3a. Owning Your Outcomes

Presented by:

Tammy Ross, MHA, BSN, Senior VP of Professional Services, AXXESS
and Mike Carr, Senior Product Manager, AXXESS

Thank you to our event Sponsor:

Vesta
Owning Your Outcomes

Mike Carr, PT COS-C
Tammy Ross, RN, BSN, CCM, MHA

Objectives

1. Develop foundational knowledge about the data elements related to Value Based Purchasing
2. Understand the operational best practices for Value Based Purchasing success
3. Actionable take aways to improve Clinical, Operational and Financial Outcomes
Develop foundational knowledge about the data elements related to Value Based Purchasing

Three Focus Areas

**HHCAHPS**
- Patient Engagement and Satisfaction

**OASIS Functional Scores**
- Change in Self Care
- Change in Mobility

**Claims**
- Hospitalization and ER Visits
<table>
<thead>
<tr>
<th>Data Source</th>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>OASIS-based</td>
<td>• Improvement in Dyspnea&lt;br&gt;• Discharged to Community&lt;br&gt;• Improvement in Management of Oral Medications&lt;br&gt;• Total Normalized Composite Change in Self-Care&lt;br&gt;• Total Normalized Composite Change in Mobility</td>
</tr>
<tr>
<td>(35%)</td>
<td></td>
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<tr>
<td>Claim-based</td>
<td>• Acute Care Hospitalization During the First 60 Days of Home Health&lt;br&gt;• ACH Emergency Department Use without Hospitalization During the First 60 Days of Home Health</td>
</tr>
<tr>
<td>(35%)</td>
<td></td>
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<tr>
<td>HHCAHPS</td>
<td>• Care of Patient&lt;br&gt;• Communications between Providers and Patient&lt;br&gt;• Specific Care Issues&lt;br&gt;• Overall rating of home health care&lt;br&gt;• Willingness to recommend the agency</td>
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<tr>
<td>Survey-based</td>
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<tr>
<td>(30%)</td>
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**Hospitalization and ED Use**

26% of entire VBP score from hospitalization
HHCAHPS

1. Care of Patient
   - Q9, Q16, Q19 and Q24

2. Communication Between Patient and Provider
   - Q2, Q15, Q17, Q18, Q22 and Q23

3. Specific Care Issues
   - Q3, Q4, Q5, Q10, Q12, Q13, Q14

4. Overall Rating of Home Health Care

5. Willingness to Recommend the Agency

Performance Reports Coming Soon

- SAMPLE REPORT
  - July 2022
  - One-time only

- QUARTERLY INTERIM PERFORMANCE REPORTS (IPR)
  - July 2023 -> Oct 2023 -> Jan 2024 -> Apr 2024

- ANNUAL PERFORMANCE REPORT (APR)
  - July 2024 -> August 2024

Each of the quarterly IPRs will provide measure performance data for the CY 2023 Performance Year.
Understand operational best practices for Value Based Purchasing success

Winning strategies for VBP

- Patient Engagement
- Minimize Hospitalizations
- QAPI/Data
- OASIS Accuracy
Winning strategies for VBP - QAPI

You can’t improve what you can’t measure
Hospital and ED Use (from Claims)

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<th></th>
<th>Past 4 Quarters</th>
<th>Quarter in Progress</th>
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<tr>
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<td>2022 Q1</td>
<td>2022 Q2</td>
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<tr>
<td>ER Use w/o Hospitalization</td>
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<td>5%</td>
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<tr>
<td>Acute Care Hospitalization</td>
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<td>57%</td>
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HHCAHPS Data

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<tr>
<th>Survey Administration</th>
<th>Medicare Care Compare</th>
<th>Market Insights</th>
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<th>Access Planner</th>
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<tr>
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<td>Survey Result</td>
<td>CMS Submission</td>
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<td>200</td>
<td>140</td>
<td>0</td>
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</table>
Winning strategies for VBP - OASIS

- Patient Engagement
- QAPI/Data
- Minimize Hospitalizations
- OASIS Accuracy

OASIS Accuracy

- Score before you fix
- OASIS walk
- Collaboration
- Always consider safety
- Know the guidance manual
- Train and retrain
OASIS E Walk Increases Accuracy

ROOM-BY-ROOM ASSESSMENT OF FUNCTIONAL OASIS ITEMS

M1860 - Ambulation/Locomotion
- "Show me how you get around your house, and up and down stairs."
- Note whether patient is safe with current ambulation/locomotion.
- Are verbal cues needed for safety?
- M1870 - Feeding or Eating
- M1880 - Ability to Plan and Prepare Light Meals
- M1890 - Ability to use Telephone

M1033 - Risk for Hospitalization
- "Ask yourself, would you be surprised if you learned the patient was hospitalized."
- It is important to make certain to mark all items that apply.

M1820 - Lower Body Dressing
- "Show me how you get pants out of your dresser."
- "Show me how you take off your shoes and socks. I need to check your feet."
- Note use of dressing aids and balance.

M1850 - Transferring
- "Show me how you get on/off bed."
- "Show me how you get from your bed to the nearest chair."
- "Show me how you get up/down from a chair."
- Note use of unsafe techniques or "plopping" when sitting.
- Are verbal cues needed for safety?

M1800 - Grooming
- "Where do you keep your grooming supplies?"
- "Can you get them out for me?"
- Observe items located out of safe reach.

M1840 - Toilet Transferring
- "Show me how you get to the bathroom from other rooms."
- "Show me how you get on/off the toilet."
- Note presence of raised commode seat, toilet frame, and/or grab bars.
- Observe unsafe use of toilet roll holder, towel rack, or sink countertops.

M1810 - Upper Body Dressing
- "Show me how you get a shirt out of the closet."
- Note use of dressing aids and balance.

M1830 - Bathing
- "Show me how you get into your tub/shower."
- Note presence of grab bars, hand-held shower head and shower seat.
- Observe incorrect use of fixtures, towel rack, shower door/frame, or curtain rod.

OASIS Scoring Tip

The Color of the Car Is:
0 - Red
1 - Dark Red
2 - Burgundy
3 - Maroon
4 - Passion Red
Winning strategies for VBP – Hospital/ED use

Minimizing Hospital Risk

- Home Safety - fall prevention
- Patient-specific interventions and goals
- Interdisciplinary team approach
- Medication management individualized to the patient
- Telephone/telehealth “visits”
- Front-loading visits and staggering discipline visit
Medication Teaching

- Ask to see all medications
- Assess health literacy level of patient and caregiver
- Perform medication reconciliation
- Provide education and re-assess for retention of information
- Front-load visits for patients that need additional medication support

Hospitalization and ED Use

**Fall Interventions**
- Strength/Balance
- Environment
- Cognition/Judgement

**Disease Management**
- Education (pt. and caregivers)
- Frequent Touchpoints
- Remote Monitoring

**Medication Management**
- Education (pt. and caregivers)
- Health literacy
- Automated reminders
Winning strategies for VBP

- Patient Engagement
- Minimizing Hospitalizations
- QAPI/Data
- OASIS Accuracy

Care of Patients
Communication
Specific Care Issues

Survey Questions Fall in one of 5 Domain

Recommend Agency
Rate Agency 9 or 10
Patient Engagement

- Provide staff with the questions
- Use key phrases when interacting with patients
- Let patients know they will get a survey
- Staff answering the phone should be pleasant and helpful
- Track all patient calls and follow until resolved
- Investigate every complaint and incident

Actionable takeaways to improve Clinical, Operational and Financial Outcomes
Takeaways

1. Understand VBP Metrics
2. Minimize Hospitalizations
3. Embrace QAPI
4. Prepare for Change

Empowering Care Anytime, Anywhere

QUESTIONS

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Resources

- CMS OASIS Manual
- Value Based Purchasing
- Home Health CAHPS
- CMS QAPI resource
  - https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/gapidefinition