

SUPERIOR HEALTH QUALITY ALLIANCE PRESENTS:

Engaging Home Healthcare Agencies to Improve Effectiveness of Home Care Services



CHALLENGE

In late 2022, Superior Health Quality Alliance (Superior Health) evaluated the emergency department (ED) use of home healthcare agencies (HHAs) in our three-state region.

Through this evaluation, a gap in the quality of care at these facilities was found that impacts emergency department utilization for Medicare Beneficiaries. A root-cause analysis identified two main themes for ED use of home healthcare agencies patients:

1. Patients going to the ED without reaching out to Home Health nurses first.
2. A delay in the timeliness between hospital discharge and the start of Home Health services.

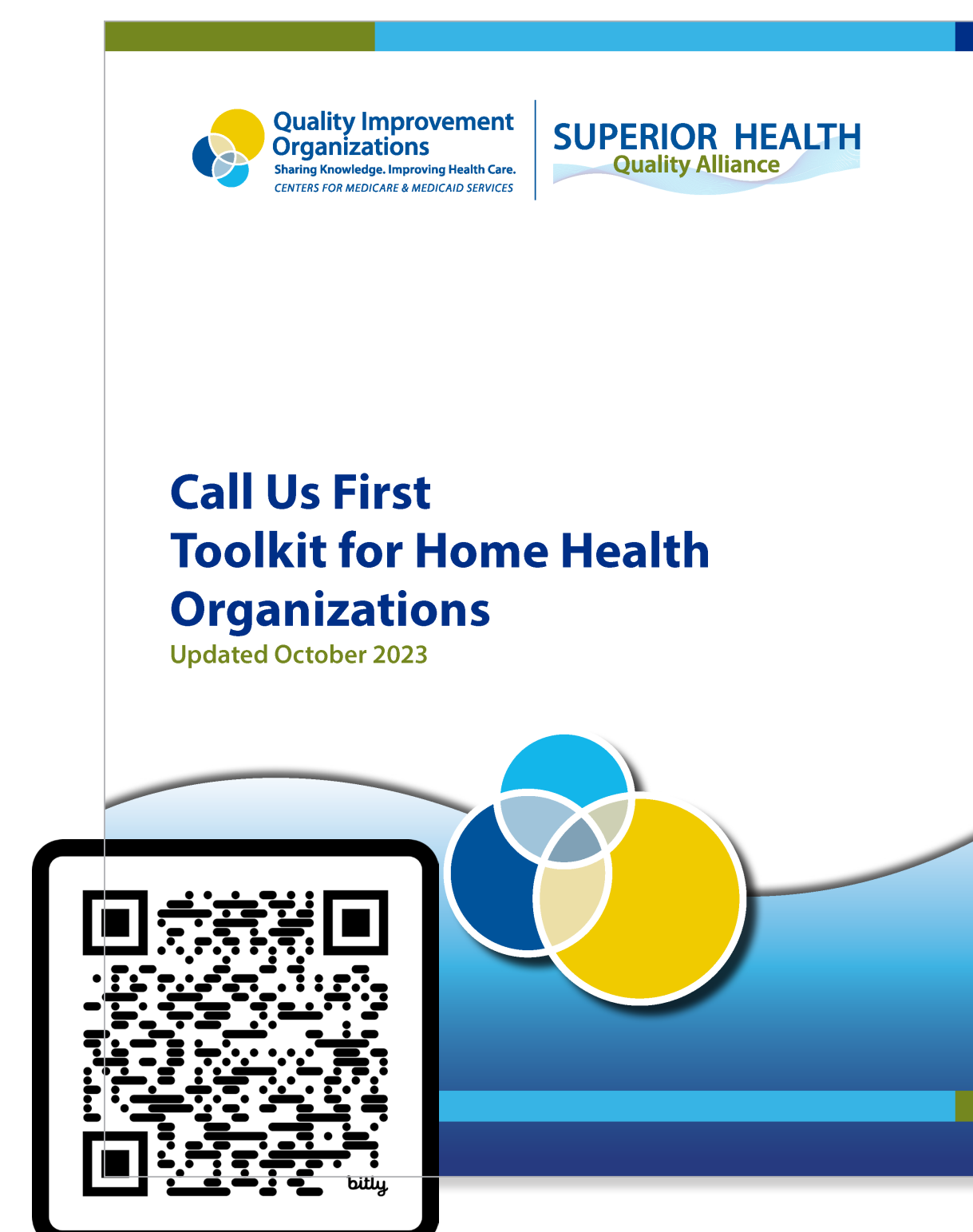
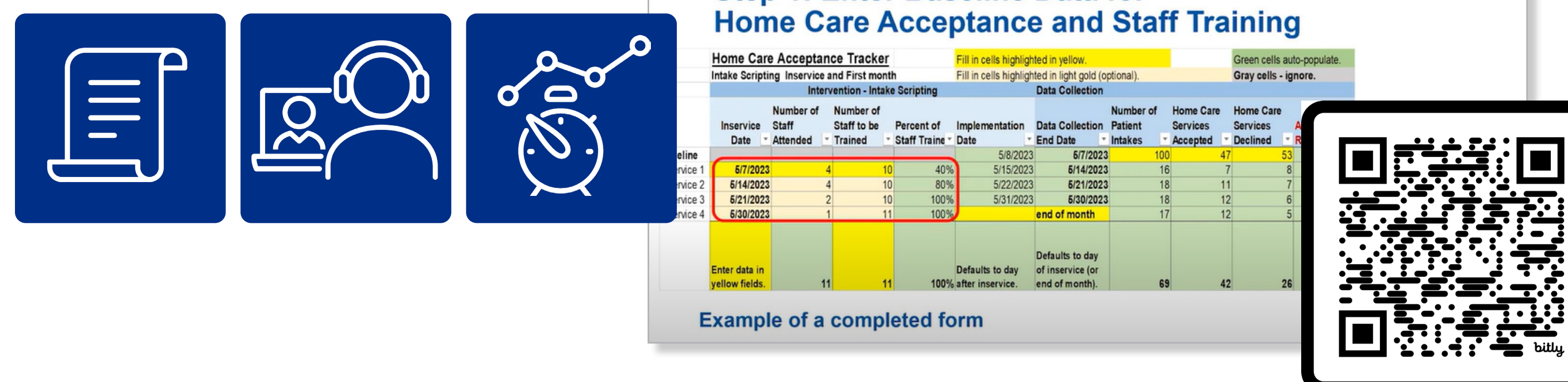


STRATEGY

Superior Health facilitated monthly meetings with HHA participants to develop strategies and tools to address the identified causes. The tools developed focus on increasing the uptake of HHA services to reduce and help prevent ED use.

SOLUTION

Superior Health developed the **Timeliness of Care Intervention** to provide **scripting, training** and **tracking** of acceptance rates of HHAs. A dedicated email box was developed for participants to easily submit self-reported data.



The **Call Us First Toolkit** was developed to address patients and families going to the ED before contacting their HHA provider. This comprehensive toolkit contains:

- Educational tools focused on high-risk diagnosis
- A coding and resource guide to identify and document social drivers of health
- Information on emergency planning for patients, families and HHA staff

PARTICIPANT FEEDBACK

The Toolkit was released in December 2023. Initial feedback from HHA users has been positive. Comments from one participant:

“I am very pleased to see this “Call Us First Toolkit.” Community-based information/education is essential for improving access, offering information and avoiding the inappropriate use of ER...which just serves to add the unintentional suffering of people seeking help.”

For more information visit Superior Health at superiorhealthqa.org
Email info@superiorhealthqa.org

INITIAL RESULTS

From the the first HHA Workgroup meeting on October 26, 2022, through July 2023, 721 ED visits were prevented at short-term and critical access hospitals and inpatient psychiatric facilities compared to the baseline of ED visits across all three Superior Health states (MI, MN and WI) from October 2018-September 2020.

721
ED Visits Prevented
(October 2022-July 2023)

CONTINUED EFFORTS

The team continues to spread the Timeliness of Care intervention to all HHAs in the three-state region. Our goal is to reach the 57-month target of 12% RIR over baseline and continue 1:1 support as needed to use available tools and to submit data on the intervention.

12%
57-month RIR target

TIMELINE

- ▶ The Timeliness of Care intervention and toolkit was presented at the Minnesota Homecare Association in October 2023.
- ▶ The Wisconsin and Michigan Home Healthcare Associations shared the tools with their members in November 2023.
- ▶ The Call Us First Toolkit was released in December 2023 and is also being shared with members. This has a potential reach of over 400 HHA across the Superior Health Quality Alliance Region.
- ▶ Presentations accepted for Wisconsin and Michigan Homecare Associations' Annual Conferences, Spring 2024.