

Revolutionizing Home Health VBP Success with Targeted OASIS Education



In 2023, a Pennsylvania homecare agency's home health division faced significant challenges regarding the OASIS measures for Value-Based Purchasing (VBP) metrics. SimiTree, the industry leader in tech-enabled specialty revenue cycle management (RCM), coding, professional services, data analytics, and talent management resources for post-acute and behavioral health organizations, was engaged to address these challenges and elevate the agency's Value-Based Purchasing performance.

“It is important to get to the level of the individual clinician to identify knowledge gaps or misconceptions and provide one-on-one education.”
—Charles Breznicky, Senior Clinical Consulting Manager, SimiTree

THE VBP CHALLENGE

This Pennsylvania home health agency had struggles stemming from the complexity of OASIS-based metrics, with a critical focus on OASIS specific measures. The root cause analysis identified a need to focus on targeted individual clinician education and improvement rather than education at the team level. Failure to address these challenges would likely result in negative payment adjustments in 2025, emphasizing the urgency of intervention.

SIMITREE'S STRATEGIC INTERVENTION: A DETAILED APPROACH

SimiTree's healthcare consulting team tackled the agency's challenges through a systematic approach. They leveraged the Strategic Healthcare Programs (SHP) Clinical Scorecards to identify the lowest-performing OASIS metrics in each of the agency's locations. Once the problematic measures were identified, SimiTree homed in on specific clinicians with a higher volume of Start of Care and/or Discharges compared to the agency average.

METRICS SELECTION AND RATIONALE

The team chose three metrics: Feeding, Toilet Transfer, and Ambulation. These metrics were identified as they contribute to the Total Normalized Composite Scores, which have a cascading effect on other risk adjustment metrics. A detailed analysis revealed that many patients were being scored at levels adversely impacting risk adjustment scores or excluding measures from the risk adjustment calculation. This presented an opportunity for targeted education on accurate scoring and assessment strategies during SOC's and Discharges.

KEY AREAS OF FOCUS IN THE INTERVENTION

SimiTree's intervention had a dual focus. In September 2023, general education on OASIS scoring was provided to each team. This foundational training ensured a standardized understanding of OASIS-E principles across the organization. The subsequent quarter (Q1 2024) served as the implementation phase, allowing teams to integrate the learned concepts into their daily practice.

The connection between OASIS assessment techniques and specific patients was a vital aspect of the intervention. This made the learning process concrete and relatable, providing a practical application of the education received. The tailored education sessions were conducted in September 2023, ensuring a timely and focused intervention.

In the months following education, SimiTree remains committed to conducting rigorous analysis of data pertaining to the performance of clinicians who received the personalized training. This ongoing monitoring will provide valuable insights into the impact the individual training had on their performance and overall OASIS scoring accuracy.

SimiTree began the implementation phase with a more personalized and patient-specific educational approach in September 2023, which focused on one-on-one education with staff members who performed higher volumes of SOC and/or Discharges. All staff-level training was done by the client staff.

OVERCOMING OBSTACLES

SCHEDULING DIFFICULTIES WITH INDIVIDUAL EDUCATION SESSIONS

A significant obstacle the team faced was coordinating the removal of staff members from the field for individual education. Fortunately, the agency's commitment and SimiTree's strategic planning successfully navigated this obstacle, ensuring the effectiveness of the educational initiative.

To streamline the individualized education sessions and minimize disruption to daily workflows, the agency's educators implemented a meticulous preparation process. Prior to each session, the educator reviewed the SOC's and discharges completed by the clinician. This resulted in highly focused sessions to maximize the clinician's limited time.

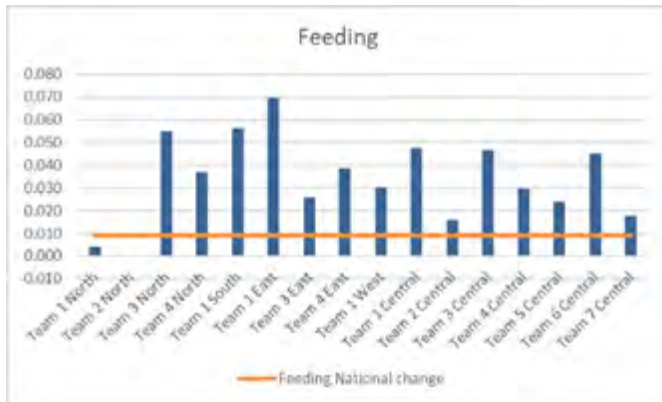
These clinician-specific examples proved to be highly enlightening for the field staff. Many participants reported "light-bulb" moments as they connected the theoretical concepts learned in the general training to their real-world practice. The presence of a clinical manager during these sessions further solidified the importance of the initiative and fostered a culture of continuous learning and performance improvement.

This detailed and targeted intervention developed by SimiTree and this agency exemplifies a strategic and personalized approach to addressing the team's specific challenges in OASIS metrics. It highlights the importance of education and performance improvement for specific high-volume clinicians, ultimately leading to improved patient care.

"As a member of the OASIS VBP team... I felt a true sense of satisfaction knowing that I was able to make a difference in how staff collect and report out quality data... It was nice to see and hear the understanding they had for this at the end of our 1:1 meeting."
—An OASIS VBP educator

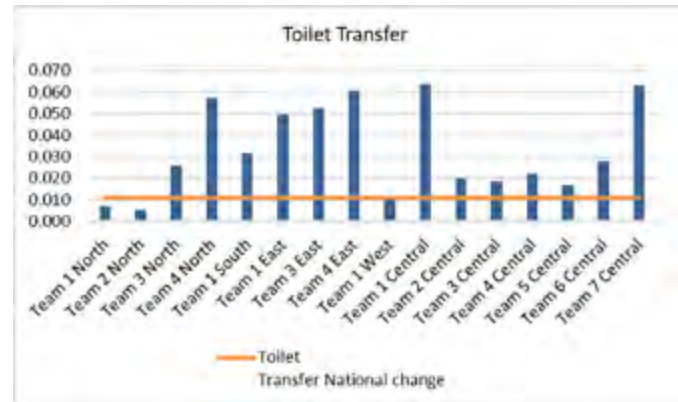
QUANTIFYING SUCCESS

SimiTree's intervention showcased remarkable improvements, as the graphs below demonstrate the percentage point change in each location.



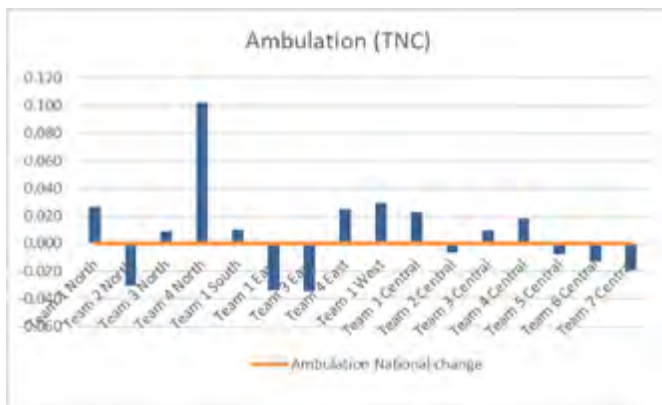
FEEDING

- 15 of 16 locations showed improvement post-education.
- 14 of 15 locations exceeded the national average improvement rate.



TOILET TRANSFER

- All 16 locations improved post-education.
- 14 of 15 locations exceeded the national average improvement rate.



AMBULATION – TOTAL NORMALIZED COMPOSITE METRIC

- 9 of 16 locations improved post-education, all exceeding the national average.



AMBULATION – STAND-ALONE METRIC

- 12 of 16 locations improved post-education, all exceeding the national average.

Outcomes-based reports pre- and post-intervention demonstrated a consistent upward trend, indicating the agency's success in surpassing national averages.

CONCRETE BENEFITS FOR AGENCY

Once staff have been provided with the knowledge to conduct an accurate assessment, they can better determine the patient's needs and develop goals with that patient. This allows for more precise goal development, ultimately resulting in improved patient care and outcomes. The focus on real-world application during the individualized sessions, as highlighted by Linda, RN, exemplifies this benefit. She stated, *“in all my years of doing OASIS, I was scoring M1840 incorrectly.”*

The educational cycle doesn't stop at the individual. Staff who gain a deeper understanding of OASIS through targeted sessions are more likely to share their knowledge with colleagues. This ongoing cycle of education and improvement will lead to better outcomes for patients and continuous improvement for the agency's multiple staff members. Both an RN and a PT echoed this sentiment.. They stated, *“Staff liked looking at individual cases that were their patients... They appreciated being able to review all the aspects of the case related to the OASIS measure and felt that the deep dive into the specific patients helped them to review and apply the knowledge all at once.”*

The intervention directly impacted the agency's Star Ratings and VBP scores, positioning them more competitively. Beyond the targeted metrics, enhancements in other OASIS measures will likely contribute to positive financial outcomes for the agency.

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—Clinical staff member

STORYTELLING AND IMPACT FOR HEALTHCARE PROVIDERS

The key takeaways for healthcare providers facing similar challenges include the importance of education and metrics. SimiTree's success at this home health agency demonstrates the significance of comparing agency performance against national averages and focusing on high-volume clinicians for targeted improvement.

HOW THIS CAME FROM AN OPERATIONAL ASSESSMENT

This VBP assessment originated from an Operational Assessment conducted for the home health and hospice agency, marking the inception of a transformative journey for the client. After the assessment phase, SimiTree's team actively engaged in facilitating the implementation. A portion of that strategic plan was working on these specific training initiatives. In recognition of SimiTree's expertise, SimiTree assumed the pivotal role of subject matter experts within diverse workgroups, underscoring its commitment to delivering comprehensive and strategic solutions.

ABOUT SIMITREE

Struggling with Value-Based Purchasing (VBP) performance scores and tight margins? SimiTree can be your partner in navigating the new healthcare landscape and achieving financial success. Our team of clinical operations specialists and financial experts will work collaboratively with your agency to identify specific areas impacting your VBP scores and develop targeted action plans for improvement. We'll also help you streamline your revenue cycle, ensuring optimized performance and maximizing reimbursement.

SimiTree's combined expertise empowers agencies to not only overcome VBP challenges but also see a significant boost in profitability. Don't let VBP hold you back — contact SimiTree today and see how we can help your agency thrive.

