

SHP
STRATEGIC HEALTHCARE PROGRAMS

Using SHP Scorecards to Market to Referrers

Webinar Series:
Winning Wednesdays

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SHP

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SHP

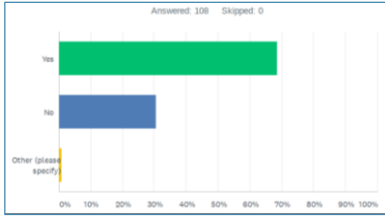
Presentation Outline

- ▶ Survey of Customer Insights
- ▶ Using Scorecards to Show Your Value
- ▶ Latest Updates on the SHP Scorecard
- ▶ Other SHP Reports to Support Your Partnership
- ▶ Customer Testimonials

SHP

Survey Results from Customers

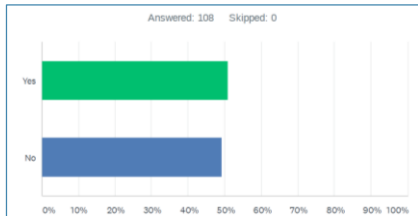
▸ Q1: Do you use SHP reports for marketing your agency to hospitals / referring entities?



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Survey Results from Customers

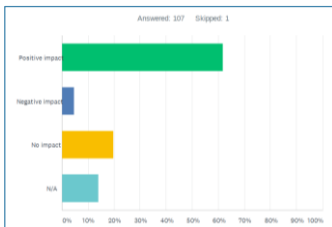
▸ Q2: Do hospitals ask you to bring performance data to your meetings with them?



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Survey Results from Customers

▸ Q4: How has Participation in hospital / health system networks affected your business?



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Reflects what is important to Hospitals

Easy to run and shows the scores that are important to them

- ▶ 30-Day Readmissions
- ▶ Hospital Readmission Penalty Groups
- ▶ All Acute Hospitalization (ACH) rates
- ▶ Timely Initiation of Care results
- ▶ HHCAPs scores
 - Important since you are an extension of their care
- ▶ Quality Scores based on Diagnostic Category
 - Help match to their programs like CHF, COPD, Bundled payments, BPCI



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Reflects what is important to Hospitals

- ▶ Referral Source, Primary Payer Name and Prior Inpatient Facility are pulled via our interfaces with many of our EMR partners
- ▶ Besides these fields, Attending Physician and Primary Diagnosis Category are available as reporting fields regardless from any EMR
- ▶ Use the multi-select parameters to choose different breakouts
 - Run by Referral Source to show their specific patient population
 - Share details such as Payer breakouts based on Hospital/ACO Risk Contracts
- ▶ Provide transparency on scores you are working to improve
 - Share trends on your quality improvement initiatives
- ▶ Use Payer Mix to show you are taking a fair share of non-Medicare patients
- ▶ Use Case Weight to reflect the acuity of the patients you are servicing



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“Patient Source” Scorecard Details

Patient Source Layout

- Overall HHC Score
- Caseload
 - SOCs
 - ROCs
 - Recents
 - Transfers
 - DCs
- Top Primary DX Categories
 - Case Weight
 - Visits (All)
- Payer Mix
 - Medicare Traditional
 - Medicare HMO/Adv
 - Non-Medicare
- Medicare Traditional
 - Case Weight (including PDGM)
 - LUPAs
 - Recent Rate
 - Avg. Length of Stay
- Hospitalizations
 - 30-Day Rehospitalizations
 - 30-Day Rehospitalizations After DXs
 - 60-Day Acute Care Hospitalizations (HHC)
 - All Acute Care Hospitalizations
 - Discharged to Community (Risk Adjusted)
- HHC Process Measures
 - 10 Individual Measures
 - Rollup Score
- IMPACT Cross-Setting Measures
 - Assessment & Care Plan
 - Skin Integrity
 - Falls w/ Major Injury
 - Drug Regimen Review w/ Follow-Up
- HHC Outcomes
 - Actual (Non-Risk-Adjusted)
 - Risk-Adjusted
- Potentially Avoidable Events
 - 8 Individual Measures
 - Rollup Score
- HHCAPs Measures
 - 5 Public Measures
 - Rollup Score
- Trended Performance
 - Process Measure Rollup
 - Outcome Improvement Rollup
 - HHCAPs Rollup
 - Potentially Avoidable Event Rollup
- Average Visits by Episode Type
 - PT, OT, ST, All Therapy
 - SN, MSW, HHA
 - All Visits



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Latest Updates to the Scorecard

- Icons indicate which metrics are used for Home Health Compare, Star Ratings and Value-Based Purchasing

Process Measures	High/Low	Butterfly	Star	IMPACT
Timely Initiation of Care	C	+	+	
Drug Education All Meds	C			
Fall Risk Assmt Conducted	C	+		
Depression Assmt Conducted	C			
Flu Vac Received - Cur Season	C	V		
PPV Received - Ever	C	V		
Diabetic Foot Care & Education	C			
Drug Regimen Review w/ Follow-Up	C	V		
Rollup				

- The gold star will display if a measure will affect the star rating for a home health agency
- The "C" which appears in blue, will indicate the Home Health Compare report
- The green "V" highlights that a measure will affect the HH VBP Score
- Crossing arrows will display if an item contributes to the "IMPACT" Cross-Setting Measures

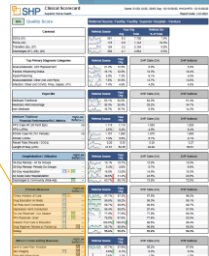


Other Key Metrics to Highlight

- Explore the IMPACT Cross-Setting Measures for those that affect multiple areas of Post-Acute Care

Process Measures	High/Low	Butterfly	Referral Source	Year	Org
Timely Initiation of Care	C	+	97.7%	97.3%	
Drug Education All Meds	C		99.8%	99.2%	
Fall Risk Assmt Conducted	C	+	99.7%	99.8%	
Depression Assmt Conducted	C		98.4%	98.0%	
Flu Vac Received - Cur Season	C	V	77.9%	77.8%	
PPV Received - Ever	C	V	75.0%	87.8%	
Diabetic Foot Care & Education	C	+	100.0%	100.0%	
Drug Regimen Review w/ Follow-Up	C	V	95.7%	95.9%	
Rollup			95.6%	95.2%	

IMPACT Cross-Setting Measures	High/Low	Butterfly	Referral Source	Year	Org
Assmt & Care Plan Function	C	+	97.7%	97.6%	
Skin Integrity	C	+	0.0%	0.1%	
Pats with Major Injury	C	+	0.0%	1.1%	



Success Over COVID-19

- Run the Scorecard by Primary DX Category → Infection: COVID-19
- Green color-coding highlights positive scores

Primary Dx Categories

Search

Selected All Deselect Selected (1 Selected)

Gastrointestinal: Kidney Disease/Renal Failure

Gastrointestinal: Other (not Kidney/Renal)

Infection: COVID-19

Infection: Other (not COVID, Pneum, Sepsis, UTI)

Infection: Pneumonia

Infection: Sepsis/SIRS/Sepsis Shock

Infection: Urinary Tract Infection (UTI)

Injury/Fracturing

Mental/Behavioral/Mood

Musculoskeletal: Joint Displacement

Outcome Measures	High/Low	Butterfly	Your Actual	Primary Dx Category	Org	Your Risk Adjusted	SHP State	SHP National
Improvement in Ambulation	C	V	89.1%	89.2%	86.1%	83.6%	83.3%	84.0%
Improvement in Bed Transfer	C	V	94.1%	86.8%	86.2%	82.0%	86.0%	86.0%
Improvement in Bathing	C	V	90.5%	86.7%	89.7%	85.6%	85.0%	85.5%
Improvement in Pain	C	V	87.8%	87.3%	85.6%	86.3%	85.9%	85.9%
Improvement in Dyspnea	C	V	90.1%	88.7%	89.4%	85.5%	86.3%	86.3%
Improvement in Status of Surg Wnds	C	V	86.1%	94.8%	91.5%	94.6%	93.0%	93.0%
Improvement in Mgmt of Oral Meds	C	V	87.4%	81.4%	82.8%	79.9%	80.7%	80.7%
Rollup			89.2%	89.8%	87.8%	85.8%	84.8%	84.8%



Quotes from our Customers

"Using SHP's reports and benchmarking to compare their performance to top performers in SHPs benchmarks, the agency brought data to the table and demonstrated to hospitals and ACOs with hard numbers why they should be the preferred provider."

- LAVentura County Proprietary HHA

"I travel my region presenting outcomes of joint venture home health and hospice agencies to hospital partners. Our partners are continuously impressed with the quality and value of our data. SHP helps our agencies monitor quality and service outcomes in real time, so interventions can be deployed, as needed, to keep our quality and service scores at the top of the nation."

- National Proprietary Senior Director



Story from one Customer

"I met with one orthopedic physician who would not recommend our agency for 8 years due to one referral that didn't go well. Even after my spiel, and our branch scorecard data, he said he would continue not to refer to us. I came armed with data from the SHP Physician Scorecard and one based on the other Doctors in his practice. I showed him our better than national timely initiation of care scores and better readmission rates by penalty groups for patients in his practice. He was intrigued with the data but still wasn't convinced. He didn't realize that some of his patients choose our agency for care, and so I showed him his SHP Physician scorecard of the 30 patients he accidentally referred to us. It showed similar results including 100% satisfaction rates and that none of his patients had readmitted! By showing him the data, I was able to remove his misconceptions of our agency. He has now become a great proponent of our agency and we have seen a doubling of referrals ever since."

- Rod Plunkett, PT,DPT,AT,C
Vice President, Population Health Management



Questions?





**Thank you
for attending!**

Question? Please Contact Us At:
Support@SHPdata.com
or call (805) 963-9446