

## *HCAF – VBP Part 4*

### *Improvement in HHCAHPS Continued – Specific Care Issues/Overall Agency Rating/Recommending Agency*



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### Key Questions – Specific Care Issues

- Q3 - When you first started getting home health care from this agency, did someone from the agency **talk with you** about how to set up your home so you can move around safely?
- Q4 - When you started getting home health care from this agency, did someone from the agency talk with you about all the **prescription and over-the-counter medicines** you were taking?
- Q5 - When you started getting home health care from this agency, did someone from the agency ask to **see** all the prescription and over-the-counter medicines you were taking?

## Key Questions – Specific Care Issues

- Q10 - In the last 2 months of care, did you and a home health provider from this agency talk about pain?
- Q12 - In the last 2 months of care, did home health providers from this agency talk with you about the **purpose** for taking your new or changed prescription medicines?
- Q13 - In the last 2 months of care, did home health providers from this agency talk with you about **when** to take these medicines?
- Q14 - In the last 2 months of care, did home health providers from this agency talk with you about the **side effects** of these medicines?

## Key Questions – Specific Care Issues

- What is the medication review policy in your agency?
- Do therapists conduct SOC/Comprehensive assessments and if so, do they follow the medication review policy?
- Do you automatically request orders to teach new and/or changed medications if you don't already have those orders?
- Are clinicians truly spending time reviewing and getting feedback from patients or just distributing paperwork regarding medications?
- What are agency pain assessment protocols and more importantly the implementation of improvement in pain, if exists?

## Key Questions – Global Item

- Q20 - We want to know your rating of your care from this agency's home health providers.

Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from this agency's home health providers?

## Key Questions – Global

- Do we know how our patients feel about us?
- Do we conduct our own surveys of sorts?
- Do your patients truly feel that you are a 10?
  - Do you feel that you are a 10?
- You treat a disease, you win, you lose. You treat a person, I guarantee you, you'll win, no matter what the outcome.
 

*- Patch Adams*
- They may forget your name, but they will never forget how you made them feel.
 

*- Maya Angelou*

## Outstanding Service

- ✓ Outstanding service is not the norm.
- ✓ Outstanding service allows the patient to be at the center of the decision.
- ✓ Outstanding service is about how we do what we do.
- ✓ Outstanding service results from education and training.
- ✓ Outstanding service makes a difference in patient care and patient satisfaction.

## The HEAT Model

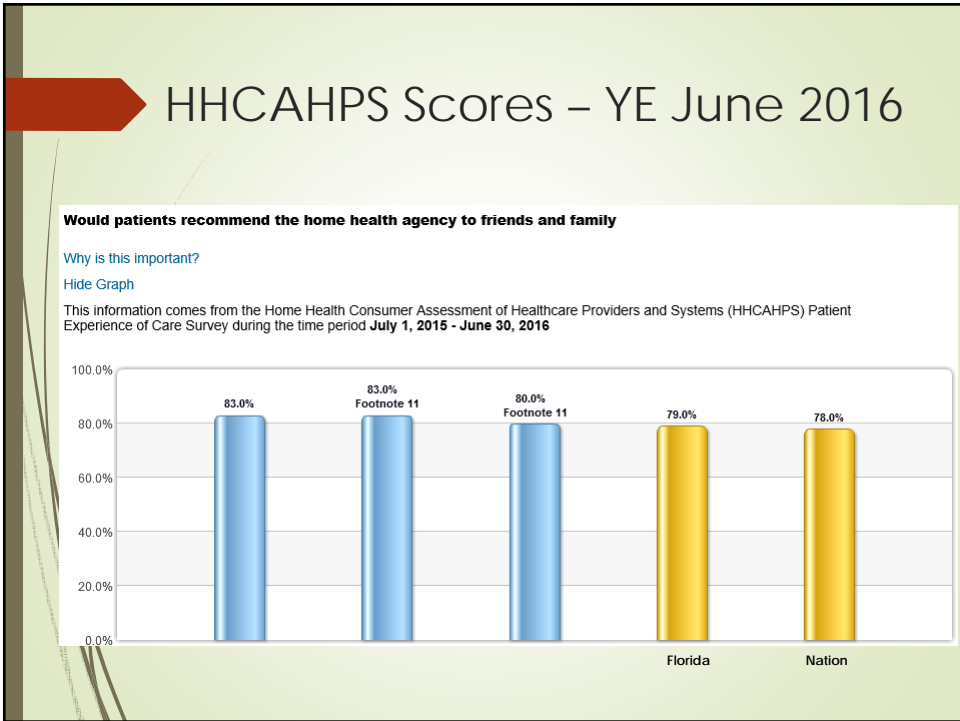
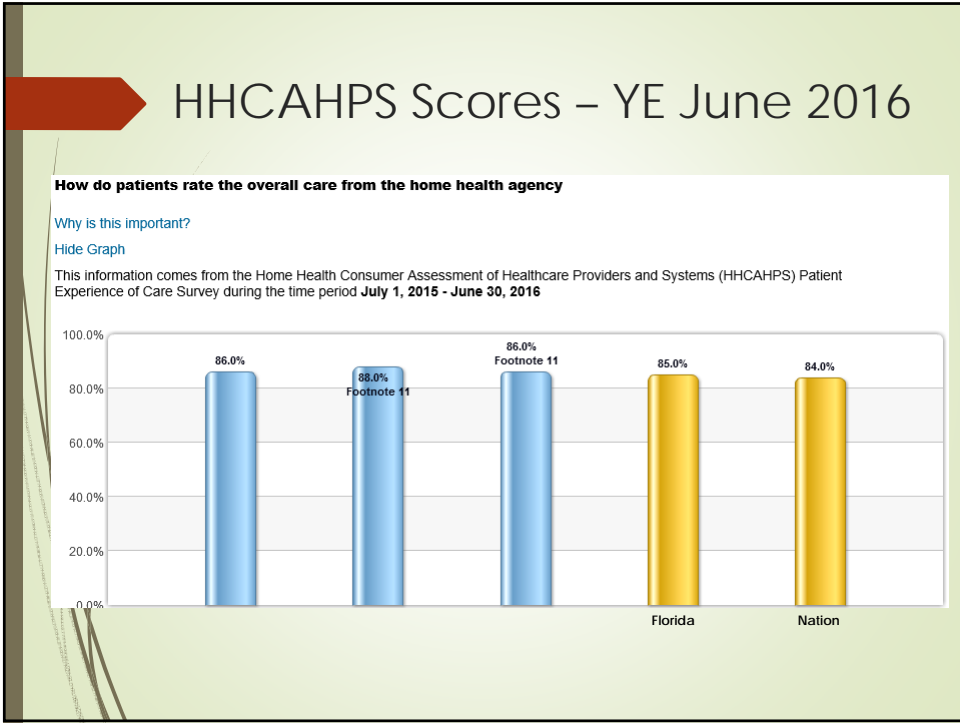
- **Hear** them out! Allow them to "blow their stack" (*venting, externalization*). Paraphrase as they share their story. *"Let me see if I understand..."* Sometimes this will lead to more comments, not less. You want them to vent and get everything out – only then will they switch back to being more "reasonable".
- **Empathize** with their situation! Once they are done, show genuine empathy. Instead of saying *"I understand,"* try using language that's a little less used and worn. *"No wonder you called," "You're right, this is a problem,"* and *"You have every right to be upset,"* are examples we hear from experienced professionals, who know how to handle customers and put them at ease.


## The HEAT Model

- **Ask** more detailed questions if necessary! Say, *"I'm going to do everything I can to help. To do that I need just a few more details, is that okay?"* If they say No or continue complaining, just go back to H and E. If they say Okay, proceed to ask whatever details you require.
- **Take action**, if action is required! Be careful not to overcommit! Sometimes a service professional is so relieved to get to this point with the customer they are tempted to promise whatever the customer wants. That could be a mistake – and lead to another blow up session tomorrow.

## Improving Agency Scores

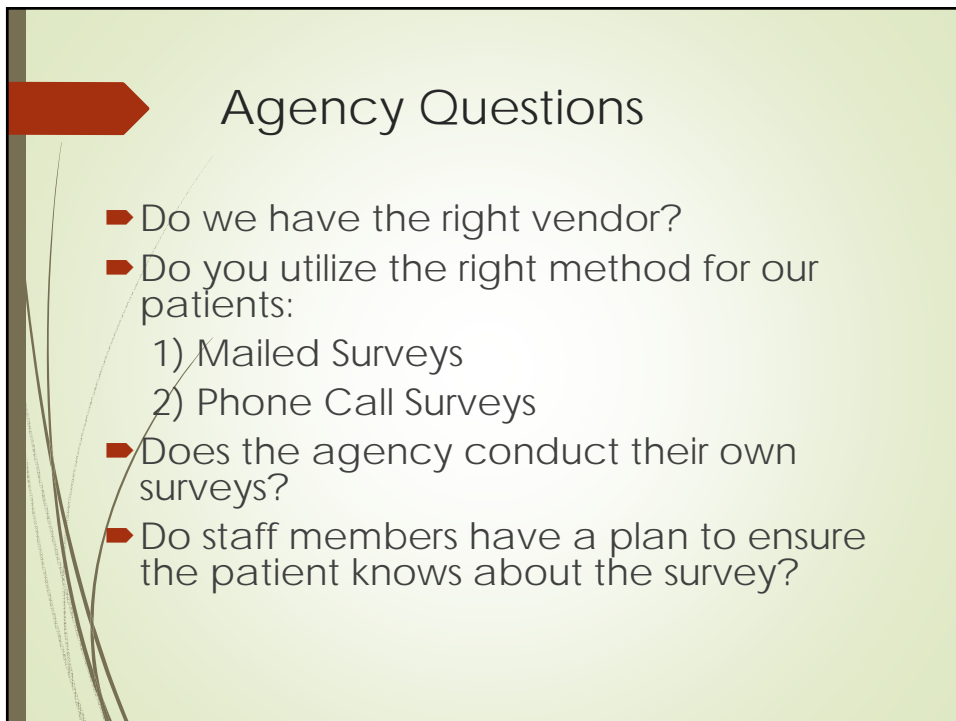
- Share your results
- Engage your staff in improvement – all staff!
- Be deliberate and focused
- Be specific
- Develop standards, scripts and behaviors
- Don't forget identifying processes that create problems & correct them
- Call patient's family after admission and periodically
- Hold managers and staff accountable





## Data Offers Insight

- ▶ **Data by patient:**
  - ▶ Risk assessments provide useful data point(s) to help deliver consistent, predictable care and best outcomes
  - ▶ Track individuals in real time for data correction or course correction
  - ▶ Identifies which patients for investigating outcomes
  - ▶ Are we sure patients are happy with our services and understand the importance of the HHCAHPS surveys?



## Agency Questions

- ▶ Do we have the right vendor?
- ▶ Do you utilize the right method for our patients:
  - 1) Mailed Surveys
  - 2) Phone Call Surveys
- ▶ Does the agency conduct their own surveys?
- ▶ Do staff members have a plan to ensure the patient knows about the survey?



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