

A Better Way to Manage Your Performance

SHP for Agencies is a web-based OASIS Scrubbing and data benchmarking solution that gives your agency the power to effectively improve performance, stay compliant with CMS, and follow best practices.

We quickly reveal trouble spots and help you improve **revenue**, **star ratings**, **staff performance**, and **patient satisfaction**.



SHP for Home Health Agencies
A comprehensive performance improvement solution



We partner with you to help with the following business needs:

Maximize your reimbursement, while meeting CMS requirements

We've created secure interfaces with all major OASIS software vendors to extract your data automatically. Our **OASIS scrubbing** tools then identify documentation errors and inconsistencies that impact reimbursement and your public scores, so you can fix the assessments before submitting to CMS.

Beyond just fixing errors in documentation, SHP shows you which clinicians need improvement so that you can focus your education where it matters the most.

☆☆☆☆ Improve quality and star ratings

The increased focus on quality, value-based purchasing, and shrinking reimbursements affect all providers today. To stay competitive in today's environment, home health agencies need real-time actionable insights.

SHP can help accelerate your agency's performance improvement:

- ✓ We start with real-time data and convert it into a performance roadmap.
- ✓ SHP predicts events that can negatively impact your ratings and referrals (e.g., Risk of Hospitalizations).
- ✓ SHP pinpoints areas for improvement by comparing your performance to the largest state and national benchmarks available.
- ✓ SHP gives you rolled-up enterprise performance views, with the ability to drill down to individual location, clinician, or patient.
- ✓ SHP also gives you the ability to group your data by referral source, so you can demonstrate your value and stay competitive in your local market.



“As our Performance Improvement Committee focuses our improvement efforts on various outcomes I know I can use SHP to drill down to the information we need and that the information will be in real time.”

— Quality Initiatives Manager, Carondelet Home Care Services, Inc.

4,500+ home health agencies are using SHP to manage their documentation and performance

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Improve patient satisfaction

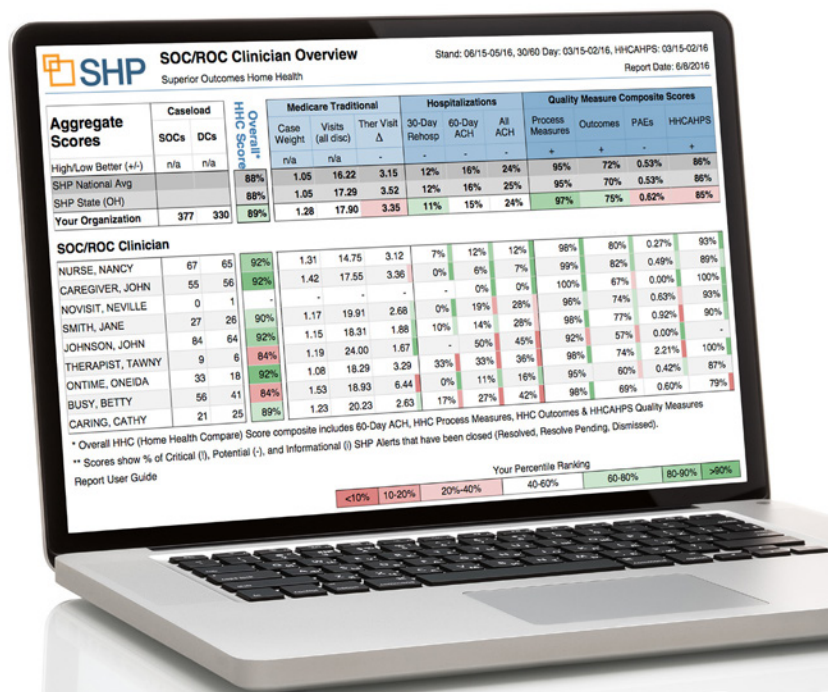
Administering HHCAHPS is only a part of what we do for your agency. In addition to submitting your HHCAHPS data to CMS, **SHP for HHCAHPS** provides your organization with real-time, dynamic reports that you can use to improve your staff performance and patient experience.

Our full **SHP for Agencies** solution integrates your HHCAHPS program along with your quality, outcome, and financial metrics, to give you the most comprehensive one-stop solution.

Our HHCAHPS solution then links the patient survey to the individual clinician, so you can identify specific areas for improvement.

Provide staff oversight and education

Your agency's overall scores depend on the performance of each clinician on your team. We track performance at the individual clinician level to find your "stars", and then for any staff needing help, we identify key areas for improvement. This helps you to focus your training and education more effectively.



“SHP has enabled us to identify our areas for performance improvement very quickly— we can focus on not only team performance, but also individual clinician. SHP tools allow us to individualize the education for each Clinician which has improved agency outcomes and HHCAHPS scores, in real-time!”

— Director of Clinical Operations, HealthAlliance Home Health and Hospice





About SHP

Strategic Healthcare Programs (SHP) is a leader in performance improvement for post-acute care providers. Our healthcare data analytics and benchmarking provide real-time, actionable performance metrics that drive daily decisions. Since 1996, SHP has helped organizations nationwide, from small rural entities to public companies, raise the bar for healthcare performance.

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 SHP program. As your main contact, they not only solve your issues in a timely and friendly manner, they help you succeed.



Strategic Healthcare Programs

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“My Customer Manager has been my “port in the storm” and provided me with the information I needed in a timely manner. As my questions become more targeted and at times complex, he quickly provides me with the accurate answers I need. I value my Customer Manager as a partner in improving my agency’s quality outcomes.”

— Associate Director of Quality and Education, Home Health Agency in New Jersey