Home Health Agency Perspectives on *Quality Management* Panel Summary

The *Home Health Agency (HHA) Perspectives* panel series features discussions with volunteer panelists reviewing strategic approaches to managing and improving HHA performance. Panelists are experienced home health professionals working in leadership positions. In this session, panelists reviewed quality management strategies that can be described as Quality Assurance and Performance Improvement (QAPI) and concurrent, real-time quality management.

Featured HHAs

| Millenium Home Care, LLC Port Charlotte, FL | Peterson Health Kerrville, TX | Darling's Home Care Warren, PA |

Quality Management Themes

Quality Assurance and Performance Improvement (QAPI)

Implement and manage performance improvement

QAPI programs characterized by:

- Being data-driven, including investing in data capture, analytics, and reporting capacities.
- Having dedicated teams focused on continuous improvement, responding to outcomes data and changes in the home health operating environment.
- Having a comprehensive scope of activities, involving all agency functions and staff.

Concurrent quality management

Course-correct problems before they become negative outcomes

Specific practices include:

- Outreach phone calls to recently admitted patients, responding to concerns or issues identified.
- Concurrent clinical quality review for visit notes and care plan – using findings to correct issues identified and provide feedback and mentoring for staff.
- Utilization review beginning with intake.
- Clinical and progress review – including regular case conference and focus areas such as wound care grand rounds and pharmacist medication review.

Quality Management Panel Highlights

Quality Management

- Implementing supportive office structure, conducting regular outreach calls with patients, and tracking emergency department (ED) admissions in real time can help with reviewing and improving outcomes or changing processes.
- Incorporate QAPI as a daily practice not just a quarterly practice and participate in value-based enterprises, such as accountable care organizations (ACOs), to drive improvement.
- Be proactive, not reactive, by incorporating post-admission calls after start of care (SOC) and post-discharge calls.

Data Capacity

- Use electronic applications with messaging systems to upload pictures, update medical records, and communicate directly with staff/patients.
- Track patient status in real-time to understand and improve patient outcomes and collaborate with other providers.
- Orient staff to technology with frequent meetings and trainings.

Learning and Staff Engagement

- Touch base with staff often to see what is working for them, and explore possible changes needed.
- Educate employees in multiple formats (e.g., podcasts) to accommodate different learning styles and keep employees engaged.
- Use an employee reward program to keep employees satisfied and motivated to deliver the best patient care possible.

Leadership, Strategy, Investment

- Offer leadership training for staff interested in long-term employment – introducing them to leadership infrastructure, hospital committees, etc.
- Invest in staff development and well-being. Quality management involves the whole team.
- Empower clinical staff to prioritize patients' and caregivers' needs and preferences in care planning and delivery.

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