



SHP Scorecards: Practical Applications for Compensation Incentive Models

SHP FOR AGENCIES

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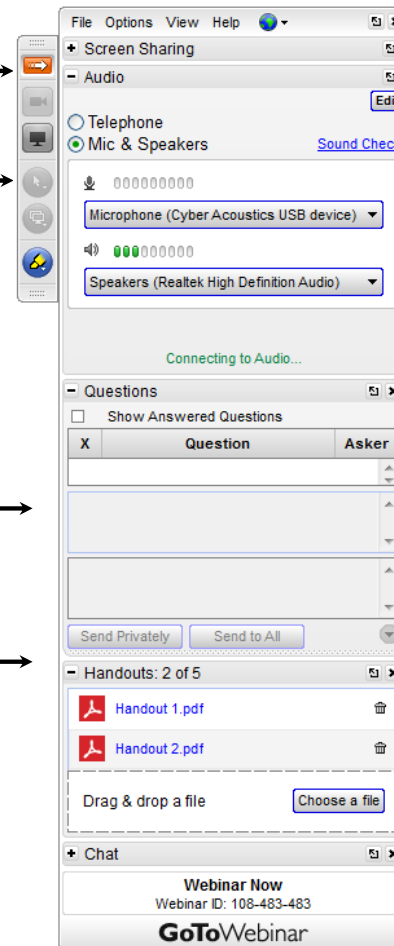
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Today's Agenda

- ▶ SHP Scorecard Review
- ▶ Aligning Incentives with Quality Outcomes
- ▶ Agency Considerations
- ▶ Case Study (Atrio Home Care)
- ▶ Questions

SHP Scorecard Review

Important Features to Remember

- ▶ Support for **13 Data Types**
- ▶ Staff & Agency vs. Patient Source **layout options**
- ▶ Proprietary **Overall HHC Score**
- ▶ **Spark line** trending
- ▶ **Caseload analysis** (SOC, ROC, Recert, Transfer and DC)
- ▶ **Recert Rate** and **Length of Stay** metrics
- ▶ Reporting on **30-Day, 60-Day** and **ALL Hospitalizations**
- ▶ **Risk Adjusted** Outcomes
- ▶ **Potentially Avoidable Event Scores** (Composite and Detail)
- ▶ **Integrated HHCAHPS** scores
- ▶ Live **drill-downs to patient detail** for Financial measures, Process Measure, Outcomes, Hospitalizations, and HHCAHPS.



Navigating to the Parameter Page

- ▶ Log into your SHP account
- ▶ Click on Reports → Agencies → Scorecards
- ▶ Select either **Scorecard Overview** or **Scorecard**, depending on which report you wish to run

Best Practice Recommendation:

It is typically easiest to run the **Scorecard Overview** report first, then drill-down to the individual **Scorecard** report that you wish to view.

REPORTS :: Select Report Parameters - Scorecard Overview

DASHBOARD

APPLICATIONS

REPORTS

- ▶ My Recent Reports
- ▶ Agencies
 - > Clinical Performance
 - > Hospital Utilization
 - > Financial/Operational
 - ▶ **Scorecards**
 - **Scorecard Overview**
 - Scorecard
 - > Custom
- ▶ Custom Reporting
- ▶ HHCAHPS
- ▶ Home Infusion
- ▶ Hospice
- ▶ CAHPS Hospice
- ▶ Patient Satisfaction

SEND DATA

ADMIN TOOLS

SHPUniversity™

Scorecard Overview

Provides a high level overview of all your CCNs, referral sources, payers, DX categories, prior facilities, physicians, or custom groupings in one sortable report. Metrics include patient volume, SHP Alert usage, case weight, hospitalization rates, outcomes, process measures, PAEs, HHCAHPS, and more. Drill down to the full detailed Scorecard for any person or group.

[View on Web](#)

[Report User Guide](#)

Parameters

Provider Selection

Enterprise Superior Outcomes

Data Type

SOC/ROC Clinician

Report Layout

Use Recommended

Reporting Period

June 2015 → May 2016 Standard Metrics (DC/TRF Date where applicable)

March 2015 → February 2016 30 & 60 Day Hospitalizations (SOC Date)

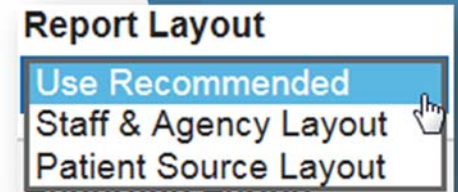
March 2015 → February 2016 HHCAHPS (Sample Months)

Use CMS Reporting Period dates

Date Expected: 01/2017

Understanding the Two Available Formats

- ▶ Due to the expanded list of **Data Types** available, there are now two different **Report Layouts** that can be selected when utilizing the SHP Scorecard suite.
- ▶ The **Staff & Agency** Layout is optimized for use with the following **Data Types**:
 - SOC/ROC Clinician
 - Current Clinician
 - SOC/ROC Case Manager
 - Current Case Manager
 - Team
 - Provider
 - CCN
- ▶ The **Patient Source** Layout is optimized for use with the following **Data Types**:
 - Referral Source
 - Primary Payer Name
 - Primary DX Category
 - Prior Inpatient Facility
 - Physician
 - Custom Group



Scorecard: SOC/ROC Clinician Overview



SOC/ROC Clinician Overview

Superior Outcomes Home Health

Stand: 06/15-05/16, 30/60 Day: 03/15-02/16, HHCAHPS: 03/15-02/16

Report Date: 6/8/2016

Aggregate Scores	Caseload		Overall* HHC Score	SHP Alert Management**			Medicare Traditional			Hospitalizations			Quality Measure Composite Scores			
	SOCs	DCs		Closed	Closed	Closed	Case Weight	Visits (all disc)	Ther Visit Δ	30-Day Rehosp	60-Day ACH	All ACH	Process Measures	Outcomes	PAEs	HHCAHPS
	n/a	n/a		+ +	+ +	+ +	n/a	n/a	-	-	-	-	+	+	-	+
High/Low Better (+/-)																
SHP National Avg			88%	65%	53%	43%	1.05	16.22	3.15	12%	16%	24%	95%	72%	0.53%	86%
SHP State (OH)			88%	64%	56%	50%	1.05	17.29	3.52	12%	16%	25%	95%	70%	0.53%	86%
Your Organization	377	330	89%	88%	79%	69%	1.28	17.90	3.35	11%	15%	24%	97%	75%	0.62%	85%

SOC/ROC Clinician

Clinician	SOCs	DCs	Overall* HHC Score	Closed	Closed	Closed	Case Weight	Visits (all disc)	Ther Visit Δ	30-Day Rehosp	60-Day ACH	All ACH	Process Measures	Outcomes	PAEs	HHCAHPS
NURSE, NANCY	67	65	92%	97%	94%	85%	1.31	14.75	3.12	7%	12%	12%	98%	80%	0.27%	93%
CAREGIVER, JOHN	55	56	92%	91%	84%	73%	1.42	17.55	3.36	0%	6%	7%	99%	82%	0.49%	89%
NOVISIT, NEVILLE	0	1	-	-	-	-	-	-	-	-	0%	0%	100%	67%	0.00%	100%
SMITH, JANE	27	26	90%	100%	74%	60%	1.17	19.91	2.68	0%	19%	28%	96%	74%	0.63%	93%
JOHNSON, JOHN	84	64	92%	85%	70%	80%	1.15	18.31	1.88	10%	14%	28%	98%	77%	0.92%	90%
THERAPIST, TAWNY	9	6	84%	89%	85%	64%	1.19	24.00	1.67	-	50%	45%	92%	57%	0.00%	-
ONTIME, ONEIDA	33	18	92%	85%	84%	79%	1.08	18.29	3.29	33%	33%	36%	98%	74%	2.21%	100%
BUSY, BETTY	56	41	84%	96%	89%	67%	1.53	18.93	6.44	0%	11%	16%	95%	60%	0.42%	87%
CARING, CATHY	21	25	89%	100%	71%	88%	1.23	20.23	2.63	17%	27%	42%	98%	69%	0.60%	79%

* Overall HHC (Home Health Compare) Score composite includes 60-Day ACH, HHC Process Measures, HHC Outcomes & HHCAHPS Quality Measures, "-" indicates insufficient data for valid score.

** Scores show % of Critical (I), Potential (-), and Informational (i) SHP Alerts that have been closed (Resolved, Resolve Pending, Dismissed).

Report User Guide

Your Percentile Ranking

<10%	10-20%	20-40%	40-60%	60-80%	80-90%	>90%
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Scorecard: Team Overview



Team Overview
Superior Outcomes Home Health

Stand: 06/15-05/16, 30/60 Day: 03/15-02/16, HHCAHPS: 03/15-02/16

Report Date: 6/3/2016

Aggregate Scores	Caseload		HHC Overall* Score	SHP Alert Management**			Medicare Traditional			Hospitalizations			Quality Measure Composite Scores			
	SOCs	DCs					Case Weight	Visits (all disc)	Ther Visit Δ	30-Day Rehosp	60-Day ACH	All ACH	Process Measures	Outcomes	PAEs	HHCAHPS
	Closed	Closed		Closed	n/a	n/a	-	-	-	-	-	-	+	+	-	+
High/Low Better (+/-)	n/a	n/a		+	+	+	n/a	n/a	-	-	-	-	+	+	-	+
SHP National Avg			88%	65%	53%	43%	1.05	16.22	3.15	12%	16%	24%	95%	72%	0.53%	86%
SHP Multistate			86%	63%	48%	35%	0.98	13.58	2.68	11%	13%	18%	95%	68%	0.49%	84%
Your Organization	1,992	1,766	90%	92%	91%	88%	1.03	13.78	3.10	14%	18%	23%	97%	75%	0.58%	82%

Team

Team	SOCs	DCs	HHC Overall* Score				Case Weight	Visits (all disc)	Ther Visit Δ	30-Day Rehosp	60-Day ACH	All ACH	Process Measures	Outcomes	PAEs	HHCAHPS
Team A	11	8	87%	80%	96%	95%	1.04	12.50	5.00	0%	25%	0%	96%	69%	0.00%	-
Team B	419	370	87%	86%	83%	80%	0.96	12.60	3.20	18%	19%	27%	95%	69%	0.94%	80%
Team C	679	632	90%	91%	91%	84%	1.15	15.24	3.81	14%	19%	21%	97%	75%	0.38%	86%
Team D	85	32	93%	96%	92%	95%	0.94	13.93	2.27	0%	0%	35%	97%	80%	0.27%	-
Team E	3	4	-	100%	100%	75%	0.60	4.00	0.00	-	-	20%	96%	86%	2.08%	-
Team F	324	298	93%	96%	95%	94%	1.02	14.03	2.32	11%	20%	30%	98%	79%	0.83%	95%
Team G	462	412	92%	96%	94%	94%	0.99	14.22	4.20	8%	8%	16%	98%	79%	0.41%	91%

* Overall HHC (Home Health Compare) Score composite includes 60-Day ACH, HHC Process Measures, HHC Outcomes & HHCAHPS Quality Measures, "-" indicates insufficient data for valid score.

** Scores show % of Critical (I), Potential (-), and Informational (i) SHP Alerts that have been closed (Resolved, Resolve Pending, Dismissed).

Report User Guide

Your Percentile Ranking

<10%	10-20%	20-40%	40-60%	60-80%	80-90%	>90%
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Scorecard: SOC/ROC Clinician Detail (p. 1)

89% Overall HHC Score		SOC/ROC Clinician: Nancy, Nurse																																																																									
Caseload		<table border="1"> <thead> <tr> <th>SOC/ROC Clinician</th> <th>Your Org Avg</th> <th>Your Org Total</th> <th colspan="3">S/ROC Clinician % of Total</th> </tr> </thead> <tbody> <tr> <td>SOCs (01)</td> <td>8,793</td> <td>26.56</td> <td>8,793</td> <td colspan="3">100.00%</td> </tr> <tr> <td>ROCs (03)</td> <td>2,007</td> <td>7.63</td> <td>2,007</td> <td colspan="3">100.00%</td> </tr> <tr> <td>Recerts (03s - Day 55-60), (04)</td> <td>9,505</td> <td>26.55</td> <td>9,505</td> <td colspan="3">100.00%</td> </tr> <tr> <td>Transfers (06), (07)</td> <td>3,160</td> <td>10.36</td> <td>3,160</td> <td colspan="3">100.00%</td> </tr> <tr> <td>Discharges (07), (08), (09)</td> <td>7,049</td> <td>20.79</td> <td>7,049</td> <td colspan="3">100.00%</td> </tr> </tbody> </table>						SOC/ROC Clinician	Your Org Avg	Your Org Total	S/ROC Clinician % of Total			SOCs (01)	8,793	26.56	8,793	100.00%			ROCs (03)	2,007	7.63	2,007	100.00%			Recerts (03s - Day 55-60), (04)	9,505	26.55	9,505	100.00%			Transfers (06), (07)	3,160	10.36	3,160	100.00%			Discharges (07), (08), (09)	7,049	20.79	7,049	100.00%																													
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Scorecard: SOC/ROC Clinician Detail (p. 2)

Page 2		SOC/ROC Clinician: Nurse, Nancy									
Home Health Compare Outcome Measures		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP Multistate			SHP National			
					RN	PT	Agency	RN	PT	Agency	
★ Ambulation	Improvements - Risk Adjusted	+	69.42%	69.42%	72.42%	71.54%	72.20%	71.54%	77.39%	72.51%	
	Improvements - Actual	+	73.25%	73.25%	2.27%	1.21%	2.11%	2.15%	0.85%	1.92%	
	Declines	-	1.63%	1.63%							
★ Bed Transfer	Improvements - Risk Adjusted	+	65.12%	65.12%	69.63%	71.88%	69.70%	68.56%	75.09%	69.66%	
	Improvements - Actual	+	75.78%	75.78%	2.18%	1.31%	2.05%	1.90%	0.87%	1.73%	
	Declines	-	1.63%	1.63%							
★ Bathing	Improvements - Risk Adjusted	+	74.44%	74.44%	75.00%	67.47%	73.70%	75.17%	75.61%	75.12%	
	Improvements - Actual	+	76.44%	76.44%	2.90%	2.12%	2.78%	2.54%	1.31%	2.33%	
	Declines	-	1.83%	1.83%							
★ Pain Interfering with Activity	Improvements - Risk Adjusted	+	73.49%	73.49%	74.37%	70.33%	73.66%	73.58%	73.57%	73.54%	
	Improvements - Actual	+	74.81%	74.81%	6.56%	5.86%	6.50%	5.36%	4.42%	5.23%	
	Declines	-	5.37%	5.37%							
★ Dyspnea	Improvements - Risk Adjusted	+	75.08%	75.08%	72.80%	67.15%	72.08%	74.12%	74.81%	74.15%	
	Improvements - Actual	+	75.42%	75.42%	4.79%	3.80%	4.62%	3.55%	2.31%	3.34%	
	Declines	-	2.68%	2.68%							
Status of Surgical Wnd	Improvements - Risk Adjusted	+	90.78%	90.78%	92.42%	92.58%	92.38%	90.77%	90.00%	90.67%	
	Improvements - Actual	+	93.26%	93.26%	1.03%	0.34%	0.93%	0.91%	0.46%	0.83%	
	Declines	-	0.32%	0.32%							
Mgmt of Oral Meds	Improvements - Risk Adjusted	+	56.29%	56.29%	66.25%	51.45%	64.48%	63.66%	56.86%	62.40%	
	Improvements - Actual	+	61.35%	61.35%	5.36%	4.96%	5.25%	4.12%	3.24%	3.99%	
	Declines	-	4.54%	4.54%							
Actual Improvement Rollup		+	73.26%	73.26%	72.34%	67.36%	71.56%	71.77%	73.04%	71.89%	
Potentially Avoidable Events		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP Multistate			SHP National			
Rollup (Total Events: 609)		-	0.70%	0.70%	RN	PT	Agency	RN	PT	Agency	
					0.60%	0.44%	0.58%	0.56%	0.36%	0.53%	
Home Health Compare HHCAHPS Quality Measures		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP Multistate			SHP National			
Care of Patients		+	89.82%	89.82%	89.33%	90.16%	89.22%	89.05%	90.48%	89.20%	
Comm Between Providers & Patients		+	86.78%	86.78%	86.20%	86.53%	86.03%	86.35%	87.94%	86.54%	
Specific Care Issues		+	85.28%	85.28%	85.27%	82.26%	84.91%	86.12%	83.87%	85.79%	
Gave the HHA a score of 9 or 10		+	85.44%	85.44%	85.13%	84.08%	84.74%	84.04%	85.11%	84.15%	
Would recommend the HHA		+	81.51%	81.51%	82.79%	82.92%	82.39%	79.90%	79.99%	79.82%	
Rollup (Eligible Surveys: 2,198)		+	86.65%	86.65%	86.40%	85.77%	86.16%	86.39%	86.60%	86.38%	
Trended Performance											

Aligning Incentives with Quality Outcomes

Aligning Incentives

Home health agencies have many quality scores where revenue, referrals and value based programs are influenced by how well your staff performs

Examples include:

- ▶ Home Health Value Based Purchasing – Determines bonus or penalty
- ▶ Home Health Compare – Consumer review of quality
- ▶ Star Ratings – May include some payer reimbursement thresholds
- ▶ Best Practices (i.e. – LUPA, Case mix weight) determines revenue
- ▶ Partnering with ACO's, BPCI and CJR Hospitals – Meeting your partner's goals regarding where their reimbursement is at risk

Value-Based Purchasing

- ▶ Targeting measures that could have the most impact on TPS scores

SHP Real-Time VBP Total Performance Score		December 2016						
Superior Outcomes Santa Barbara		Report Date: 11/1/2016						
Value Based Purchasing (VBP) Measures	Your Current Period SHP Score (01/2016 - 12/2016)	2015 CMS State (CA)		Your 2015 CMS Baseline	Points			Your Point Based % Rank (CA)
		Threshold (Median)	Benchmark (90th% Avg)		Achievement	Improvement	Current Care Points	
Improvement in Pain (Risk Adj)	77.96%	● 64.00%	88.54%	● 68.90%	5.62	4.11	5.62	n=153 73%
Improvement in Bed Transferring (Risk Adj)	70.55%	● 59.40%	80.63%	● 62.70%	5.22	3.88	5.22	n=152 69%
Discharge to Community (Risk Adj)	80.23%	● 68.64%	82.51%	● 77.57%	8.02	4.89	8.02	n=162 92%
Improvement in Ambulation (Risk Adj)	66.71%	● 63.40%	80.42%	67.00%	2.25	0.00	2.25	n=153 32%
Flu Vaccine Received	80.36%	● 66.10%	90.45%	81.70%	5.77	0.00	5.77	n=162 61%
Improvement in Mgmt of Oral Meds (Risk Adj)	69.91%	● 50.00%	72.64%	● 57.30%	8.41	7.72	8.41	n=153 86%
Improvement in Dyspnea (Risk Adj)	75.69%	● 66.20%	86.87%	● 65.30%	4.63	4.32	4.63	n=152 64%
Drug Education All Meds	99.61%	● 95.50%	100.00%	99.80%	8.72	0.00	8.72	n=163 77%
PPV Received	81.25%	● 73.50%	93.57%	84.60%	3.98	0.00	3.98	n=163 32%
Improvement in Bathing (Risk Adj)	79.08%	● 64.80%	84.81%	● 74.60%	6.92	3.89	6.92	n=154 74%
60-Day EC without Hospitalizations	(HHC 10/16) 12.90%	● 13.40%	6.30%	12.90%	1.13	0.00	1.13	n=159 57%
60-Day Hospitalizations	11.76%	● 16.00%	8.45%	12.60%	5.55	1.51	5.55	n=150 87%
Care of Patients	83.44%	88.00%	95.72%	90.00%	0.00	0.00	0.00	n=128 25%
Communications	78.06%	85.00%	93.85%	86.00%	0.00	0.00	0.00	n=128 26%
Specific Care Issues	79.23%	83.00%	92.92%	83.00%	0.00	0.00	0.00	n=128 29%
% who Rated Agency 9,10	82.88%	84.00%	95.56%	88.00%	0.00	0.00	0.00	n=128 34%
% who would Recommend	72.37%	77.00%	91.92%	73.00%	0.00	0.00	0.00	n=128 33%
Raw Total Points (RTP):					66.24			AMFWS
Total Applicable Measure Points (RTP/AM) x 10:					38.96			% Rank (CA)
Applicable Measure Final Weighted Score (AMFWS):					35.07			63%
VBP New Measures (Self-Reported)								
Flu Vaccine - HH Personnel	(# of reported measures x 10)							
Herpes Zoster Vaccination	# of reported measures				New Measure Final Weighted Score (NMFWS):			10.00
Advanced Care Planning	Compliance assumed for all agencies, all measures.							TPS % Rank (CA)
Total Performance Score (TPS):					45.07			63%

Public Reporting

- ▶ Home Health Care measures that fall short of benchmarks

SHP Real-Time Home Health Compare		Superior Outcomes Home Health		HHC Publication Date: 04/2016		Report Date: 6/28/2016	
Your Overall Star Rating		Quality of Patient Care: ★★★★★					
Managing Daily Activities DC/TRF - You/SHP: 10/14 - 9/15 CMS: 10/14 - 9/15		Actual	You CMS	Risk Adj	State (IN) CMS SHP	National CMS SHP	Your % Rank CMS SHP
Improvement in Ambulation	★★★★★	75.3%	68.4%	65.9%	64.5% 68.2%	65.2% 69.0%	70.5% 48.6%
Improvement in Bed Transferring	★★★★★	63.9%	64.0%	62.6%	62.4% 63.7%	60.8% 64.7%	68.9% 54.9%
Improvement in Bathing	★★★★★	76.7%	77.6%	77.6%	66.7% 73.1%	69.7% 72.1%	81.2% 79.0%
Managing Pain and Treating Symptoms DC/TRF - You/SHP: 10/14 - 9/15 CMS: 10/14 - 9/15		Actual	You CMS	Risk Adj	State (IN) CMS SHP	National CMS SHP	Your % Rank CMS SHP
Pain Assessment Conducted	Ⓜ	100.0%	100.0%		98.6% 99.2%	98.9% 99.1%	99.0% 99.0%
Pain Interventions	Ⓜ	99.9%	99.9%		97.9% 98.5%	98.8% 99.0%	56.8% 70.8%
Improvement in Pain	★★★	68.9%	67.5%	67.3%	69.4% 70.1%	69.2% 69.9%	50.0% 43.4%
Heart Failure Symp Addressed	Ⓜ	100.0%	100.0%		97.9% 98.1%	98.0% 98.0%	99.0% 99.0%
Improvement in Dyspnea	★★★	74.1%	66.1%	65.9%	68.1% 70.6%	68.1% 71.5%	49.2% 31.4%
Treating Wounds/Preventing Pressure Sores DC/TRF - You/SHP: 10/14 - 9/15 CMS: 10/14 - 9/15		Actual	You CMS	Risk Adj	State (IN) CMS SHP	National CMS SHP	Your % Rank CMS SHP
Improvement in Status of Surgical Wounds	Ⓜ	93.4%	95.7%	95.4%	89.9% 89.2%	89.6% 89.9%	78.5% 76.0%
Pres Ulc Risk Assess Conducted	Ⓜ	99.8%	99.9%		98.4% 99.1%	98.7% 99.3%	71.5% 69.0%
Pres Ulc Prevention in POC	Ⓜ	99.4%	99.4%		97.5% 97.9%	98.1% 98.2%	43.6% 47.5%
Pres Ulc Prevention	Ⓜ	99.6%	99.6%		96.5% 97.4%	97.4% 97.8%	60.9% 69.2%
Preventing Harm DC/TRF - You/SHP: 10/14 - 9/15 CMS: 10/14 - 9/15		Actual	You CMS	Risk Adj	State (IN) CMS SHP	National CMS SHP	Your % Rank CMS SHP
Timely Initiation of Care	★★★★★	94.4%	94.4%		91.1% 93.5%	92.0% 92.3%	56.9% 49.5%
Drug Education All Meds	★★★★★	98.9%	99.0%		95.2% 96.3%	95.1% 95.7%	74.5% 72.5%
Improvement in Mgmt of Oral Meds	Ⓜ	68.3%	62.5%	62.9%	55.0% 59.4%	54.9% 58.7%	81.3% 76.6%
Fall Risk Assessment Conducted	Ⓜ	96.7%	98.7%		99.0% 98.9%	98.8% 98.7%	21.0% 19.1%
Depression Assessment Conducted	Ⓜ	99.3%	99.2%		97.5% 96.6%	97.9% 98.3%	53.3% 55.2%
Flu Vaccine Received	★★★★★	82.3%	82.5%		71.7% 76.0%	69.9% 73.6%	81.3% 74.2%
PPV Received	Ⓜ	88.4%	89.5%		75.0% 80.3%	72.0% 76.1%	86.3% 83.7%
Diabetic Foot Care & Education	Ⓜ	99.4%	99.4%		94.7% 96.0%	95.7% 96.2%	69.5% 76.5%
Preventing Unplanned Hospital Care SOC - You/SHP: 7/14 - 6/15 CMS EC: 7/14 - 6/15 CMS Hosp: 7/14 - 6/15		Actual	You CMS	Projected	State (IN) CMS SHP	National CMS SHP	Your % Rank CMS SHP
30-Day Rehospitalizations	Ⓜ	13.2%			12.7%	12.6%	44.6%
60-Day Hospitalizations	★★★	14.0%	15.5%	14.7%	16.2% 16.6%	16.0% 15.8%	49.6% 70.8%
30-Day EC without Hospitalizations	Ⓜ						
60-Day EC without Hospitalizations	Ⓜ	9.4%			12.6%	12.3%	76.0%
HHCAHPS Sample Months - You/SHP: 10/14 - 9/15 CMS: 10/14 - 9/15		Actual	You CMS		State (IN) CMS SHP	National CMS SHP	Your % Rank CMS SHP
Care of Patients		88.6%	88.0%		88.0% 89.6%	88.0% 89.1%	44.8% 42.9%
Communications		87.0%	88.0%		85.0% 87.0%	85.0% 86.3%	68.9% 54.5%
Specific Care Issues		87.3%	85.0%		82.0% 86.0%	83.0% 85.6%	58.7% 63.1%
% who Rated Agency 9,10		83.8%	84.0%		85.0% 85.2%	84.0% 83.9%	46.5% 48.4%
% who would Recommend		78.4%	79.0%		79.0% 80.9%	79.0% 79.7%	46.8% 44.3%

Star Ratings

- ▶ Measures where you are close to the cut points

1	Initial Decile Rating High/Low Better (+/-)	Process Measures			Outcome Measures					
		Timely Initiation of Care	Drug Education All Meds	Flu Vaccine Received	Improvement in Ambulation	Improvement in Bed Trf	Improvement in Bathing	Improvement in Pain	Improvement in Dyspnea	60-Day Hospitalizations
2	0.5	+	+	+	+	+	+	+	-	
3	1.0	0.0-81.4	0.0-88.4	0.0-39.4	0.0-49.7	0.0-41.8	0.0-49.1	0.0-46.4	0.0-38.8	21.0-100.0
4	1.5	81.5-87.3	88.5-93.8	39.5-54.9	49.8-57.1	41.9-50.7	49.2-59.3	46.5-57.7	38.9-53.1	19.1-20.9
5	2.0	87.4-90.6	93.9-96.0	55.0-63.5	57.2-61.9	50.8-56.8	59.4-64.7	57.8-63.4	53.2-60.9	17.9-19.0
6	2.5	90.7-92.8	96.1-97.4	63.6-69.5	62.0-65.4	56.9-61.0	64.8-68.6	63.5-67.8	61.0-66.1	17.1-17.8
7	3.0	92.9-94.4	97.5-98.2	69.6-73.7	65.5-68.3	61.1-64.4	68.7-71.6	67.9-71.4	66.2-70.2	16.2-17.0
8	3.5	94.5-95.7	98.3-98.8	73.8-77.4	68.4-70.8	64.5-67.3	71.7-74.6	71.5-75.2	70.3-73.8	15.3-16.1
9	4.0	95.8-96.8	98.9-99.3	77.5-80.8	70.9-73.3	67.4-70.4	74.7-77.4	75.3-79.4	73.9-77.3	14.3-15.2
10	4.5	96.9-97.8	99.4-99.7	80.9-84.4	73.4-76.6	70.5-73.8	77.5-81.0	79.5-84.5	77.4-81.0	13.0-14.2
11	5.0	97.9-98.9	99.8-99.9	84.5-89.5	76.7-81.8	73.9-79.3	81.1-86.2	84.6-91.9	81.1-85.9	11.1-12.9
12	Your HHA Score	99.0-100.0	100.0-100.0	89.6-100.0	81.9-100.0	79.4-100.0	86.3-100.0	92.0-100.0	86.0-100.0	0.0-11.0
13	Your Initial Decile Rating	95.3	99.1	80.7	68.6	66.8	73.3	67.8	79.1	15.8
14	Your Number of Cases (N)	3.0	3.5	3.5	3.0	3.0	3.0	2.0	4.0	3.0
15	National (All HHA) Median	2,499	2,477	1,609	1,579	1,511	1,589	1,224	1,125	1,815
16	Your Statistical Test Probability Value (p-value)	94.4	98.2	73.7	68.3	64.5	71.6	71.5	70.2	16.1
17	Your Statistical Test Results (Is the p-value ≤ 0.050?)	0.029	0.000	0.000	0.415	0.034	0.067	0.003	0.000	0.360
18	Your HHA Adjusted Rating	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No
19	Your Average Adjusted Rating	3.0	3.5	3.5	3.0	3.0	3.0	2.0	4.0	3.0
20	Your Average Adjusted Rating Rounded							3.1		
								3.0		

Best Practices

- ▶ Opportunities to drill-down by Team or Clinician where quality measures show room for improvement

Hospitalizations	High/Low Better(+/-)	Provider		SHP Multistate			SHP National		
		Your Org		RN	PT	Agency	RN	PT	Agency
30-Day Rehospitalization	-	23.26%	12.26%	13.19%	6.12%	12.57%	13.07%	6.18%	12.17%
★ 60-Day Acute Care Hospitalization - HHC	-	19.4%	16.53%	17.17%	8.86%	15.95%	16.82%	8.72%	15.43%
All Acute Care Hospitalization - Actual	-	23.09%	25.48%	24.90%	11.05%	23.18%	25.63%	11.12%	23.39%

1 of 1 100% Find Next

SHP Rehospitalization Patient Detail 02/01/2016 - 01/31/2017
Report Date: 5/30/2017

Inferior Outcomes Home Health

Rehospitalizations within 30 Days

Patient	Provider	S/ROC Clinician	Inpat DC (M1005)	SOC (M0030)	TRF (M0906)	Days*	Inpatient/Aftercare DX Group						Primary HH DX	30-Day Inelig**
							AMI	CABG	COPD	HF	Joint	Pneu		
Patient, John (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	09/04/16	09/05/16	09/14/16	10	✓			✓			Z48.812	
Patient, Jane (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	07/22/16	07/26/16	08/24/16	30	✓			✓			I50.31	
Jones, Jane (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	10/04/16	10/05/16	10/10/16	6							T86.12	
Jones, John (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	06/24/16	06/25/16	07/04/16	10							A41.9	
Test, Johnny (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	09/30/16	10/01/16	10/10/16	10			✓				M80.08XD	
Sample, Jane (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	08/31/16	09/01/16	09/16/16	16							K57.32	
Sample, John (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	10/06/16	10/07/16	10/11/16	5							I11.0	
Demo, Doreen (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	12/28/16	12/30/16	01/18/17	20							M51.36	
Demo, Danny (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	03/09/16	03/11/16	03/24/16	14							K57.20	
Drill-down, Dante (123456789)	(99999) Inferior Outcomes	Nurse, Nancy (RN)	05/29/16	06/01/16	06/09/16	9							R26.81	

*Days - Days from SOC (M0030) to TRF (M0906)










**30-Day Inelig - Patient ineligible for 30-day measure based on CMS measure exclusions (select psych and cancer inpatient ICD codes)

Partnering

- ▶ Identifying measures important to your partners whether ACO's, BPCI or CJR Hospitals

Page 2

Team: West

Home Health Compare			High/Low Better(+/-)	Team	Your Org	SHP Multistate			SHP National			
Outcome Measures						RN	PT	Agency	RN	PT	Agency	
★ Ambulation	Improvements - Risk Adjusted		+		66.32%	69.39%						
	Improvements - Actual		+		73.98%	75.77%	71.89%	77.02%	72.56%	71.54%	77.39%	72.51%
	Declines		-		2.13%	1.36%	1.97%	0.80%	1.81%	2.15%	0.85%	1.92%
★ Bed Transfer	Improvements - Risk Adjusted		+		59.56%	65.01%						
	Improvements - Actual		+		70.47%	77.34%	68.72%	75.45%	69.63%	68.56%	75.09%	69.66%
	Declines		-		2.30%	1.23%	1.75%	0.86%	1.63%	1.90%	0.87%	1.73%
★ Bathing	Improvements - Risk Adjusted		+		73.89%	76.32%						
	Improvements - Actual		+		73.18%	77.36%	74.98%	73.11%	74.57%	75.17%	75.61%	75.12%
	Declines		-		3.17%	1.60%	2.52%	1.44%	2.37%	2.54%	1.31%	2.33%

Agency Considerations

Agency Considerations

- ▶ Which outcomes are you trying to improve?
 - ❖ *Use Scorecards, HHC and other SHP reports to determine what to address*
- ▶ Develop a quality improvement plan with SMART goals
 - ❖ *Use these principles to be objective in designing your goals*
- ▶ Determine a compensation program that matches to these goals
 - ❖ *Design the right incentive for what you are trying to improve*

Which outcomes are you trying to improve

- ▶ For example, you may be looking to improve your star ratings
- ▶ In this example, to get to 4 stars, the **Initial Decile Ranking** scores need to add up to **29.5 points** before being averaged
- ▶ Your referring hospital has both an ACO and a CJR program – increasing your timely initiation of care and improving getting out of bed are two goals that help with your referrals and getting a higher star rating

SHP Real-Time Star Ratings Preview - Quality of Patient Care Pub: 04/2017, OM/PM: 10/15-09/16, Hosp: 07/15-06/16
Report Date: 5/30/2017

1	Initial Decile Rating High/Low Better (+/-)	Process Measures			Outcome Measures						
		Timely Initiation of Care +	Drug Education All Meds +	Flu Vaccine Received +	Improvement in Ambulation +	Improvement in Bed Trf +	Improvement in Bathing +	Improvement in Pain +	Improvement in Dyspnea +	60-Day Hospitalizations -	
2	0.5	0.0-81.4	0.0-88.4	0.0-39.4	0.0-49.7	0.0-41.8	0.0-49.1	0.0-46.4	0.0-38.8	21.0-100.0	
3	1.0	81.5-87.3	88.5-93.8	39.5-54.9	49.8-57.1	41.9-50.7	49.2-59.3	46.5-57.7	38.9-53.1	19.1-20.9	
4	1.5	87.4-90.6	93.9-96.0	55.0-63.5	57.2-61.9	50.8-56.8	59.4-64.7	57.8-63.4	53.2-60.9	17.9-19.0	
5	2.0	90.7-92.8	96.1-97.4	63.6-69.5	62.0-65.4	56.9-61.0	64.8-68.6	63.5-67.8	61.0-66.1	17.1-17.8	
6	2.5	92.9-94.4	97.5-98.2	69.6-73.7	65.5-68.3	61.1-64.4	68.7-71.6	67.9-71.4	66.2-70.2	16.2-17.0	
7	3.0	94.5-95.7	98.3-98.8	73.8-77.4	68.4-70.8	64.5-67.3	71.7-74.6	71.5-75.2	70.3-73.8	15.3-16.1	
8	3.5	95.8-96.8	98.9-99.3	77.5-80.8	70.9-73.3	67.4-70.4	74.7-77.4	75.3-79.4	73.9-77.3	14.3-15.2	
9	4.0	96.9-97.8	99.4-99.7	80.9-84.4	73.4-76.6	70.5-73.8	77.5-81.0	79.5-84.5	77.4-81.0	13.0-14.2	
10	4.5	97.9-98.9	99.8-99.9	84.5-89.5	76.7-81.8	73.9-79.3	81.1-86.2	84.6-91.9	81.1-85.9	11.1-12.9	
11	5.0	99.0-100.0	100.0-100.0	89.6-100.0	81.9-100.0	79.4-100.0	86.3-100.0	92.0-100.0	86.0-100.0	0.0-11.0	
12	Your HHA Score	93.9	96.3	85.4	75.9	69.7	81.2	73.7	76.1	20.7	
13	Your Initial Decile Rating	2.5	2.0	4.5	4.0	3.5	4.5	3.0	3.5	1.0	
14	Your Number of Cases (N)	876	876	575	552	553	554	465	492	583	
15	National (All HHA) Median	94.4	98.2	73.7	68.3	64.5	71.6	71.5	70.2	16.1	
16	Your Statistical Test Probability Value (p-value)	0.301	0.000	0.000	0.000	0.006	0.000	0.151	0.002	0.002	
17	Your Statistical Test Results (Is the p-value ≤ 0.050?)	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
18	Your HHA Adjusted Rating	2.5	2.0	4.5	4.0	3.5	4.5	3.0	3.5	1.0	
19	Your Average Adjusted Rating								3.2		
20	Your Average Adjusted Rating Rounded								3.0		

Final Step: Convert Your Average Adjusted Rating Rounded (Line 20) to the 1.0 to 5.0 star scale as shown below.

Your Overall Star Rating (1.0 to 5.0)		
Average Adjusted Rating Rounded	Overall HHC Star Rating	% of CCNs with Rating (04/2017)
4.5 and 5.0	(5.0) ★★★★★	4.14%
4.0	(4.5) ★★★★★	10.07%
3.5	(4.0) ★★★★★	15.99%
3.0	(3.5) ★★★★★	20.01%
2.5	(3.0) ★★★★★	19.81%
2.0	(2.5) ★★★★★	15.90%
1.5	(2.0) ★★★★★	10.08%
1.0	(1.5) ★★★★★	3.68%
0.5	(1.0) ★★★★★	0.32%

SMART Goals

- ▶ AFTER Route Cause Analysis

Drug Education - improving consistency in teaching

- ▶ SMART Goals:

- ▶ Specific Improved outcome rate by 2% points to 98.3%
- ▶ Measurable Report using SHP star rating preview report
- ▶ Attainable Best practices observed in several offices
- ▶ Relevant One of the nine star rating measures
- ▶ Time-bound By end of next quarter - June 30, 2017

- ▶ Drive the Performance Improvement Project

- ▶ Identify the team and clinicians needing additional training
- ▶ Medication management strategy reviewed at staff meetings
- ▶ Provide scripting for medication teaching and management

Matching Incentives to Goals

- ▶ Identify the best ways to incent your staff based on your compensation model – Salary, Hourly, Per-visit, Mixed
- ▶ Determine if improvement is a short-term versus long-term goal
- ▶ Use the Scorecard to track performance over the duration to monitor performance and motivate the staff
- ▶ Incentives can be specific to outcomes of individual clinicians, teams or agency wide – decide what is best

Compensation Models

▶ Annual Merit

- ❖ Can be tied to specific quality goals of the organization
- ❖ Points or scale tied to job description responsibilities and/or specific goals
- ❖ Specific goals for managers and supervisors for team, branch or agency
- ❖ Management by Objectives (MBOs) for quality targets met

▶ Quality Outcomes Bonuses

- ❖ Often set up as quarterly bonus outside of annual merit on achieving specific goals for the quarter
- ❖ May be based on percentage of hitting goals – ex. 4 goals where “team” meets 3 of the goals gets 75% of the bonus

▶ Per visit compensation and outcomes

- ❖ Adds annual or quarterly bonus with a per visit pay model. PV is often used for rehab disciplines

**Case Study:
Per visit model with
Primary Care Manager**



- ▶ Carolyn Flietstra, Executive Vice President
- ▶ Atrio Home Care serves West Michigan
- ▶ Not-for-profit faith based agencies
- ▶ Recent joint venture of existing agencies, including HomeCare of Holland Home
- ▶ Owned by three CCRCs
 - ❖ *Holland Home*
 - ❖ *Resthaven*
 - ❖ *Clark*
- ▶ 3.5 – 5 star journey

Incentive Basis Compensation Model

- ▶ Designed by Laff Associates
- ▶ Applies to RNs, PTs, OTRs
- ▶ Primary Care Manager with Case Management payment
- ▶ Weighted compensation per visit or activity
- ▶ Bonus opportunity every 12 weeks
 - ❖ Productivity
 - ❖ Caseload
 - ❖ Clinical quality outcomes based on Clinician Scorecard
 - ❖ HHCAHPS based on Clinician Scorecard

Manager Overview of Clinician Performance

Caseload		Overall HHC Score	SHP Alert Management**			Medicare Traditional			Hospitalizations			Quality Measure Composite Scores			
SOCs	DCs					Case Weight	Visits (all disc)	Ther Visit Δ	30-Day Rehosp	60-Day ACH	All ACH	Process Measures	Outcomes	PAEs	HHCAHPS
n/a	n/a		Closed	Closed	Closed	n/a	n/a	-	-	-	-	+	+	-	+
			+	+	+										
		89%	70%	60%	51%	1.05	16.28	3.24	12%	15%	23%	96%	76%	0.50%	86%
		89%	61%	48%	34%	1.03	14.55	3.14	13%	16%	22%	96%	75%	0.48%	86%
1,269	1,112	91%	86%	87%	63%	0.98	13.57	2.10	12%	9%	17%	98%	83%	0.56%	84%
↕	↕	↕	↕	↕	↕	↕	↕	↕	↕	↕	↕	↕	↕	↕	↕
41	32	90%	37%	48%	36%	1.09	9.53	1.07	0%	0%	3%	98%	78%	0.00%	81%
126	112	94%	96%	96%	63%	1.15	16.78	3.52	19%	16%	13%	99%	86%	0.87%	92%
0	5	97%	-	-	-	1.57	24.00	4.00	0%	0%	33%	98%	100%	2.00%	96%
9	7	96%	100%	53%	30%	1.12	10.00	0.00	-	0%	13%	100%	95%	0.00%	86%
32	26	92%	71%	57%	43%	1.40	14.73	2.27	0%	0%	0%	95%	93%	0.36%	75%
0	0	-	100%	92%	46%	0.78	6.50	2.00	-	-	-	-	-	-	-
78	65	90%	90%	94%	68%	0.88	11.17	1.94	22%	14%	28%	97%	78%	1.13%	88%
24	20	98%	67%	85%	53%	1.06	9.70	2.20	0%	0%	17%	99%	99%	0.00%	95%
78	67	92%	93%	91%	66%	0.84	13.51	1.41	11%	19%	24%	99%	79%	0.12%	90%
80	75	90%	86%	94%	64%	0.88	13.00	1.43	18%	7%	14%	97%	78%	0.47%	85%
51	58	90%	100%	98%	93%	0.95	13.68	1.91	-	15%	12%	96%	83%	0.31%	76%
45	45	91%	94%	96%	67%	1.03	16.32	3.03	0%	3%	10%	98%	76%	0.80%	90%
37	29	90%	100%	95%	79%	0.87	15.66	2.28	-	0%	26%	96%	80%	0.90%	76%
74	62	89%	92%	96%	91%	0.78	10.43	1.20	-	3%	13%	93%	88%	0.28%	70%
21	18	97%	93%	63%	39%	1.20	12.10	3.30	0%	17%	10%	96%	98%	0.49%	97%
30	21	92%	89%	98%	70%	0.99	14.66	2.11	0%	13%	31%	99%	80%	1.99%	88%
69	65	91%	94%	91%	66%	0.97	15.18	2.47	13%	25%	21%	99%	78%	0.67%	88%
35	33	94%	67%	72%	36%	1.31	12.89	2.78	-	0%	8%	99%	84%	0.00%	95%
30	29	92%	83%	63%	35%	1.29	14.36	2.50	-	0%	3%	98%	80%	0.63%	91%
28	31	94%	70%	65%	39%	1.08	11.88	1.63	0%	20%	14%	98%	94%	0.57%	87%
3	0	-	67%	50%	30%	-	-	-	-	-	-	-	-	-	-
0	0	-	-	-	-	-	-	-	-	-	100%	100%	-	0.00%	-
44	36	91%	98%	94%	87%	0.67	7.77	0.60	-	5%	14%	95%	86%	0.50%	85%
0	0	-	-	-	-	-	-	-	-	-	100%	100%	-	0.00%	-
28	24	94%	73%	61%	46%	1.53	18.92	3.25	-	7%	11%	97%	90%	0.00%	95%
53	47	92%	76%	62%	30%	1.06	9.35	1.35	0%	0%	4%	99%	85%	0.19%	75%
73	63	92%	89%	90%	58%	0.91	13.80	2.14	14%	13%	20%	98%	83%	0.66%	83%
19	19	82%	71%	69%	36%	1.23	15.89	2.78	-	0%	14%	97%	54%	0.46%	64%
154	120	93%	94%	98%	69%	1.14	17.22	2.59	8%	12%	25%	98%	88%	0.43%	84%

Clinician Scorecard #1

Hospitalizations		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP State (MI)			SHP National		
					RN	PT	Agency	RN	PT	Agency
30-Day Rehospitalization		-		11.61%	14.15%	6.34%	13.40%	13.08%	6.18%	12.18%
★ 60-Day Acute Care Hospitalization - HHC		-		0.00%	18.07%	8.31%	16.45%	16.63%	8.72%	15.43%
All Acute Care Hospitalization - Actual		-		13.64%	24.02%	10.09%	22.18%	24.78%	10.51%	22.69%

Home Health Compare Process Measures		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP State (MI)			SHP National		
					RN	PT	Agency	RN	PT	Agency
Pain Assess Conducted		+	100.00%	99.93%	99.02%	98.76%	98.96%	99.31%	99.26%	99.29%
Pain Interventions		+	100.00%	100.00%	99.54%	99.38%	99.51%	99.43%	99.31%	99.40%
Heart Failure Symp Addressed		+	100.00%	100.00%	99.03%	97.31%	98.91%	98.61%	98.92%	98.50%
Pres Ulc Risk Assess Conducted		+	100.00%	99.78%	99.68%	99.66%	99.67%	99.45%	99.16%	99.39%
Pres Ulc Prevention in POC		+	100.00%	100.00%	98.91%	98.88%	98.90%	98.40%	98.84%	98.23%
Pres Ulc Prevention		+	100.00%	99.88%	98.45%	98.15%	98.18%	98.75%	98.10%	98.67%
★ Timely Initiation of Care		+	100.00%	99.33%	91.78%	88.13%	91.22%	94.38%	91.61%	93.94%
★ Drug Education All Meds		+	100.00%	99.93%	98.96%	98.36%	98.86%	98.60%	97.78%	98.46%
Fall Risk Assess Conducted		+	100.00%	99.83%	99.84%	99.54%	99.62%	99.57%	99.63%	99.57%
Depression Assess Conducted		+	100.00%	99.93%	98.23%	97.74%	98.14%	98.44%	97.53%	98.27%
★ Flu Vaccine Received - Current Season		+		85.71%	79.08%	81.70%	79.50%	79.14%	81.11%	79.48%
Pneumococcal Vaccine Received - Ever		+		81.82%	83.93%	85.43%	84.14%	82.68%	84.29%	82.94%
Diabetic Foot Care & Education		+		99.72%	97.77%	95.01%	97.44%	97.84%	95.98%	97.60%
Rollup		+		97.17%	95.68%	95.09%	95.58%	95.72%	95.21%	95.63%

Home Health Compare Outcome Measures		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP State (MI)			SHP National		
					RN	PT	Agency	RN	PT	Agency
★ Improvements - Risk Adjusted		+	77.08%	79.76%	75.42%	79.87%	76.14%	75.95%	81.03%	76.87%
Ambulation Improvements - Actual		+	81.11%	80.57%	1.63%	0.66%	1.47%	1.82%	0.72%	1.61%
Declines		-	0.00%	1.22%						
★ Improvements - Risk Adjusted		+	62.10%	77.87%	73.38%	79.50%	74.41%	74.37%	79.99%	75.41%
Bed Transfer Improvements - Actual		+	61.11%	82.13%	1.42%	0.67%	1.30%	1.65%	0.73%	1.47%
Declines		-	5.28%	0.66%						
★ Improvements - Risk Adjusted		+	93.84%	91.79%	77.40%	78.56%	77.52%	78.71%	79.95%	78.85%
Bathing Improvements - Actual		+	87.89%	80.08%	2.14%	1.04%	1.96%	2.17%	1.08%	1.96%
Declines		-	0.00%	1.20%						
★ Improvements - Risk Adjusted		+	62.04%	91.13%	73.54%	76.70%	74.08%	77.15%	78.37%	77.95%
Pain Interfering with Activity Improvements - Actual		+	60.00%	88.41%	5.72%	4.50%	5.54%	4.74%	3.92%	4.60%
Declines		-	0.00%	0.83%						
★ Improvements - Risk Adjusted		+	51.19%	82.46%	75.44%	75.12%	75.36%	77.91%	79.22%	78.08%
Dyspnea Improvements - Actual		+	36.84%	87.75%	3.35%	2.30%	3.17%	2.90%	1.83%	2.69%
Declines		-	0.00%	0.39%						
Improvements - Risk Adjusted		+		87.49%	89.78%	88.86%	89.67%	90.64%	90.44%	90.60%
Status of Surgical Wnd Improvements - Actual		+		89.38%	1.13%	0.27%	0.58%	0.98%	0.43%	0.88%
Declines		-	0.00%	0.11%						
Improvements - Risk Adjusted		+		78.37%	71.45%	66.87%	70.59%	68.57%	64.58%	67.71%
Mgmt of Oral Meds Improvements - Actual		+	47.37%	81.43%	3.95%	3.79%	3.93%	3.69%	2.84%	3.55%
Declines		-	0.00%	4.08%						
Actual Improvement Rollup		+	53.70%	83.42%	75.08%	76.67%	75.29%	75.97%	77.73%	76.22%

Clinician Scorecard #2

Hospitalizations		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP State (MI)			SHP National		
					RN	PT	Agency	RN	PT	Agency
30-Day Rehospitalization		-		0.00% 11.61%	14.15%	6.34%	13.40%	13.08%	6.18%	12.18%
★ 60-Day Acute Care Hospitalization - HHC		-		0.00% 9.26%	18.07%	8.31%	16.45%	16.83%	8.72%	15.43%
All Acute Care Hospitalization - Actual		-		16.67% 17.06%	24.02%	10.09%	22.18%	24.78%	10.51%	22.69%

Home Health Compare Process Measures		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP State (MI)			SHP National		
					RN	PT	Agency	RN	PT	Agency
Pain Assess Conducted		+		100.00% 99.53%	99.02%	98.76%	98.96%	99.31%	99.26%	99.28%
Pain Interventions		+		100.00% 100.00%	99.54%	99.38%	99.51%	99.43%	99.31%	99.40%
Heart Failure Symp Addressed		+		100.00% 100.00%	99.03%	97.31%	98.91%	98.61%	96.92%	98.50%
Pres Ulc Risk Assess Conducted		+		100.00% 99.78%	99.68%	99.66%	99.67%	99.45%	99.16%	99.39%
Pres Ulc Prevention In POC		+		100.00% 100.00%	98.91%	98.88%	98.90%	98.40%	96.84%	98.23%
Pres Ulc Prevention		+		100.00% 99.88%	98.45%	98.15%	98.18%	98.75%	98.10%	98.67%
★ Timely Initiation of Care		+		100.00% 99.33%	91.78%	88.13%	91.22%	94.38%	91.81%	93.94%
★ Drug Education All Meds		+		100.00% 99.53%	98.96%	98.36%	98.86%	98.60%	97.78%	98.46%
Fall Risk Assess Conducted		+		100.00% 99.83%	99.64%	99.54%	99.62%	99.57%	99.63%	99.57%
Depression Assess Conducted		+		100.00% 99.53%	98.23%	97.74%	98.14%	98.44%	97.53%	98.27%
★ Flu Vaccine Received - Current Season		+		88.89% 84.05%	79.08%	81.70%	79.50%	79.14%	81.11%	79.48%
Pneumococcal Vaccine Received - Ever		+		95.83% 87.83%	83.93%	85.43%	84.14%	82.68%	84.29%	82.94%
Diabetic Foot Care & Education		+		100.00% 99.72%	97.77%	95.01%	97.44%	97.84%	95.98%	97.60%
Rollup		+		99.13% 97.68%	95.68%	95.09%	95.58%	95.72%	95.21%	95.63%

Home Health Compare Outcome Measures		High/Low Better(+/-)	SOC/ROC Clinician	Your Org	SHP State (MI)			SHP National		
					RN	PT	Agency	RN	PT	Agency
★ Ambulation	Improvements - Risk Adjusted	+		89.37% 79.76%	75.42%	79.87%	76.14%	75.95%	81.03%	76.87%
	Improvements - Actual	+		100.00% 80.57%	1.63%	0.66%	1.47%	1.82%	0.72%	1.61%
★ Bed Transfer	Improvements - Risk Adjusted	+		81.83% 77.87%	73.38%	79.50%	74.41%	74.37%	79.99%	75.41%
	Improvements - Actual	+		100.00% 82.13%	1.42%	0.67%	1.30%	1.65%	0.73%	1.47%
★ Bathing	Improvements - Risk Adjusted	+		100.00% 91.79%	77.40%	78.56%	77.52%	78.71%	79.95%	78.85%
	Improvements - Actual	+		100.00% 80.08%	2.14%	1.04%	1.96%	2.17%	1.08%	1.96%
★ Pain Interfering with Activity	Improvements - Risk Adjusted	+		93.51% 91.13%	73.54%	76.70%	74.08%	77.15%	78.37%	77.35%
	Improvements - Actual	+		94.74% 88.41%	5.72%	4.50%	5.54%	4.74%	3.92%	4.60%
★ Dyspnea	Improvements - Risk Adjusted	+		92.29% 82.46%	75.44%	75.12%	75.36%	77.91%	79.22%	78.08%
	Improvements - Actual	+		100.00% 87.75%	3.35%	2.30%	3.17%	2.90%	1.63%	2.69%
Status of Surgical Wnd	Improvements - Risk Adjusted	+		- 87.49%	89.78%	88.86%	89.67%	90.64%	90.44%	90.60%
	Improvements - Actual	+		0.00% 85.38%	1.13%	0.27%	0.98%	0.98%	0.43%	0.88%
Mgmt of Oral Meds	Improvements - Risk Adjusted	+		88.67% 89.36%	71.45%	66.87%	70.59%	68.57%	64.58%	67.71%
	Improvements - Actual	+		100.00% 81.43%	3.95%	3.79%	3.93%	3.69%	2.84%	3.55%
Actual Improvement Rollup		+		99.15% 83.42%	75.08%	76.67%	75.25%	75.97%	77.73%	76.22%

Setting Goals

Choose your Percentile Threshold

SHP Real-Time Home Health Compare Percentile Reference HHC Publication Date: 04/2017
Report Date: 5/28/2017

What rate is required to achieve a particular percentile?

	CMS Percentile Ranking							SHP Percentile Ranking						
	50%	60%	70%	75%	80%	85%	90%	50%	60%	70%	75%	80%	85%	90%
Managing Daily Activities <i>DC/TRF - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16</i>														
Improvement in Ambulation*	68%	71%	74%	75%	77%	79%	82%	72%	73%	75%	76%	77%	79%	81%
Improvement in Bed Transferring*	65%	68%	71%	72%	74%	77%	80%	68%	71%	73%	74%	75%	77%	79%
Improvement in Bathing*	72%	75%	78%	80%	81%	84%	87%	75%	78%	80%	81%	82%	84%	86%
Managing Pain and Treating Symptoms <i>DC/TRF - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16</i>														
Pain Assessment Conducted (Removed 2017)	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%	100%
Pain Interventions (Removed 2017)	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%	100%
Improvement in Pain Interfering with Activity*	72%	76%	80%	82%	85%	88%	93%	74%	77%	79%	81%	83%	85%	88%
Heart Failure Symp Addressed (Removed 2017)	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%	100%
Improvement in Dyspnea*	70%	74%	78%	79%	81%	83%	87%	75%	78%	80%	81%	82%	84%	86%
Treating Wounds/Preventing Pressure Sores <i>DC/TRF - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16</i>														
Improvement in Status of Surgical Wounds*	92%	94%	95%	96%	97%	98%	99%	92%	94%	95%	96%	97%	98%	99%
Pres Ulc Risk Assessment (Removed 2017)	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%	100%
Pres Ulc Prevention in POC (Removed 2017)	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%	100%
Pres Ulc Prevention (Removed 2017)	0%	0%	0%	0%	0%	0%	0%	99%	100%	100%	100%	100%	100%	100%
Preventing Harm <i>DC/TRF - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16</i>														
Timely Initiation of Care	95%	96%	97%	98%	98%	99%	99%	96%	97%	97%	98%	98%	99%	99%
Drug Education All Meds	98%	99%	99%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	100%
Improvement in Management of Oral Meds*	57%	60%	63%	65%	67%	70%	74%	61%	64%	66%	68%	69%	71%	73%
Fall Risk Assessment Conducted	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Depression Assessment Conducted	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Flu Vaccine Received - Current Season	74%	78%	81%	83%	85%	87%	90%	79%	81%	83%	84%	86%	87%	90%
PPV Received - Ever	80%	84%	87%	89%	91%	92%	95%	84%	86%	88%	90%	91%	92%	94%
Diabetic Foot Care & Education	99%	99%	100%	100%	100%	100%	100%	99%	99%	99%	100%	100%	100%	100%
Preventing Unplanned Hospital Care <i>SOC - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16</i>														
30-Day Rehospitalizations								12%	11%	10%	10%	9%	8%	7%
60-Day Hospitalization	16%	15%	14%	14%	13%	12%	11%	15%	14%	13%	13%	12%	11%	10%
30-Day EC without Hospitalizations														
60-Day Emergent Care without Hospitalization	12%	11%	10%	10%	9%	8%	7%							
HHCAHPS <i>Sample Months - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16</i>														
Composite 1: Care of Patients	89%	90%	91%	92%	92%	93%	94%	90%	90%	91%	92%	92%	93%	94%
Composite 2: Communications	86%	88%	89%	89%	90%	91%	92%	87%	88%	89%	89%	90%	91%	92%
Composite 3: Specific Care Issues	84%	86%	87%	88%	89%	90%	92%	86%	87%	88%	89%	90%	91%	91%
Universal 1: % who Rated Agency 9 or 10	85%	87%	89%	90%	91%	92%	94%	85%	86%	88%	88%	89%	90%	92%
Universal 2: % who would Recommend Agency	80%	82%	84%	85%	87%	89%	91%	80%	82%	84%	85%	86%	87%	89%

Note: In this section, lower scores are better.

*Risk Adjusted scores used.

- ★ Measure used in Home Health Compare Star Ratings
- ⊙ Outcome Measure
- Ⓜ Process Measure (not subject to risk adjustment)

Determine the CMS score for chosen percentile

Clinician Scorecard #2

Compare clinician score to threshold

Hospitalizations		High/Low Better(+/-)	SOC/ROC Clinician		Your Org	SHP State (MI)			SHP National			
						RN	PT	Agency	RN	PT	Agency	
30-Day Rehospitalization		-			0.00%	11.61%	14.15%	6.34%	13.40%	13.08%	6.18%	12.18%
★ 60-Day Acute Care Hospitalization - HHC		-			0.00%	9.26%	18.07%	8.31%	16.45%	16.83%	8.72%	15.43%
All Acute Care Hospitalization - Actual		-			16.67%	17.06%	24.02%	10.09%	22.18%	24.78%	10.51%	22.69%

Home Health Compare Process Measures		High/Low Better(+/-)	SOC/ROC Clinician		Your Org	SHP State (MI)			SHP National			
						RN	PT	Agency	RN	PT	Agency	
Pain Assess Conducted		+			100.00%	99.93%	99.02%	98.76%	98.96%	99.31%	99.26%	99.29%
Pain Interventions		+			100.00%	100.00%	99.54%	99.38%	99.51%	99.43%	99.31%	99.40%
Heart Failure Symp Addressed		+			100.00%	100.00%	99.03%	97.31%	98.91%	98.61%	96.92%	98.50%
Pres Uic Risk Assess Conducted		+			100.00%	99.78%	99.68%	99.66%	99.67%	99.45%	99.16%	99.39%
Pres Uic Prevention In POC		+			100.00%	100.00%	98.91%	98.88%	98.90%	98.40%	96.84%	98.23%
Pres Uic Prevention		+			100.00%	99.88%	98.45%	96.15%	98.18%	98.75%	98.10%	98.67%
★ Timely Initiation of Care		+			100.00%	89.33%	91.78%	88.13%	91.22%	94.38%	91.81%	93.94%
★ Drug Education All Meds		+			100.00%	99.93%	98.96%	98.36%	98.86%	98.60%	97.78%	98.46%
Fall Risk Assess Conducted		+			100.00%	99.83%	99.64%	99.54%	99.62%	99.57%	99.63%	99.57%
Depression Assess Conducted		+			100.00%	99.93%	98.23%	97.74%	98.14%	98.44%	97.53%	98.27%
★ Flu Vaccine Received - Current Season		+			88.89%	84.05%	79.08%	81.70%	79.50%	79.14%	81.11%	79.48%
Pneumococcal Vaccine Received - Ever		+			95.83%	87.83%	83.93%	85.43%	84.14%	82.68%	84.29%	82.94%
Diabetic Foot Care & Education		+			100.00%	99.72%	97.77%	95.01%	97.44%	97.84%	95.98%	97.60%
Rollup		+			99.13%	97.68%	95.68%	95.08%	95.58%	95.72%	95.21%	95.63%

Home Health Compare Outcome Measures		High/Low Better(+/-)	SOC/ROC Clinician		Your Org	SHP State (MI)			SHP National			
						RN	PT	Agency	RN	PT	Agency	
★ Ambulation	Improvements - Risk Adjusted	+			89.37%	79.76%	75.42%	79.87%	76.14%	75.95%	81.03%	76.87%
	Improvements - Actual	+			100.00%	80.57%	1.63%	0.66%	1.47%	1.82%	0.72%	1.61%
★ Bed Transfer	Improvements - Risk Adjusted	+			81.83%	77.87%	73.38%	79.50%	74.41%	74.37%	79.99%	75.41%
	Improvements - Actual	+			100.00%	82.13%	1.42%	0.67%	1.30%	1.65%	0.73%	1.47%
★ Bathing	Improvements - Risk Adjusted	+			100.00%	91.79%	77.40%	78.56%	77.52%	78.71%	79.95%	78.85%
	Improvements - Actual	+			100.00%	80.08%	2.14%	1.04%	1.96%	2.17%	1.08%	1.96%
★ Pain Interfering with Activity	Improvements - Risk Adjusted	+			93.51%	91.13%	73.54%	76.70%	74.08%	77.15%	78.37%	77.35%
	Improvements - Actual	+			94.74%	88.41%	5.72%	4.50%	5.54%	4.74%	3.92%	4.60%
★ Dyspnea	Improvements - Risk Adjusted	+			92.29%	82.46%	75.44%	75.12%	75.36%	77.91%	79.22%	78.08%
	Improvements - Actual	+			100.00%	87.75%	3.35%	2.30%	3.17%	2.90%	1.83%	2.69%
Status of Surgical Wound	Improvements - Risk Adjusted	+			-	87.49%	89.78%	88.86%	89.67%	90.64%	90.44%	90.60%
	Improvements - Actual	+			-	89.38%	1.13%	0.27%	0.98%	0.98%	0.43%	0.88%
Mgmt of Oral Meds	Improvements - Risk Adjusted	+			88.67%	89.36%	71.45%	68.87%	70.59%	68.57%	64.59%	67.71%
	Improvements - Actual	+			100.00%	81.43%	3.95%	3.79%	3.93%	3.69%	2.84%	3.55%
Actual Improvement Rollup		+			99.15%	83.42%	75.08%	76.67%	75.29%	75.97%	77.73%	76.22%

Agency Management Model

- ▶ Clinical Initiatives
- ▶ OASIS Education and Testing
- ▶ Quality Benchmarking Software
 - ❖ Quality review
 - ❖ Prospective alerts
 - ❖ Real time reporting
- ▶ Clinical Team Management
- ▶ Clinician Level Results – Clinician Scorecard
- ▶ Aligned Incentives – clinician, agency, payer

Home Health Compare 2011 – 2017

2011

SHP Real-Time Home Health Compare		HomeCare of Holland - Home Health		HHC Publication Date: 04/2012		Report Date: 6/17/2016				
Your Overall Star Rating		Quality of Patient Care: ☆☆☆								
Managing Daily Activities		You		State (MI)		National		Your % Rank		
DC/TRF - You/SHP: 1/11 - 12/11 CMS: 1/11 - 12/11		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Improvement in Ambulation	☆☆☆☆	55.3%	52.0%	51.0%	56.0%	61.7%	56.0%	60.5%	42.2%	27.5%
Improvement in Bed Transferring	☆☆☆☆	53.8%	53.0%	52.4%	55.0%	58.4%	54.0%	58.0%	54.5%	41.3%
Improvement in Bathing	☆☆☆☆	54.7%	63.0%	63.9%	67.0%	68.9%	65.0%	67.5%	49.8%	42.7%

2017

SHP Real-Time Home Health Compare		HomeCare of Holland - Home Health		HHC Publication Date: 04/2017		Report Date: 5/16/2017				
Your Overall Star Rating		Quality of Patient Care: ★★★★★								
Managing Daily Activities		You		State (MI)		National		Your % Rank		
DC/TRF - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Improvement in Ambulation	★★★★★	80.0%	78.5%	77.7%	69.4%	72.4%	70.2%	73.9%	83.9%	80.3%
Improvement in Bed Transferring	★★★★★	80.6%	74.2%	73.9%	66.2%	69.0%	67.1%	71.6%	80.2%	74.2%
Improvement in Bathing	★★★★★	79.0%	91.6%	90.3%	74.0%	74.7%	73.6%	76.2%	94.2%	94.8%

Home Health Compare 2011 – 2017

2011

Managing Pain and Treating Symptoms		You			State (MI)		National		Your % Rank	
<i>DC/TRF - You/SHP: 1/11 - 12/11 CMS: 1/11 - 12/11</i>		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Pain Assessment Conducted	PM	99.2%	99.0%		98.0%	98.5%	98.0%	98.5%	62.8%	45.4%
Pain Interventions - ST EOC	PM	100.0%	100.0%		98.0%	98.0%	97.0%	97.9%	99.0%	99.0%
Improvement in Pain	☆☆☆☆	69.8%	71.0%	71.7%	68.0%	67.3%	66.0%	65.9%	67.9%	72.8%
Heart Failure Symp Addressed - ST EOC	PM	99.4%	99.0%		98.0%	97.6%	98.0%	97.9%	54.6%	44.5%
Improvement in Dyspnea	☆☆☆☆	57.1%	61.0%	62.4%	66.0%	67.7%	63.0%	65.6%	47.6%	39.1%

Treating Wounds/Preventing Pressure Sores		You			State (MI)		National		Your % Rank	
<i>DC/TRF - You/SHP: 1/11 - 12/11 CMS: 1/11 - 12/11</i>		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Improvement in Status of Surgical Wounds	⊙	93.8%	92.0%	92.3%	86.0%	85.4%	88.0%	87.2%	62.8%	61.7%
Pres Ulc Risk Assess Conducted	PM	99.6%	100.0%		98.0%	99.1%	98.0%	98.5%	99.0%	60.9%
Pres Ulc Prevention in POC	PM	100.0%	100.0%		96.0%	96.1%	95.0%	95.6%	99.0%	99.0%
Pres Ulc Prevention - ST EOC	PM	99.7%	100.0%		95.0%	95.3%	94.0%	95.4%	99.0%	74.0%

2017

Managing Pain and Treating Symptoms		You			State (MI)		National		Your % Rank	
<i>DC/TRF - You/SHP: 1/15 - 12/15 CMS: 1/15 - 12/15</i>		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Pain Assessment Conducted	PM	99.9%	99.9%		99.2%	99.1%	98.9%	99.1%	61.7%	73.6%
Pain Interventions	PM	99.9%	99.9%		99.3%	99.3%	98.9%	99.1%	55.1%	70.5%
Improvement in Pain	☆☆☆☆	84.8%	87.1%	86.7%	71.3%	70.5%	70.2%	71.1%	87.8%	93.3%
Heart Failure Symp Addressed	PM	99.5%	99.5%		98.7%	98.4%	98.1%	98.0%	47.4%	49.3%
Improvement in Dyspnea	☆☆☆☆	81.7%	76.2%	76.6%	70.5%	71.5%	69.2%	72.6%	74.9%	71.4%

Treating Wounds/Preventing Pressure Sores		You			State (MI)		National		Your % Rank	
<i>DC/TRF - You/SHP: 1/15 - 12/15 CMS: 1/15 - 12/15</i>		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Improvement in Status of Surgical Wounds	⊙	94.0%	94.4%	93.9%	87.3%	87.8%	89.8%	90.1%	69.7%	66.2%
Pres Ulc Risk Assess Conducted	PM	99.9%	99.9%		99.0%	99.6%	98.8%	99.2%	71.6%	72.0%
Pres Ulc Prevention in POC	PM	99.9%	99.9%		98.9%	98.8%	98.3%	98.4%	52.7%	63.6%
Pres Ulc Prevention	PM	99.9%	99.9%		98.0%	98.2%	97.6%	98.0%	63.7%	75.9%

Home Health Compare 2011 – 2017

2011

Preventing Harm		You			State (MI)		National		Your % Rank	
<i>DC/TRF - You/SHP: 1/11 - 12/11 CMS: 1/11 - 12/11</i>		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Timely Initiation of Care	☆☆☆☆	96.9%	97.0%		86.0%	89.4%	90.0%	92.1%	87.0%	69.1%
Drug Education All Meds - ST EOC	☆☆☆☆	97.4%	97.0%		91.0%	91.1%	89.0%	91.4%	76.2%	70.1%
Improvement in Mgmt of Oral Meds		39.0%	53.0%	54.1%	50.0%	52.9%	47.0%	50.6%	76.5%	74.3%
Fall Risk Assessment Conducted		94.0%	94.0%		95.0%	93.5%	95.0%	94.3%	18.3%	20.9%
Depression Assessment Conducted		98.6%	99.0%		96.0%	93.9%	97.0%	97.4%	67.2%	43.5%
Flu Vaccine Received	☆☆☆☆	83.0%	83.0%		68.0%	70.1%	67.0%	68.3%	79.9%	84.8%
PPV Received		81.1%	82.0%		64.0%	66.6%	65.0%	66.1%	76.1%	77.4%
Diabetic Foot Care & Education - ST EOC		99.0%	99.0%		93.0%	93.2%	91.0%	92.7%	81.4%	76.0%

Preventing Unplanned Hospital Care		You			State (MI)		National		Your % Rank	
<i>SOC - You/SHP: 1/11 - 12/11 CMS EC: 1/11 - 12/11 CMS Hosp: 1/11 - 12/11</i>		Actual	CMS	Projected	CMS	SHP	CMS	SHP	CMS	SHP
Note: In this section, lower scores are better.										
30-Day Rehospitalizations		14.9%	-		14.4%		13.2%		34.6%	
60-Day Hospitalizations	☆☆☆	13.4%	-	15.7%	-	16.9%	-	16.1%	-	72.1%
30-Day EC without Hospitalizations		-			-		-		-	
60-Day EC without Hospitalizations		-			-		-		-	

2017

Preventing Harm		You			State (MI)		National		Your % Rank	
<i>DC/TRF - You/SHP: 10/15 - 9/16 CMS: 10/15 - 9/16</i>		Actual	CMS	Risk Adj	CMS	SHP	CMS	SHP	CMS	SHP
Timely Initiation of Care	★★★★☆	98.8%	98.8%		89.4%	90.7%	93.2%	93.4%	88.3%	88.3%
Drug Education All Meds	★★★★☆	99.7%	99.7%		97.8%	98.6%	97.2%	97.9%	80.5%	78.4%
Improvement in Mgmt of Oral Meds		78.5%	88.0%	87.7%	60.7%	64.7%	59.9%	63.7%	97.3%	97.7%
Fall Risk Assessment Conducted		99.8%	99.8%		99.6%	99.5%	99.4%	99.5%	45.0%	44.7%
Depression Assessment Conducted		99.9%	99.9%		98.0%	98.2%	98.0%	98.3%	70.4%	74.9%
Flu Vaccine Received	★★★★☆	83.5%	83.8%		75.4%	77.6%	74.4%	77.7%	77.2%	70.7%
PPV Received		83.9%	84.2%		78.7%	83.5%	78.6%	82.3%	61.0%	49.1%
Diabetic Foot Care & Education		100.0%	100.0%		97.1%	97.5%	96.7%	97.2%	99.0%	99.0%

Preventing Unplanned Hospital Care		You			State (MI)		National		Your % Rank	
<i>SOC - You/SHP: 7/15 - 6/16 CMS EC: 7/15 - 6/16 CMS Hosp: 7/15 - 6/16</i>		Actual	CMS	Projected	CMS	SHP	CMS	SHP	CMS	SHP
Note: In this section, lower scores are better.										
30-Day Rehospitalizations		14.3%	11.1%		13.4%		12.1%		31.7%	
60-Day Hospitalizations	★★★★☆	9.9%	11.1%	10.3%	16.6%	16.4%	16.5%	15.4%	89.4%	97.0%
30-Day EC without Hospitalizations										
60-Day EC without Hospitalizations			11.0%		12.3%		12.5%		63.8%	

5 Star Results



Home Health
Quality of Patient Care Star Rating
Provider Preview Report

*This report is based on Medicare fee-for-service claims data (10/1/2015-9/30/2016)
and end-of-care OASIS assessment dates (1/1/2016-12/31/2016)*

Rating for Homecare Of Holland Home Grand Rapids, Michigan
Quality of Patient Care Star Rating
★★★★★ (5.0 stars)

The Quality of Patient Care Star Rating will be displayed on Home Health Compare (HHC) in July 2017.

Conclusion

In Closing

- ▶ Scorecards provides objective data to use in providing incentives to your staff and organizations
- ▶ Determine what outcomes to want to improve – and use incentives to help motivate your staff to reach higher scores
- ▶ As Atrio has shown, that with the right incentive model, leadership and strong execution, a 5 Star rating is possible!

Note: If your agency also provides Hospice services – SHP for Hospice Scorecards will be available soon

Questions and Answers





**Thank you for
attending!**

Questions? Please Contact Us At:

Support@SHPdata.com

or call (805) 963-9446

Winning Wednesday Webinar Series