



Atrio Home Care
www.atriohomecare.org

Employees: 180

Industry: Home Health

State: Michigan

SHP Solutions:

- SHP for AgenciesSM
- SHP for HHCAHPSSM

Customer Since: 2008

How Atrio Home Care Used SHP to Increase Referrals and Save Time

Atrio provides skilled care services; from nursing, therapy, and social work to specialists, aide services, and more. All under the direction of the client's physician and led by a team of highly skilled professionals who can provide in-home assessments, treatment, education, and short term therapy after an injury, illness, or surgery.

Introduction

Atrio Home Care is the result of the 2017 merger of Homecare of Holland Home, Resthaven Home Care and Clark @ Home. Holland Home has been a customer of SHP since 2008 and utilized the *SHP Clinical Scorecard* reports to improve performance. These reports, when run by clinician, help identify and target low performing clinicians on metrics reported on the Home Health Compare (HHC) website.

The Challenge

To deliver the best-in-class patient care and improve star rating outcomes, Atrio needed a way to track clinician metrics to build incentive programs, and share the results most important to their referrers.

Setting Goals to Improve QoPC Star Ratings

Holland Home set goals using the *SHP HHC Percentile Reference* report and provided incentive compensation for clinicians to hit certain targets. The incentives targeted metrics most important to Holland Home, specifically, Star rating outcome measures, HHCAHPs, caseloads, and productivity.



Using this process, Holland Home was able to improve their CMS Quality of Patient Care (QoPC) Star Ratings from a proxy rating in 2011 of **3.5 stars to 5 stars** as reported on HHC in July 2017.



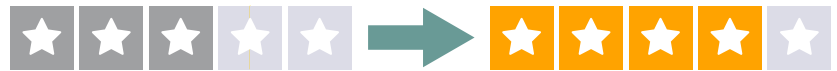
“ THANKS TO SHP,
WE FINALLY HAVE A
CLEAR CONNECTION
BETWEEN OBJECTIVE
PERFORMANCE METRICS,
CLINICIAN INCENTIVES,
IMPROVEMENT IN
STAR RATINGS, AND
INCREASED REFERRALS. ”

Carolyn Flietstra
Executive Vice President, HCBS

A Trusted Solution with Great Results

Atrio applied the same Quality Assurance (QA) reviews and compensation program in their newly merged Lakeshore office. As a result, Atrio Lakeshore saw their QoPC star ratings improve from **3.0 to 4.0 stars** in under two years.

In under 2 years



Utilizing the *SHP for HHCAHPS* suite of reports, they were able to identify low scoring metrics by clinician where internal education has helped increase their HHCAHPS ratings from 3 to 4 stars.

Opening the Door to Additional Benefits

Improving CMS star ratings yielded additional benefits too. Atrio Lakeshore realized a **doubling of their census** in marketing these higher star ratings to their referring entities.

25%
Time Savings

Doubling of census in
marketing these higher star
ratings to referring entities

Using the *SHP Clinical Scorecard*, Atrio Lakeshore was able to share the results most important to their referrers: Patient Satisfaction, Timely Initiation of Care and Hospitalization rates. In addition, by utilizing the *SHP Alerts and OASIS Scrubbing* tools, they were also able to **save 25% of the time** in their QA reviews.



SHP tells you where you can improve and how you compare to the competition, in real-time.

Performance analytics and benchmarks to help the modern post-acute care provider with daily decisions.
See how leading home health agencies are using SHP to enhance processes and drive improvement.

Request A Demo ▶

☎ (805) 963-9446 ✉ Sales@SHPdata.com

