

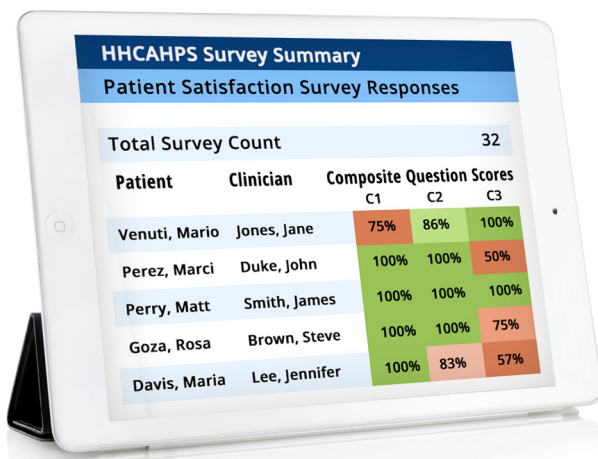
## A better way to improve your performance

SHP understands how to turn your HHCAHPS data into a powerful part of your business strategy. We set the standard, from survey administration to data analysis and performance improvement. Our interactive reports let you monitor your entire organization in real-time and drill down to the details you need, from location to clinician and patient. You'll gain the ability to link surveys to individual clinicians and see how each one is performing against the benchmark.

## Use your HHCAHPS survey data for better business and clinical performance

In addition to submitting your HHCAHPS data to CMS on a quarterly basis, SHP provides your organization with real-time, dynamic reports that you can use to improve your performance:

**SHP is the only company that integrates your HHCAHPS reports into the SHP OASIS scrubbing, and data analysis and benchmarking program.**



HHCAHPS Survey Summary					
Patient Satisfaction Survey Responses					
Total Survey Count		32			
Patient	Clinician	Composite Question Scores			
		C1	C2	C3	
Venuti, Mario	Jones, Jane	75%	86%	100%	
Perez, Marci	Duke, John	100%	100%	50%	
Perry, Matt	Smith, James	100%	100%	100%	
Goza, Rosa	Brown, Steve	100%	100%	75%	
Davis, Maria	Lee, Jennifer	100%	83%	57%	

- ✓ We provide real-time national and state comparisons by enterprise, branch and clinician.
- ✓ Drill-down to individual clinician and patient detail available from every section, allowing better focus of quality improvement initiatives.
- ✓ A color-coded interactive online dashboard will alert you if you are not meeting your goals or if your scores have declined.
- ✓ Detailed insight into how each clinician impacts your Agency's HHCAHPS.

SHP is providing HHCAHPS to over **4,000** home health agencies

“ Having real time data helps us hone in our weak areas and develop a plan of action for improvement. We utilize the clinical scorecards to give our clinicians direct feedback on the process/outcomes measures and their HCAHPS scores. ”

Director of QAPI/Education  
Bridge Home Health and Hospice

Enterprise Report with **Agency Drill Down**

Composite Measures		You	SHP
<b>1. Care of Patients</b>		91%	89%
Superior Home Health - North	Survey Count: 240	92%	
Superior Home Health - South	Survey Count: 145	83%	

Enterprise Report with **Clinician Drill Down**

Composite Measures		You	SHP	OH
<b>1. Care of Patients</b>		83%	89%	91%
Allen, John	Survey Count: 22	100%		
Baily, Jane	Survey Count: 17	78%		
Brown, John	Survey Count: 15			
Cole, Jane	Survey Count: 10			
Cooper, John	Survey Count: 10			

Comments Review

Patient Comments

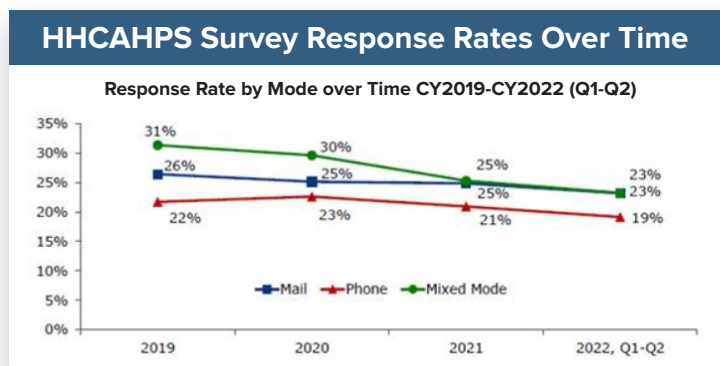
- The care I received was excellent and everyone was very kind. Just one issue: Nurse Jane was late every time!

## Our Support Team is Legendary in the Industry

Your dedicated SHP Customer Manager provides one-on-one support to help you maximize your use of the program. As your main contact, they not only solve your issues in a timely and friendly manner, they help you succeed.

## SHP Mailing Program

CMS has confirmed that a Mail-Only program is still the most effective way to reach your patients. The SHP mailing program provides the perfect balance between providing the most cost effective way to survey, and providing the most comprehensive reporting suite.



### Strategic Healthcare Programs

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## About SHP

Strategic Healthcare Programs (SHP) is a leader in data analytics and benchmarking that drive daily clinical and operational decisions. Our solutions bring real-time data to post-acute providers, hospitals, physician groups and ACOs to better coordinate quality care and improve patient outcomes. In business since 1996, SHP has built deep expertise and a strong reputation to help organizations nationwide raise the bar for patient care.