

Large home health company leverages SHP to tame acquisition chaos

A large, public home health company reached a point where it no longer had control of what was happening at the branch level because of its rapid growth, much of which was from acquisition. It was nearly impossible for executive management to know which agencies were performing well and which agencies needed to improve. The organization purchased SHP products to bring a new level of accountability from the clinician level all the way up to executive management.

Leveraging the power of SHP's dynamic dashboards, interactive drill-down reports and industry leading benchmarks, after just the first year, the company has streamlined the way they monitor performance — all from one source. They have seen dramatic improvements in productivity, publicly reported outcomes, revenue and patient satisfaction.

Clinicians are now invested in their own data, as they are now held accountable by management through use of the SHP Clinician Scorecard. Area Directors can now provide education and intervention in a real-time setting. Financial and Clinical Managers at the Executive level now have a real-time bird's-eye view of everything happening throughout their organization, giving them peace of mind that their organization is doing everything it can to provide the best possible care while still remaining profitable through controlling costs and capturing revenue lost through the documentation process.

The company has such significant data needs that SHP is often asked to develop additional custom reporting. SHP has an interface to the company's proprietary software, making such custom reporting possible through access to their data.

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