

Case Study: SHP Helps Porchlight VNA/ Home Care to Achieve 5 Star Rating

Holly Chaffee, president and CEO of Porchlight VNA/Home Care, a Medicare-certified agency, complimented Strategic Healthcare Programs (SHP) recently for its help in achieving Porchlight's CMS 5 Star Rating for Quality of Patient Care.

Porchlight, headquartered in Lee, Massachusetts, is a non-profit agency that is guided by a tradition of patient-centered care with clinical and technological excellence. Porchlight demonstrated at a nationally broadcast DecisionHealth® webinar how it successfully used the SHP for Agencies solution to improve Outcome and Assessment Information Set (OASIS) accuracy and Home Health Compare (HHC) outcomes. The webinar was presented by Home Health Line and its publisher, DecisionHealth®, to train participants on best practices for quality assessment.

“OASIS assessment discrepancies show up in the reports that clinical managers run daily”, Ms. Chaffee said. She stressed the best practice of reviewing and resolving Porchlight's alerts every day, adding that having a dialog up front with their clinicians provides immediate feedback that helps improve the clinicians' ongoing OASIS assessments. Alert Manager and Clinical Scorecards reports are also reviewed with the clinicians to identify broader training issues every month. Porchlight's Quality Improvement department prepares new training materials based on this review, and selects one OASIS question every week to talk about at team meetings—a helpful approach to adult learning, according to Ms. Chaffee.

She also observed that using the Scorecard Overview helps Porchlight identify high performing staff members and those who need additional training. Drilling down to the clinician-level quickly identifies problematic measures. She said that by sharing this data with staff, their competitive spirit is unleashed and they strive to perform better than agency averages. Using the scorecards also helps to identify the clinician's connection to patient satisfaction, an important Porchlight focus.

Supported by SHP's alert manager and clinical scorecards, Porchlight VNA/Home Care achieved one of only two 5-Star home health designations in Massachusetts.

Ms. Chaffee noted that the scorecard gives the clinical managers the data they need on clinician-specific outcomes, process measures, utilization, and patient satisfaction that they review during the monthly one-on-one staff meetings.

The results of Porchlight’s 9 Quality of Patient Care measures that make up the Star Ratings are impressive. While Porchlight’s national scores have improved over the last three years, by using SHP solutions Porchlight has also improved its overall percentile ranking against the national CMS benchmarks. Percentile ranking is a key element of the new CMS Home Health Value-Based Purchasing program. **See chart below.**

5 STAR QUALITY OF PATIENT CARE MEASURES	CY 2012 SCORE	CY 2014 SCORE	CY 2012 PC'TILE RANK CMS	CY 2014 PC'TILE RANK CMS
Improvement in Ambulation	61.0%	68.7%	68.6%	78.5%
Improvement in Bed Transferring	52.0%	66.7%	48.2%	81.8%
Improvement in Bathing	67.0%	72.3%	60.8%	70.1%
Improvement in Pain	73.0%	87.8%	70.5%	90.6%
Improvement in Dyspnea	72.0%	81.1%	76.4%	90.4%
Timely Initiation of Care	99.0%	99.3%	92.0%	93.8%
Drug Education All Meds	99.0%	99.5%	86.8%	85.3%
Flu Vaccine Received	87.0%	89.8%	84.6%	85.5%
60-Day Hospitalizations (lower is better)	17.0%	15.4%	45.1%	49.4%

SHP provides us with real-time data at the time of start of care to ensure that assessments are accurate. We can then begin clinician education immediately.

I truly believe without this information and management follow up with staff we would not have achieved the 5 star status.

— Ms. Holly Chaffee, President and CEO