



Client Profile

Although ABC Home Health was a well-established agency affiliated with a large post-acute care community in New York City, this 1-Star agency had its fair share of challenges.

In October 2015, HealthPRO® Heritage initiated the following full service management and staffing services on behalf of ABC Home Health:

- Regular chart audits
- Daily standup meeting with rehab team
- Weekly case conference/IDT process
- Clerical support for scheduling & coordination services
- Daily admission calls
- Quarterly QI/QAPI process including PAC meetings, quarterly QI meetings, & active contribution to quarterly action plan.
- Collaboration with QAPI process to prepare for COP (conditions of participation) changes in July 2017
- Marketing efforts
- Clinical pathway development and implementation
- Development of OASIS C2 training materials
- Modifications made to EMR system
- Transitions programs with additional local HealthPRO® Heritage SNF customers
- Rehab director dedicated to leading coordination of care
- Education for staff and agency re: Medicare regulations and Conditions of Participations (CoPs)

These initiatives resulted in improved:

- Communication & continuity/coordination of care between SNFs, referral sources, & therapists.
- Quality of therapy clinical documentation, clinical outcomes & quarterly QI process.
- Substantial growth in census.
- Appropriate planning & coverage of all incoming referrals.

Importantly, these positive operational and clinical changes enabled ABC Agency to establish important local partnerships (as with two regional hospital systems and several AL/IL communities).

| Prior to HealthPRO® Heritage | 1-Year Post HealthPRO® Heritage Services |
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| <ul style="list-style-type: none"> • Able to provide coverage for 3 out of 5 boroughs • One FTE with several per diem staff • 95% of services were PT • 50% of referrals completed • 1 Star Rating • Average census ~50 patients • 30 therapy visits being provided each month with an average of 0.5 therapy visits/episode • Paper documentation | <ul style="list-style-type: none"> • Services in all 5 boroughs • 11 FTEs • Healthy mix of all disciplines • 100% of all referrals completed • 3 Star Rating • Average census ~180-200 patients (300% increase) • Average therapy visits/episode 6-7 visits/episode (state and national averages) • Use of EMR; compliance/survey readiness; quality, timeliness & accuracy of documentation improved |