

Private home health agency enlists SHP's products to win contracts

In Southern California, a proprietary home health agency serving the large geographic area of Los Angeles and Ventura Counties and with an ADC of 150 patients faced an almost insurmountable challenge in the marketplace – how to stand out from more than 130 “like” agencies to make their case with hospitals and ACOs to be the preferred referral source and win contracts. No matter how operationally efficient this agency was and no matter how good their documentation, like all free-standing agencies, they were up against the significant competitive advantage that hospital-based agencies enjoy.

To win contracts, the agency leveraged the power of SHP's dashboards and powerful drill-down capabilities in multiple ways to deliver what hospitals needed most – lower re-admission rates and a solution for patients who are not homebound or not eligible for Medicare Home Health benefit.

Using SHP's reports and benchmarking to compare their performance to top performers in SHP's benchmarks (the largest of its kind in the industry), the agency brought data to the table and demonstrated to hospitals and ACOs with hard numbers why they should be the preferred provider. Some of the SHP dashboard data the agency used was their comparative performance in re-hospitalization 30-day and 60-day rates, Acute Care Hospitalization and Emergent Care rates, and Outcomes and Process measures.

To ensure the agency could deliver the quality and cost-effective care they promised, the agency integrated SHP dashboards and reporting into their daily processes, including the Clinician Scorecard, Telehealth reporting, Predictive Alerts, Real-time Alerts and Executive Advantage dashboards. Leadership is notified of problems in real time. Individual staff, teams, clinicians and physicians all receive performance data that informs them as to where they stand in regards to local, regional, state and national benchmarks.

Today, the agency consistently demonstrates their value to hospitals and ACOs, using SHP as a competitive advantage and winning contracts. The agency outperforms their peers in a highly competitive market, all while ensuring quality, protecting their payments, improving outcomes as well as patient and staff satisfaction.

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