

# Improving Home Health Compare Outcomes

Visiting Nurse Association  
of Somerset Hills

Ann Palermo RN, BSN, COS-C  
Clinical Informatics Coordinator

## The Problem:

Below national average in 8 of the 12 Home Health Compare outcomes.

## Improvement Strategies

### Challenges to meet goals:

- Evaluate agency wide processes, interdisciplinary visit & documentation practices
- Implement modification and improvements strategies.
- Develop plan & implement processes according to needed changes identified through evathat work toward the achievement of our goal
- To achieve 100% buy in from all levels of management and the Board of Directors in the development of our improvement plan and processes (including any clinical procedure changes, anticipated software and hardware purchases, and on going future staff and educational needs)
- To provide financial &/or productivity reimbursement for field staff participating in the strategic planning and development committee meetings
- Time management for all supervisory and field staff committee members directly related to the addition of increased work load resulting from this highly complex initiative
- Sticking to time lines & target dates that directly influenced educational plans and implementation processes toward outcome improvements

## The Goal:

Implementation of interdisciplinary clinical best practices to improve outcomes.

### Process:

Strategic planning meetings inclusive of all management levels

- Analyze outcome data and identify problematic areas
- Analyze current procedures and clinical practices for areas needing improvement
- Conduct brainstorming meetings to gather suggestions for problem solutions
- Interrater Reliability visits
- IT enhancements
- Preceptor Program Expansion
- Care Plan Revisions using Best Practices
- Development and implementation of a coordinated and Interdisciplinary Falls Risk Care Plan
- Development of an email messaging system

## The Results: dramatic improvement in one year

### Outcome Improvements over one year period:

> Overall Performance Summary					
	You*	National	Regional*	Patient Count	
M0420 - Improvement in Frequency of Pain	63 %	65 %	67 %	490	😊
M0490 - Improvement in Dyspnea	68 %	63 %	65 %	492	😊
M0520 - Improvement in Urinary Incontinence	48 %	53 %	55 %	445	😞 !
M0670 - Improvement in Bathing	64 %	68 %	64 %	816	😞 !
M0690 - Improvement in Transferring	48 %	56 %	54 %	702	😞 !
M0700 - Improvement in Ambulation/Locomotion	46 %	48 %	44 %	775	😊
M0780 - Improvement in Management of Oral Medications	44 %	47 %	48 %	534	😊
M0830 - Any Emergent Care Provided	29 %	22 %	25 %	1,270	😞 !
M0855 - Acute Care Hospitalization	29 %	29 %	32 %	1,278	😊
M0870 - Discharge to Community	70 %	68 %	65 %	1,277	😊

> Overall Performance Summary					
	You*	National	Regional*	Patient Count	
M0420 - Improvement in Frequency of Pain	69 %	65 %	66 %	871	😊
M0490 - Improvement in Dyspnea	70 %	63 %	64 %	702	😊
M0520 - Improvement in Urinary Incontinence	60 %	52 %	54 %	607	😊
M0670 - Improvement in Bathing	78 %	68 %	64 %	1,126	😊
M0690 - Improvement in Transferring	57 %	56 %	54 %	1,034	😊
M0700 - Improvement in Ambulation/Locomotion	68 %	50 %	45 %	1,067	😊
M0780 - Improvement in Management of Oral Medications	58 %	47 %	47 %	753	😊
M0830 - Any Emergent Care Provided	21 %	23 %	24 %	1,607	😊
M0855 - Acute Care Hospitalization	20 %	29 %	30 %	1,614	😊
M0870 - Discharge to Community	82 %	67 %	66 %	1,612	😊

### P4P Readiness & Improvement:

OCSHomeCare		OCS-BBI Reporter OCS-P4P Preparedness			
Created for:	VNA of Somerset Hills Home Health & Hospice Services	Agency Outcome	National Percentile Ranking	National 80th Percentile	Quality Bonus Qualification
Provider ID:	317001	Data from:	July 2008 - June 2009		
> Pay-for-Performance Overall Agency Summary					
M0520 - Improvement in Urinary Incontinence	59 %	72nd	63 %	☐	
M0670 - Improvement in Bathing	76 %	85th	74 %	☐	
M0690 - Improvement in Transferring	56 %	54th	63 %	☐	
M0700 - Improvement in Ambulation/Locomotion	68 %	95th	58 %	☐	
M0780 - Improvement in Management of Oral Medications	56 %	87th	54 %	☐	
M0830 - Any Emergent Care Provided	21 %	66th	18 %	☐	
M0855 - Acute Care Hospitalization	21 %	86th	23 %	☐	

OCSHomeCare		OCS-BBI Reporter OCS-P4P Preparedness			
Created for:	VNA of Somerset Hills Home Health & Hospice Services	Agency Outcome	National Percentile Ranking	National 80th Percentile	Quality Bonus Qualification
Provider ID:	317001	Data from:	July 2007 - June 2008		
> Pay-for-Performance Overall Agency Summary					
M0520 - Improvement in Urinary Incontinence	49 %	39th	64 %	☐	
M0670 - Improvement in Bathing	64 %	34th	75 %	☐	
M0690 - Improvement in Transferring	47 %	20th	63 %	☐	
M0700 - Improvement in Ambulation/Locomotion	45 %	44th	56 %	☐	
M0780 - Improvement in Management of Oral Medications	44 %	44th	53 %	☐	
M0830 - Any Emergent Care Provided	30 %	19th	17 %	☐	
M0855 - Acute Care Hospitalization	30 %	50th	23 %	☐	