

Home Health Agency Perspectives on Innovation Panel Summary

The **Home Health Agency (HHA) Perspectives** series features discussions with volunteer panelists reviewing strategic approaches to managing and improving HHA performance. Panelists are experienced home health professionals working in leadership positions. In this session, panelists reviewed innovations in care delivery, including re-imagining how care is organized, developing new ways to expand the reach and impact of agency resources, and prioritizing employee experience.

Featured HHAs

Millenium Home Care, LLC
Port Charlotte, FL

Peterson Health
Kerrville, TX

Innovation Themes

Support staff

Use technology

Enable and
promote
teamwork

Align/realign
goals and
incentives

Care Delivery Innovations

Panelists reviewed structural and process changes including:

- Implementing Remote Patient Monitoring (RPM), where either the HHA manages the telehealth equipment or the HHA coordinates with other providers.
- Enabling receipt of admission, discharge, and transfer (ADT) notifications, including emergency department (ED) and skilled nursing facility (SNF) admissions.
- Participating in a value-based enterprise to create opportunities for community-wide collaboration and shared accountability for patient outcomes.
- Redistributing tasks to support visit staff including: hiring a “triage nurse” to review and respond to RPM data; allocating weekend/overnight charge nurse coverage separate from weekday staff; creating a utilization review team to help coordinate care planning with referring physicians; and designating a care coordination team consisting of office staff who are available to respond to patient concerns, coordinate care with other providers to prevent and adapt to disruptions to visit staff schedules.

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Innovation Panel Highlights

Innovation



- Engage patients with higher-risk of negative outcomes using telehealth and RPM.
- Implement a supportive staffing structure where care planning and delivery is provided by a team of both field and internal office staff.
- Separate weekend and evening staff coverage to avoid field staff burnout.
- Collaborate across entities to improve acute care patient outcomes by participating in value-based enterprises.

- Use electronic health records (EHRs) to view real-time updates across care teams.
- Promote collaboration and effective communication among field staff through education and team building.
- Utilize multi-purpose technology and communication systems to minimize administrative burden and promote efficiency.

Information Systems and Communication



Internal Incentives



- Minimize conflict between quality and productivity goals.
- Offer giveaways or other incentives to encourage employee engagement of learning resources.
- Implement an employee rewards program to promote employee engagement and motivate staff to deliver the best patient care possible.
- Encourage employee work/life balance.

- Gather staff feedback to identify and select innovation priorities; actively engage staff in design and implementation.
- Leadership appreciates that innovations may impact the agency's cost structure. Champion recommendations for new activities, technology, or staff resources by providing a sound business case, and monitoring performance on an ongoing basis.
- Involve staff in discussions regarding financial and operational efficiencies.
- Collaborate with community partners.

Leadership, Strategy, and Investment

