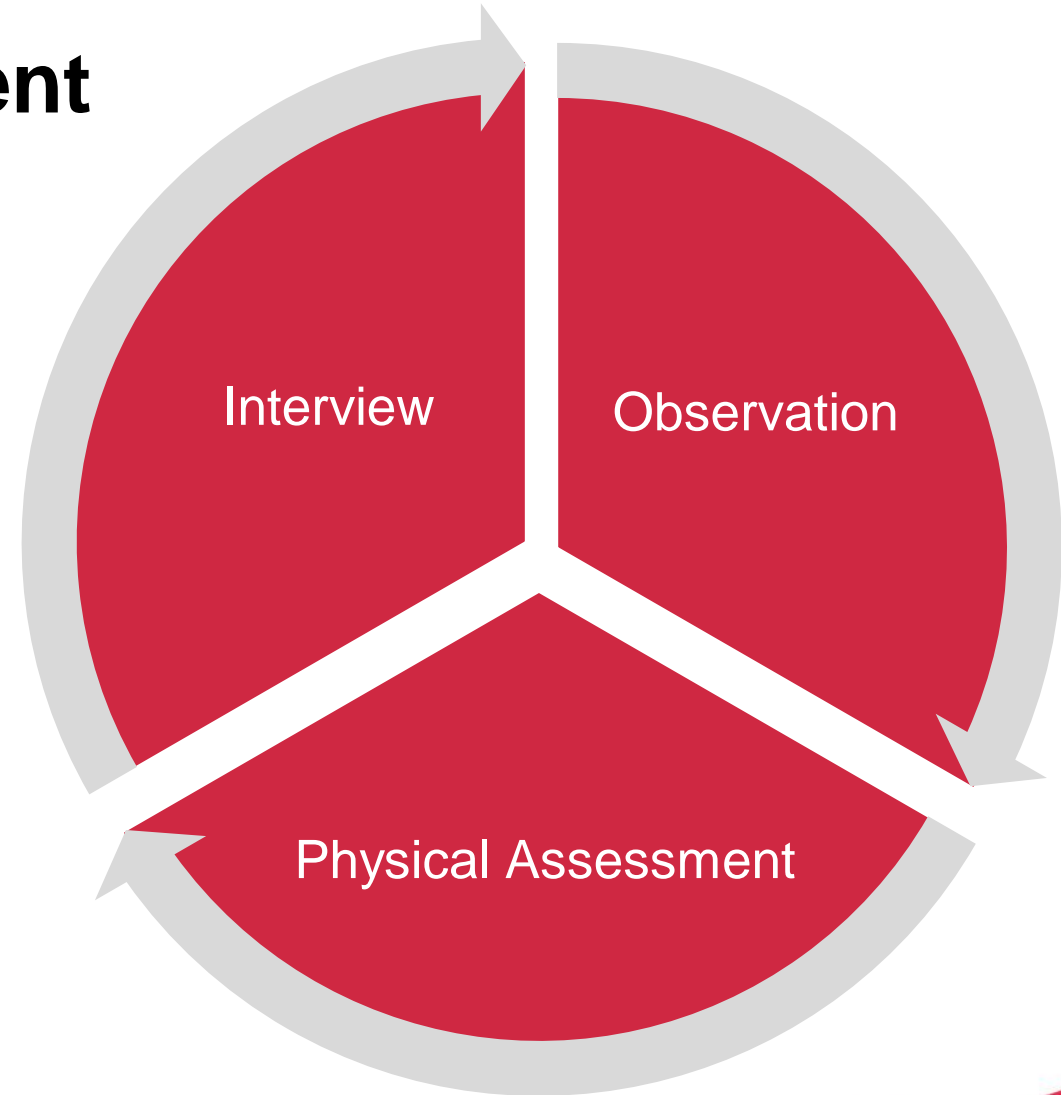


# The High Cost of Healthcare Provider Burnout



# Comprehensive Assessment

- Establish trusting relationship
- Health history
- Physical head-to-toe assessment
- Psychosocial
- Nutritional
- Social factors
- Proactive care model







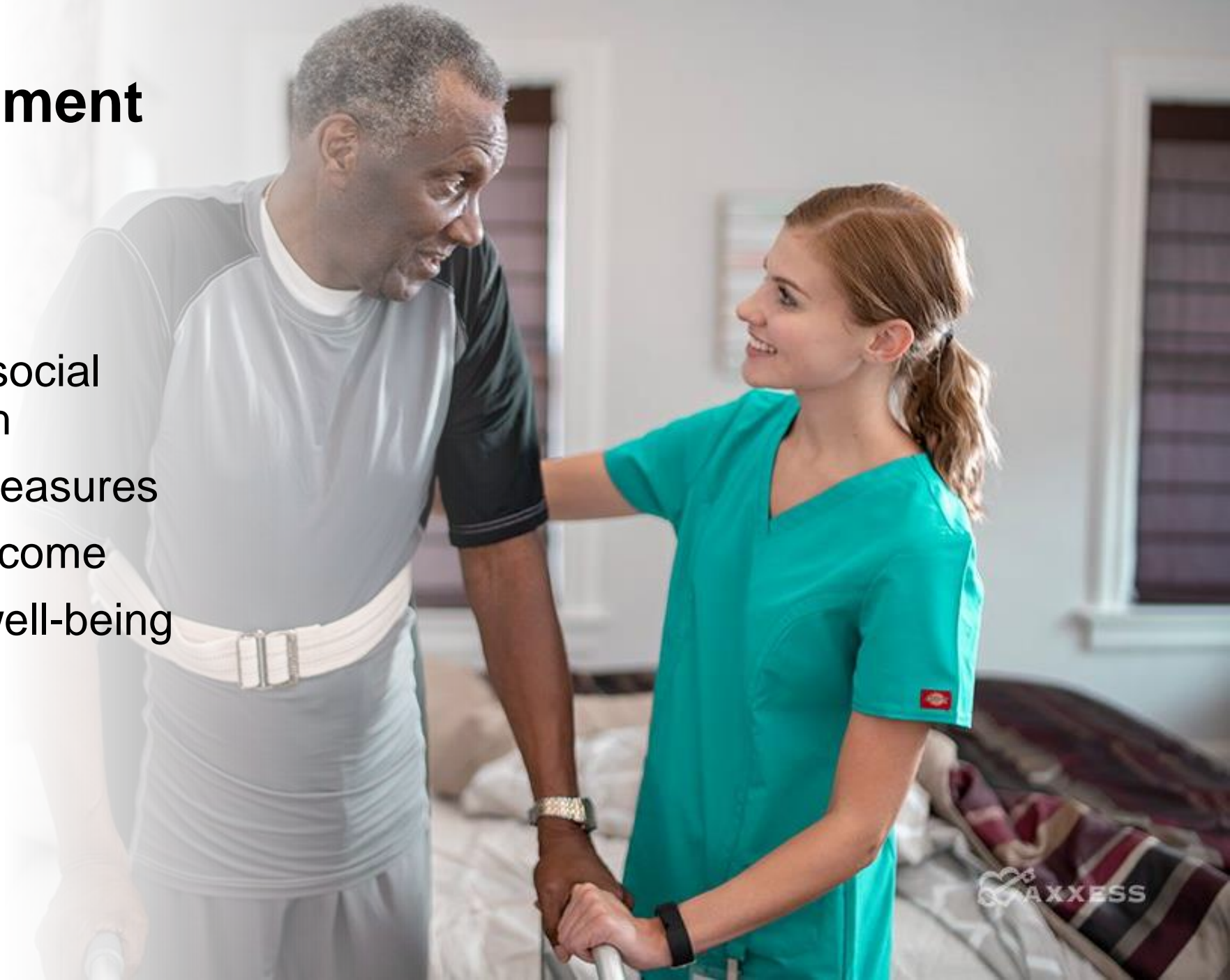
# What Do We Need for a Comprehensive Assessment?

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- Knowledgeable and skillful clinician
- Free and willing patient
- Proper assessment tools
- Enabling environment
- Communication
- Software partner

# OASIS-E Assessment Considerations

- Standardize care
- Uniform collection of social determinants of health
- Standardize quality measures
- Determine patient outcome
- Healthcare provider well-being



Assessment

Living Conditions

Food Security

Healthcare Access

Employment

Education

Quality of Care

Social Determinants of Health

Ethnicity

Race

Preferred Language

Transportation

Health Literacy

Social Isolation

## OASIS-E Section A

**A1005**   **Ethnicity**  
**A1010**   **and Race**   Identify disparities in healthcare outcomes to address and improve quality of care

**A1110**   **Language**   Language barriers lead to social isolation, depression, patient safety issues

**A1250**   **Transportation**   Allows assessment of barriers and need for community resources

**A2120**   **Reconciled**  
**A2124**   **Medication**  
          **List**   Improve care coordination, quality of care, mitigate adverse outcomes, patient safety and experience

## OASIS-E Section B

**B0200** Hearing Impacts clinician development of individualized plan of care

**B1000** Vision Detailed, specific, individualized assessment

**B1300** Health Literacy Ability to understand basic health information, including navigating health system

Assessment of healthcare disparity; include spoken and written word at their level of understanding, telephony



**OASIS-E  
Section C**

**C0200**  
(if indicated  
by C0100)

Repetition of three words  
(sock, blue and bed)

**C0300**

Temporal orientation  
(year, month and day)

**C0400**

Recall  
(sock, blue and bed)

**C1310**

Signs and symptoms of delirium  
(From CAM)

# Brief Interview for Mental Status (BIMS)

**C0100**

Should  
Interview be  
Conducted?

**C0200**

Repetition of  
Three Words

**C0300**

Temporal  
Orientation

**C0400**

Recall  
(of three words  
from C0200)

**C0500**

BIMS Summary  
Score

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# Confusion Assessment Method (CAM©)

C1310 Acute Onset of Mental Status Change

NO

Next Question

YES

B. Inattention (difficulty focusing)

C. Disorganized thinking

D. Altered level of consciousness  
-Vigilant (startled easily)  
-Lethargic  
-Stuporous (difficult to arouse)  
-Comatose

Coding Response Options

0 – Behavior not present

1 – Behavior continuously present; does not fluctuate

2 – Behavior fluctuates

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**OASIS-E  
Section D**

**D0150**

Mood

PHQ 2 to PHQ 9  
Standardized test for depression

**D0700**

Social  
Isolation

Actual or perceived lack  
of contact with people.  
Self-reported assessment

**OASIS-E  
Section J**

**J0510** Pain effect on sleep

**J0520** Pain interference with therapy activities

**J0530** Pain interference with day-to-day activities





# OASIS-E Section K

**K0520:** Answered at start of care and discharge





- A. Parenteral/IV feeding
- B. Feeding tube
- C. Mechanically altered diet
- D. Therapeutic diet
- Z. None of the above








# Enhancing the Patient Experience

Patient-Centered Care	Communication	Preventable Care Measures	CAHPS
 <p>Reduce the patient-healthcare provider gap</p> <p>Emphasize patient desired outcomes</p>	 <p>Patient portals</p> <p>Visibility of care plan and goals</p>	 <p>Proactive care model-change initiation</p> <p>Promote healthier lifestyles</p>	 <p>Patient satisfaction</p> <p>Willingness to recommend</p>





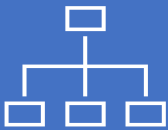
# Better Health Outcomes

Comprehensive Baseline Assessment	Identity Areas of Risk	Social Determinants of Health	Individualized Care Plan
 <p>Meet the patient where they are</p> <p>Align health history with physical findings</p>	 <p>Standardized assessments</p> <p>Prioritize impacts</p>	 <p>What shapes the patient's conditions of daily life</p> <p>Genetics, behavior, social circumstances and environment</p>	 <p>Patient-centered outcomes</p> <p>Present and presentable</p>

# Improvement in Well-Being of Healthcare Providers

Empower and Engage Staff	Practice at the Top of License	Optimize Clinician Visit Schedules	Leverage Technology	Company Culture
 <p>QAPI</p> <p>Clinical pathways</p>	 <p>Education and resources</p> <p>Coordinated autonomy</p>	 <p>Realistic expectations</p> <p>Regional alignment</p> <p>Route optimization</p>	 <p>Clinical intuitiveness</p> <p>Automation</p>	 <p>Trust</p> <p>Combat burnout</p>

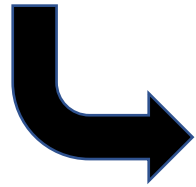
# Lower Cost of Care

Optimize Workflow	Maximize Resources to Meet Needs	Providing the Best Value of Care	Visit Utilization	Leveraging Technology
 <p>Streamline processes</p> <p>Improve team efficiency</p>	 <p>Electronic health record alignment</p> <p>Tool tips</p>	 <p>Patient Outcomes</p> <p>Patient Experience</p>	 <p>Appropriate level and frequency of care at the right time</p> <p>Telehealth</p>	 <p>Intuitiveness</p> <p>Automation</p> <p>Innovation</p>

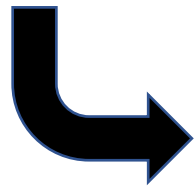


# Example: Patient with Uncontrolled Diabetes

Comprehensive assessment reveals lack of access to healthy food options



By addressing access to healthy food choices through community resources



Clinician improves control of diabetes, improves patient outcomes and reduces overall healthcare cost





# Actions for Success

## Ongoing Education



OASIS training  
Testing and competency  
Health equity gap training

## Software



Intuitiveness  
Automation  
Tool tips  
Real-time  
validations

## QAPI

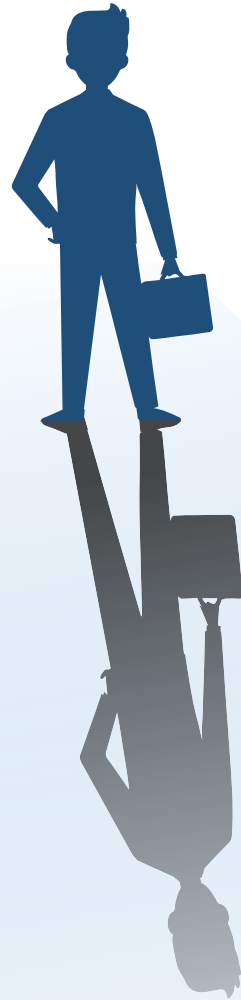


Robust  
Focus on clinical and OASIS  
Create program based on  
Quadruple Aim

# Conclusion

The Quadruple Aim is a framework for:

- Improving patient care
- Improving population health
- Improving the work life of healthcare providers
- Reducing cost



A Comprehensive assessment is an important tool for achieving the goals of the Quadruple Aim. It enables healthcare providers to:

- Identify and address root causes of health problems
- Implement targeted interventions that improve patient outcomes and reduce healthcare costs

# THANK YOU

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# References

[CMS' Value-Based Programs](#)

[Meaningful Measures Initiative](#)

[OASIS E Manual](#)