



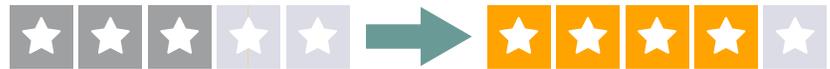
“ THANKS TO SHP,  
WE FINALLY HAVE A  
CLEAR CONNECTION  
BETWEEN OBJECTIVE  
PERFORMANCE METRICS,  
CLINICIAN INCENTIVES,  
IMPROVEMENT IN  
STAR RATINGS, AND  
INCREASED REFERRALS. ”

Carolyn Flietstra  
Executive Vice President, HCBS

#### A Trusted Solution with Great Results

Atrio applied the same Quality Assurance (QA) reviews and compensation program in their newly merged Lakeshore office. As a result, Atrio Lakeshore saw their QoPC star ratings improve from **3.0 to 4.0 stars** in under two years.

In under 2 years



Utilizing the *SHP for HHCAHPS* suite of reports, they were able to identify low scoring metrics by clinician where internal education has helped increase their HHCAHPS ratings from 3 to 4 stars.

#### Opening the Door to Additional Benefits

Improving CMS star ratings yielded additional benefits too. Atrio Lakeshore realized a **doubling of their census** in marketing these higher star ratings to their referring entities.

**25%**  
Time Savings

**Doubling** of census in  
marketing these higher star  
ratings to referring entities

Using the *SHP Clinical Scorecard*, Atrio Lakeshore was able to share the results most important to their referrers: Patient Satisfaction, Timely Initiation of Care and Hospitalization rates. In addition, by utilizing the *SHP Alerts and OASIS Scrubbing* tools, they were also able to **save 25% of the time** in their QA reviews.



SHP tells you where you can improve and how you compare to the competition, in real-time.

Performance analytics and benchmarks to help the modern post-acute care provider with daily decisions.  
See how leading home health agencies are using SHP to enhance processes and drive improvement.

Request A Demo ▶

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