

# Organizational Change From the Bottom Line Up

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Rochester, New Hampshire

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**The Problem:**  
Financial and clinical outcomes must improve to meet the needs of the surrounding community.

## Goals established:

Improve bottom line by:

- Improved patient outcomes
- Improved Quality patient care
- Increased revenue
- Decrease number of visits per episode
- Decrease costs
- Retain skilled quality of staff

## Improvement Strategies

### Organizational Education

- Develop and implement an evidenced based Preceptor program.
- Investment in staff through education is a priority for the RDVNA Board of Directors. "An investment in education is an investment for our future"

### Financial

Create Monthly Dashboards to monitor performance

- Number of referrals received
- Cost of service per unit
- Home Health Compare outcomes
- Number of telehealth units
- Case weight
- Patient Satisfaction

### Clinical

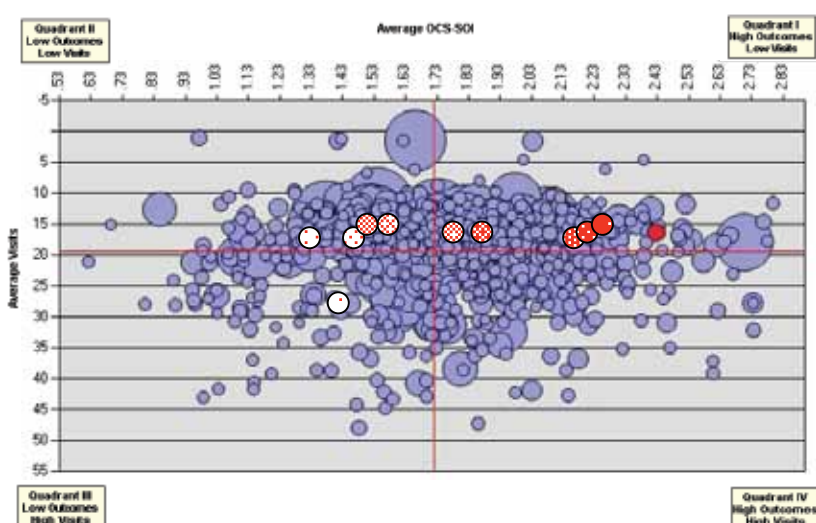
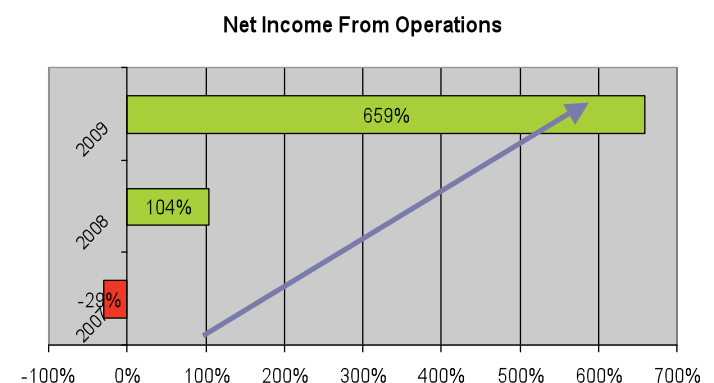
- Reorganize clinical team into geographic areas
- **Disease Management** – develop new protocols for urinary incontinence, wounds and medication management.
- Utilization of EBP
- Develop clinical risk tools
- Participated in ReACH
- Develop clinician specific productivity dashboards
- **Education** – staff educator home visits with clinician; mandatory OASIS competency; OASIS NP; case management expertise

## The Results

### Clinical Improvements:



### Financial/Operational:



### Staff Turnover Rate

