



## HOME HEALTH VALUE BASED PURCHASING SURVEY 2018

May 28, 2019

Prepared by:

Dana B. Mukamel, Ph.D.

Jacqueline S. Zinn, Ph.D.

Eugene Nuccio, Ph.D.

Dara H. Sorkin, Ph.D.

Heather Ladd, M.S.

Susan Ettner, Ph.D.

Address:

University of California, Irvine

Department of Medicine

iTEQC Research Program

100 Theory, Suite 120

Irvine, CA 92617-3056

<http://www.medicine.uci.edu/iteqc/>

Acknowledgment: Funded by the National Institute on Aging (NIA) grant # AG051719. We thank William Dombi, Esq., President of National Association for Home Care and Hospice (NAHC); Home Health Agency respondents for supporting our study; and Tracy Case for her expertise in compiling this report.



## SURVEY FINDINGS

This survey was a short, mailed survey to 2,000 home health agencies, nationally, asking about the quality improvement strategies they had considered or adopted. This survey was part of a larger ongoing study to understand the choices of home health agencies with respect to quality and the costs of quality improvement.

### INFORMATION ABOUT SURVEY RESPONDENTS

**Table 1: Survey Responders by Organizational Role**

<b>Organizational Role:</b>	<b>Number</b>	<b>Percent</b>
<b>Top Management: E.g. Owner, CEO, President, Director, Administrator</b>	761	63.5
<b>Clinical Management: E.g. DON, Nurse administrator, Dir. of Pat. Care</b>	204	17.0
<b>Middle Management: E.g. Office Manager, Supervisor</b>	191	15.9
<b>Financial Management: E.g. CFO</b>	16	1.3
<b>Other Miscellaneous</b>	25	2.1
<b>Did not respond</b>	2	0.0
<b>TOTAL RESPONDING AGENCIES</b>	<b>1,199</b>	<b>99.8</b>

### INFORMATION ABOUT PARTICIPATING HOME HEALTH AGENCIES (HHAs)

**Table 2: Ownership of Responding Agencies**

<b>Owned by:</b>	<b>Percent</b>
<b>Independent</b>	64.2
<b>Hospital or hospital system</b>	13.8
<b>Health Care System</b>	5.5
<b>Small Home Health Chain</b>	1.6
<b>Large Home Health Chain</b>	4.6
<b>Some Other Entity</b>	8.7
<b>No Answer</b>	1.7



### **INFORMATION ABOUT PARTICIPATING HOME HEALTH AGENCIES (HHAs) (CONT'D)**

**Table 3: Services Provided by the Agency**

<b>Service:</b>	<b>Percent of Agencies Providing the Service</b>
Physical Therapy	98.0
Occupational Therapy	94.7
Skilled Nursing Services	94.2
Home Health Aide	91.6
Wound Care	91.2
Speech Language Pathology	86.0
Social Services	82.9
IV Therapy	78.1
Enterostomal Therapy	43.7
Dietary Or Nutritional Services	34.2
Homemaker Services	31.2
Durable Medical Equipment	22.7
Respiratory Therapy	19.3
Mental Health Services	17.1
Physician Services	15.2
Podiatry Services	11.1
Pharmacy Services	9.0
Other	4.4
Complementary, Integrative, Or Alternative Medicine	1.9
None Of The Above	5.2

### **INFORMATION ABOUT THE MARKET ENVIRONMENT OF PARTICIPATING AGENCIES**

**Table 4: Respondents' Perceptions of Competition for Patients in Their Market**

<b>Agencies reporting:</b>	<b>Percent</b>
High	70.8
Medium	23.1
Low	5.5
No Answer	0.6

**Table 5: Respondents' Perceptions of Competition for Personnel (Employees Such As Nurses, Home Health Aides, Etc.) in Their Market**

<b>Agencies reporting:</b>	<b>Percent</b>
High	65.7
Medium	28.0
Low	5.8
No Answer	0.5

**AGENCIES' ADOPTION OF NEW TECHNOLOGIES, PRACTICES AND MANAGEMENT TOOLS**
**Table 6: New Web-Based Office Technologies**

Technologies	Never considered (%)	Considered but never adopted (%)	Adopted more than 5 years ago (%)	Adopted within the past 5 years (%)	No Answer (%)
<b>Billing to Patients</b>	37.6	21.4	18.5	17.9	4.7
<b>Billing to Insurers</b>	7.2	8.7	47.9	33.9	2.4
<b>Staff Scheduling</b>	14.9	15.0	35.5	31.9	2.8
<b>Patient Scheduling</b>	15.2	14.7	35.3	32.4	2.5
<b>Referrals For Admissions</b>	10.8	22.6	28.7	35.7	2.2
<b>Referrals Out of the Agency</b>	26.7	27.0	18.5	23.5	4.3
<b>Electronic Medical Record (EMR)</b>	1.5	8.7	54.3	33.7	1.8
<b>Mobile Technologies For Staff</b>	3.9	21.1	37.8	34.9	2.4

**Table 7: Clinical Technologies**

Technologies	Never considered (%)	Considered but never adopted (%)	Adopted more than 5 years ago (%)	Adopted within the past 5 years (%)	No Answer (%)
<b>Telehealth</b>	22.5	51.1	16.2	8.8	1.3
<b>Internet Based Communications With Clients (Re: Care Instructions / Consultations)</b>	36.6	48.3	4.4	8.1	2.6
<b>Educational Web Or Computer Based Modules For Patients/Families: General Or Specialized To Their Condition</b>	33.2	46.4	8.0	11.0	1.4
<b>Web-Based Support Group For Staff</b>	50.0	30.0	8.3	10.2	1.5
<b>Web-Based Support Group For Patients</b>	56.4	35.7	2.7	3.6	1.7
<b>Web-Based Support Group For Caregivers</b>	55.4	34.6	3.8	4.5	1.8

**AGENCIES' ADOPTION OF NEW TECHNOLOGIES, PRACTICES AND MANAGEMENT TOOLS (CONT'D)**
**Table 8: New Practices**

Care Practices	Never considered (%)	Considered but never adopted (%)	Adopted more than 5 years ago (%)	Adopted within the past 5 years (%)	No Answer (%)
Improved Staff Training on Implementation of Existing Protocols	2.5	7.1	40.6	48.7	1.2
Improved/Developed New Treatment Protocols	4.6	8.4	35.6	49.9	1.6
Increased Types of Services Provided to Particular Types of Patients	7.1	14.3	37.1	39.7	1.8
Increased Number (Intensity) of Services Provided to Particular Types of Patients	8.7	13.4	35.7	40.5	1.7
Improved Admission or Intake Process	2.3	6.7	36.3	53.6	1.2
Improved Care Plan Development Process	2.1	6.2	35.4	54.9	1.5
Increased/Improved Monitoring of Performance And Quality of Care	1.3	3.5	39.3	54.8	1.1
Instituted a Formal Quality Improvement Program	1.3	3.7	48.7	45.3	1.1

**Table 9: Regular Reviewing Home Health Compare Quality Measures**

Management Tools	Never considered (%)	Considered but never adopted (%)	Adopted more than 5 years ago (%)	Adopted within the past 5 years (%)	No Answer (%)
The 5 Star Score – Quality of Patient Care Ratings	1.4	5.9	33.2	58.5	1.1
The 5 Star Score – Patient Summary Survey Rating	1.8	6.2	33.4	57.3	1.4
Individual Process Quality Measures	2.4	7.4	41.1	47.6	1.6
Individual Outcome Quality Measures	2.2	7.5	41.7	47.2	1.5
Individual Patient Experience of Care Measures (HHCAHPS Results)	1.9	5.8	44.1	47.3	1.0