SPARTANBURG REGIONAL HOME HEALTH

OPICP CONFERENCE

PALMETTO GBA
A CELERIAN GROUP COMPANY

ORGANIZATION OVERVIEW

- Hospital-based, Medicare-certified Home Health Agency
- Serving Spartanburg County for 30 years – population 293,542 (2014 U.S. Census Bureau)
- Services: Nursing, PT, OT, ST, MSW, aides, infusion therapy, telehealth, certified wound nurse, behavioral health nursing, chronic disease management
- Other programs: ImPACT, partnerships with 12 Assisted Living Facilities and 4 Independent Living Facilities
- 2014 Stats:

  Total annual visits (all disciplines) - 58,352

  Total annual admissions - 2828

  Average daily census - 487

  FTE's - 91

CHALLENGES

- Identifying a standard process
  - Understanding the “why” behind the rework
- Attending and listening to referring physician feedback
- Embracing the barriers

OPICP TEAM MEMBERS

- Anita Butler- VP Post-Acute Services
- Dr. Garrett Snipes- Home Health Medical Director
- Phyllis Osborne- Home Health Director
- Linda Edmond- Population Health Program Manager
- Jill Greene- Post-Acute Chief Nursing Officer
- Patricia Stimac- Post-Acute Director of Quality
- Karla Lamb- Director of Post-Acute Referral Center and Case Management
- Sherry Eison- Post-Acute Director of Education
- Leslie Wolfe- Home Health Nursing Manager
- Odette Ray- Home Health Rehab Director
- Vickie State- Home Health Compliance Officer
- Melissa Weaver- Home Health Assisted Living Program Manager
- Julie Owens- Home Health Intake Nurse
- Lindley Ewing- Home Health Insurance Case Manager
- Gracie Williams- Health Informatics Manager
- Tara Johnson- Health Informatics Home Health Specialist
- Teresa Dawkins- Health Informatics QA Technician Supervisor
- Beth McKelvey- Processor Insurance Claims
- Lynn Henderson- Corporate Director of Health Informatics
- Susan Bullman- Systems Analyst Information Services

OPICP TEAM MEMBERS

BASELINE MAP

BARRIERS

- Physician knowledge of face-to-face requirements
  - Physician goal/regulatory alignment
- Contact lead for physician practices and hospitals
- Intake process
- Extensive process change
- Time allotment to role change
- Dedicated SOC review
- Fax line
- EPIC conversion
  - Cost

FUTURE STATE MAP

INITIATIVES LIST

- Develop and implement physician education- CME offering
- Redesign and standardize intake process
- Develop and implement start of care and weekly case review
- Develop physician practice lead
- Develop cross functional team to "own" face-to-face and plan of care certification
- Ensure uniform computer access for all staff

THE REFERRING PHYSICIAN EDUCATIONAL INITIATIVE

TAKING THE MESSAGE TO DOCS

FIRST STEP: "LISTENING TOUR"

- Key practices, physician leadership of hospitalist group and primary care groups
- Lessons learned:
  - Educational barriers related to:
    - home health eligibility
    - role/importance of home healthcare
    - referral patterns for home health agencies
    - home health certification requirements

THE INITIATIVE

- Physician education in their work setting
  - CME credit
- Components of the presentation designed to address learning opportunities:
  - Home health in a changing healthcare system
  - Home health eligibility
  - Home health certification basics
  - Referral development

PHYSICIAN EDUCATION

Regional Home Health:

Your new "best friend" in the management of complex patients?

HOME HEALTH IN A CHANGING HEALTHCARE SYSTEM

- Goal: Educate physicians in changing healthcare environment- projecting into the future
  - Changes in payment methodology -Move from volume-based to value-based care
  - Medicare Spending per Beneficiary (MSPB)
  - Cost analysis of post-acute discharge setting
    - Highlighting cost and care management benefit of home healthcare

HOME HEALTH IN A CHANGING HEALTHCARE SYSTEM

- Discharge patterns to post-acute settings
  - home health agencies are key to controlling cost and managing outcomes
- Social determinants of care
  - home health agency flexibility for addressing the holistic patient
- High-risk patient management in risk bearing healthcare systems
- Seven Essentials of Engaged Intervention to achieve the Triple Aim (Better Care, Healthy People, Healthy Community)

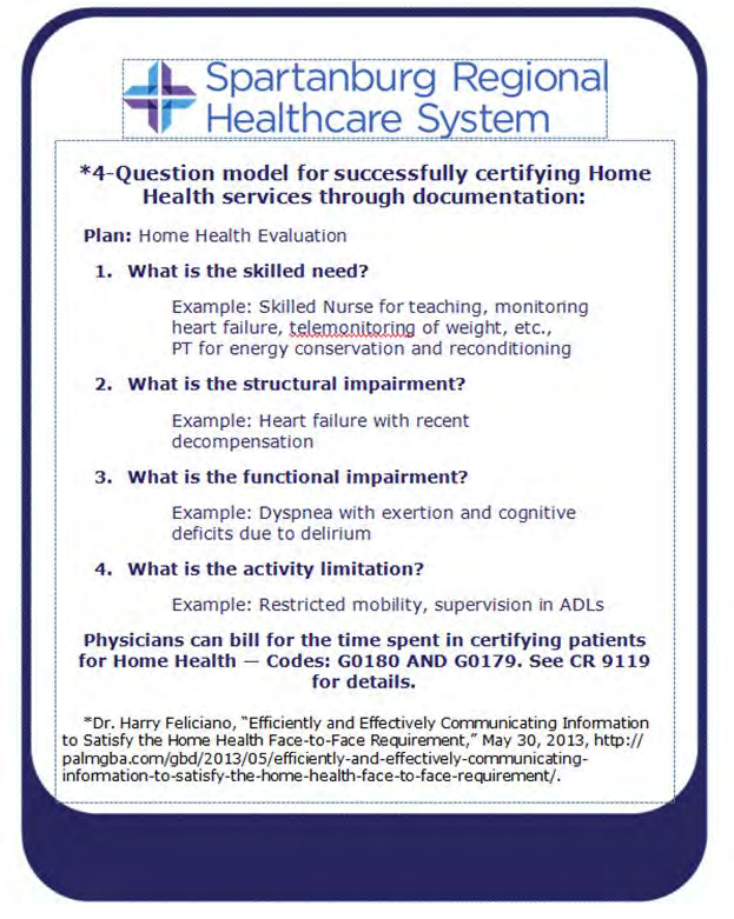
HOME HEALTH ELIGIBILITY

- Goal: Educate the physician of home health eligibility criteria
  - Homebound status
  - Under the care of a physician
  - Skilled need
  - Face-to-face encounter requirements

HOME HEALTH CERTIFICATION BASICS

- Goal: Educate the physician regarding home health certification requirements
  - Development of pocket card

HOME HEALTH CERTIFICATION BASICS



HOME HEALTH CERTIFICATION BASICS

REFERRAL DEVELOPMENT

- Goal: Maintaining the pulse of the agency:
  - Ongoing relationship development
    - Regular scheduled education offerings to physician practice (CME)
    - Population health management
      - Physician practice liaison
    - Post-acute navigator

WHAT DO WE HOPE TO ACHIEVE

- Increased engagement of physicians through education
  - Home health in a changing healthcare system
  - Home health eligibility
  - Home health certification basics
  - Referral development
    - *Happy physicians*
- "Clean", efficient intake process

CONTROL PLAN - METRICS

- Percent of clean referrals on admission
- Percent of clean claims accepted on initial submission
- Percent of billing error edits due to face to face needs

LESSONS LEARNED
PROCESS BENEFITS

- Physicians do not understand:
  - Role of home health
  - Home health eligibility
  - Home health certification requirements
- Work and rework prevents valuable work
  - Streamline cross functional workflow

SUPPLY CHAIN MESSAGES

- Home health regulatory requirements are challenging and can be prohibitive to patient referrals
  - Face-to-face documentation
  - Plan of care certification
  - Physician orders

CONFERENCE AGENDA

TIME	DETAILS	SPEAKER
7:30 AM	Registration & Continental Breakfast	All
9:00 AM	Welcome	Joe Johnson Ed Sanchez
9:20 AM	OPICP Process	Kathy Merrill Annette Zwerner
9:40 AM	Carolina's Healthy@Home: Physician Practice Template Implementation	Kimber Walters Jennifer Piracci Lynne Bailey
10:10 AM	Break	All
10:30 AM	UFL Shands: Hospital Procedures & Measure Improving F2F Documentation	Chris Montrowl
11:00 AM	Encompass – Dallas: Improved MAC Relationship	Bud Langham
11:30 AM	Encompass – Tulsa: Measures installed to Improve Performance	Kelly Shearrer
12:00 PM	Spartanburg: Physician Education to Improve Documentation Integrity	Karla Lamb Dr. G. Snipes
12:30 PM	Break	All
12:45 PM	Lunch & Pilot Projects Exposition	All
2:30 PM	Results	Dr. Feliciano
2:50 PM	Best Practices/Lessons Learned/Needs Panel Discussion	Pilot Representatives
4:00 PM	Questions?	Dr. Feliciano
4:30 PM	Adjourn	Dr. Feliciano

