

The logo for the Patient-Driven Groupings Model (PDGM) is located in the top right corner of the header image. It consists of the letters "PDGM" in a white, sans-serif font, set against a dark teal rectangular background. The background of the entire slide features a blurred image of a person's hands and arms, possibly in a clinical or office setting, with a horizontal bar at the top divided into four colored segments: blue, grey, brown, and green.

## More Than Advice

### HealthPRO® Heritage at Home Consulting



HealthPRO® Heritage at Home Consulting is fully prepared to bring its expertise and resources to agencies looking to strategize and succeed under PDGM. Among the many offerings to agencies are:

- PDGM Specific Preparedness
- Development and Implementation of a Strategic Business Plan
- Development of Management Leadership Strategy based upon Key Performance Indicators
- Quality Metrics Support, Oversight, and Accountability
- Support, Oversight, and Full Implementation of selected EMR
- Business Growth and Development Support
- Coding and Quality Management Solutions

In the past year HealthPRO® Heritage at Home Consulting has assisted numerous agencies prepare for PDGM by looking at all aspects of their operational and strategic readiness.

In one instance, a regional home health agency, with multiple branch locations, was in need of some critical help and guidance on how to not only survive but prosper under the upcoming payment reform. The agency was challenged with frequent staff and leadership turnover, a declining admission rate, and low overall ratings in both Quality and Patient Satisfaction. The result of these challenges was a growing decline in financial performance and an increasing risk of survey deficiencies.

HealthPRO® Heritage Consulting was engaged by the agency and began identifying the key initiatives the agency needed to undertake to create their success under PDGM. These included:

The need for a solid, strategic business management system that would survive and flourish under PDGM. That meant having time-specific measurable goals, a clear plan of action, consistent monitoring and informed decision-making based on data outcomes.

The second was the need to address employee productivity. HealthPRO® Heritage developed a staffing matrix for field clinicians and office staff, which was based on the average patient census and achievable work flow. This kept the clinicians productive, accountable, and efficient on a daily basis.

The third was the need to address patient quality of care and improve the agency's current CMS Star rating. HealthPRO® Heritage implemented in-home documentation strategy for every visit. Research has proven that up to 45% of clinical findings can go unreported if not recorded within 60 minutes of occurrence.

The fourth was the need to improve the agency's approach to staff training around identifying and transitioning patients from both institutional and community settings to home health. The goal was to improve the agency's overall admission rate and included a process for qualifying referral accounts and identifying how to better serve those accounts with data reports and patient updates.

### **Agency Successes:**

By implementing the HealthPRO® Heritage staffing matrix for field clinicians and office staff, the agency projects to reduce staffing costs between \$7-13 million annually.

Through improved quality care approaches the agency's Star rating improved from 2.5 to 3.7 and is expected to pass a 4.0 by end of year.

As of October, the agency had surpassed their record for yearly referrals and admissions.

In the most recent state survey, a number of the agency's branches passed with no deficiencies for the first time.

Is your agency facing similar challenges in anticipation of PDGM? HealthPRO® Heritage believes in collaborating with home health agencies to provide the needed support to achieve a strong clinical and financial foundation to be successful under PDGM. HealthPRO® Heritage at Home is here to help your agency prepare, execute, and succeed either before or after the implementation of PDGM.