

# SHP for Home Infusion

A better way to manage and improve your performance

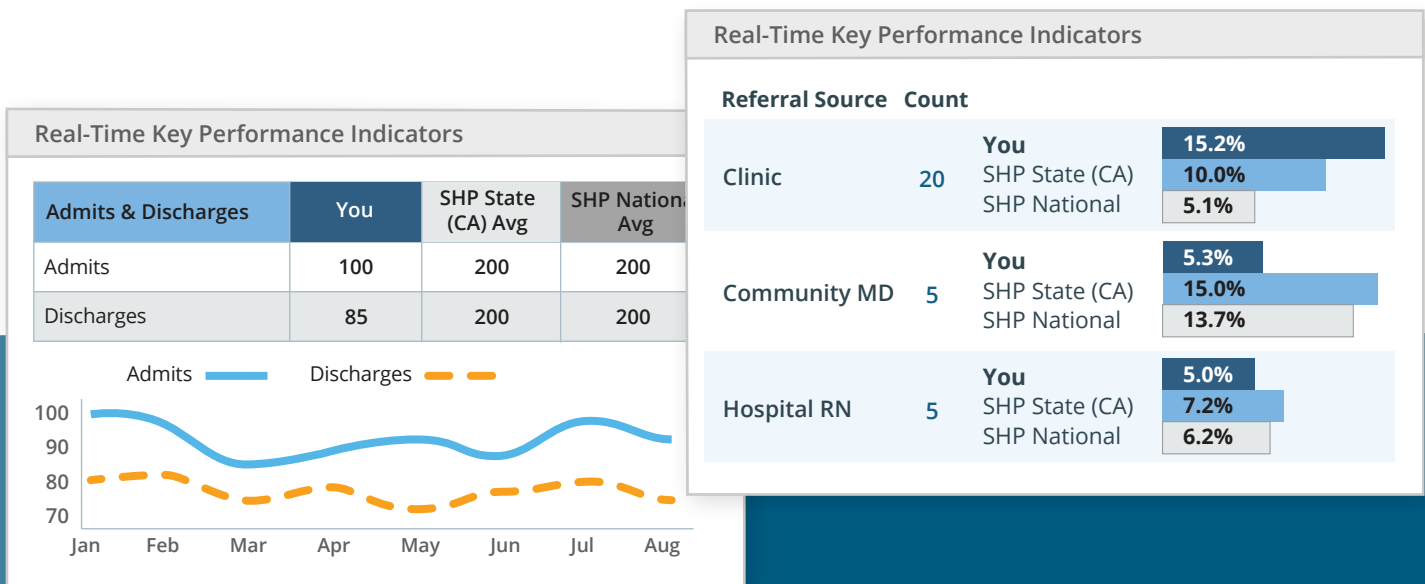
Strategic Healthcare Programs (SHP) offers an automated, real-time data solution to help your home infusion pharmacy manage and improve quality performance. SHP for Home Infusion allows you to stay ahead of your information and performance management as the industry is changing and accelerating its focus on quality outcomes and pay-for-performance reimbursements.

We partner with you to help with the following business needs:

## 1 Automatic tracking of clinical, financial, demographic and utilization data

SHP pulls information automatically and securely from your EHR software provider on a daily basis. We present this real-time data to you in a suite of easily manageable and actionable reports. You can gain insights into your patient populations, payer source, referral source, prior hospitalizations, discharge details, Access Device statistics and more. These reports include breakouts of specialty pharmacy and core home-infusion patient lists for all relevant metrics.

**120+**  
home infusion  
pharmacies are using  
SHP to track data  
and manage quality.



## 2 Helping to optimize performance with benchmarks

Higher expectations of quality by patients, employers, payers and governing bodies further accelerate the need for real-time data and benchmarks. SHP reports will compare your metrics to state and national benchmarks and will clearly highlight areas for improvement. Additionally, you can share your performance reports during contract negotiations and reviews with your payers and employers to grow your business. With our easy-to-interpret reports, you have tools to effectively maintain quality improvement, accreditation, regulatory compliance and competitiveness.

## 3 Improving patient satisfaction

SHP has been offering patient satisfaction surveys for the Home Infusion industry for more than 15 years. We handle the entire process from mailing, to processing, to reporting and benchmarking. SHP has the largest home infusion benchmark in the industry and you have access to easy-to-interpret reports and scores 24 hours a day from our secure website.

To learn more about the **SHP for Home Infusion** solution, please call SHP at **(805) 963-9446** or email **solutions@SHPdata.com** for a free demo.

Our **SHP for Home Infusion** solution follows the data standards published recently by the **National Home Infusion Association (NHIA)**. These new standards bring consistency to the industry and enable comparisons of outcomes and quality metrics.

SHP Scores & Benchmarks		11/01/2017 - 10/31/2018						
Superior Infusion Pharmacy		Report Date: 2/1/2019						
<b>Real-Time Satisfaction Survey Results: Home Infusion - NHIA</b>								
<b>Data &amp; Benchmark Summary</b> (View Survey Administration report for selected period)		You	State (OH)	National				
Providers:		1	4	91				
Completed Surveys:		99	722	12,245				
<b>Quality Measures - Top Box Scoring Methodology (Expand / Collapse All)</b>								
Top Box	You Actual	You 12M Trend	SHP State (OH)	SHP National	You % Ranking			
1. Supplies <a href="#">Measure Details (view all response details)</a>	86%		81%	82%	75%			
2. Home Infusion Staff General Communication <a href="#">Measure Details (view all response details)</a>	84%		76%	76%	84%			
3. Home Infusion Staff Courtesy <a href="#">Measure Details (view all response details)</a>	96%		92%	91%	82%			
4. Home Infusion Staff Helpfulness <a href="#">Measure Details (view all response details)</a>	96%		93%	92%	84%			
5. Home Infusion Staff Instruction Effectiveness <a href="#">Measure Details (view all response details)</a>	88%		92%	92%	15%			
6. Satisfied Overall <a href="#">Measure Details (view all response details)</a>	73%		69%	73%	48%			
7. Recommend Home Infusion Company <a href="#">Measure Details (view all response details)</a>	91%		85%	84%	82%			
<b>Overall Composite: All Quality Measure Questions</b>	87%		81%	82%	80%			
Your Percentile Ranking		<10%	10-20%	20-40%	40-60%	60-80%	80-90%	>90%

### About SHP

Strategic Healthcare Programs (SHP) is a leader in data analytics and benchmarking that drive daily clinical and operational decisions.

Our solutions bring real-time data to post-acute providers, hospitals, physician groups and ACOs to better coordinate quality care and improve patient outcomes. In business since 1996, SHP has built deep expertise and a strong reputation to help organizations nationwide raise the bar for patient care.



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