

Palmetto GBA Home Health Admission for Daily Insulin Administration Video Script

Hello, I am Charles Canaan, Senior Provider Education Consultant at Palmetto GBA. Palmetto GBA provides technology, training, finance and customer service solutions to ensure your organization's success. Our services are developed with providers like you in mind to promote efficiency, reduce costs and streamline business, operational and clinical processes.

Palmetto GBA uses the DMAIC procedure, which stands for Define, Measure, Analyze, Improve and Control. This is a data-driven process for improving, optimizing and stabilizing business processes and designs. We want to advise providers on ways to apply the DMAIC process to help create a strong Health Information Supply Chain. Our topic today is daily Insulin administration for Home Health diabetic patients.

Let's start with the first phase of the DMAIC process...Define. According to the Centers for Disease Control and Prevention, the number of people with Type 2 diabetes in the United States is estimated at 26 million. The CDC also estimates that this number will more than triple by 2050.... The 2014 CMS Home Health final rule found that episodes that qualify for outlier payments in excess of 10,000 dollars averaged 160 skilled nursing visits in a 60-day episode of care. 95 percent of those episodes listed a primary diagnosis of diabetes or long-term use of insulin

Next is the Measure phase. In the second half of 2014, Palmetto GBA paid more than 524 million dollars to home health agencies for approximately 122,000 diabetes beneficiaries. This was over 196,000 claims. Palmetto GBA also prepared Comparative Billing reports on daily insulin administration. This report identifies providers with a high number of daily visits for insulin injections. These are patients with a primary diagnosis from the ICD 9 CM 250 category. The average number of injections per day per beneficiary is calculated by counting the number of skilled nursing visits for the purpose of insulin injection, divided by the number of days in the service date range for those visits. The Palmetto GBA average number of insulin injections is 0.4.

Now, we move to the Analyze phase. This is the time to analyze the data to investigate and verify cause-and-effect relationships. We determine what the relationships are, and attempt to ensure that all factors have been considered. We then list potential causes of the problem and prioritize those root causes we will pursue in the Improve phase. The place to start is your Health Information Supply Chain. Look at your referral sources. Some questions you should ask when considering admission for insulin administration include:

Why can't the beneficiary provide these services for self?

Why can't a primary caregiver or attendant be taught to provide these services?

Have options for obtaining these services through other resources in the community been explored and exhausted? What was done?

The fourth phase is the Improve phase. The purpose of this step is to identify, test and implement a solution to the problem. To accomplish this we identify creative solutions to eliminate the key root causes. Three things you should do in this phase are:

1. Examine your preadmission screening process
2. Educate your referral sources
3. Evaluate your discharge planning process

Long lengths of stay and inappropriate admissions drive up utilization. Your patients must be physically or mentally unable to self-inject insulin. And there must be no other person who is able and willing to inject the beneficiary. But remember, the Home Health benefit is intended to be a short-term benefit. Exploring what other options are available for the beneficiary is imperative in reduction of utilization.

This brings us to the last phase of the DMAIC process... Control. The purpose of this step is to sustain your gains. Routine audits that monitor the improvements you make help ensure continued and sustainable success. You must monitor length of stay and appropriateness of admissions

As you can see, using a data-driven problem solving process such as DMAIC can help strengthen your internal processes and your Health Information Supply chain. This will enable you to deliver the best care possible and avoid costly errors that could result in the loss of Medicare coverage and payment.

I'm Charles Canaan with Palmetto GBA. Thanks for watching