# HOME HEALTH VALUE BASED PURCHASING SURVEY 2018

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# SURVEY FINDINGS

This survey was a short, mailed survey to 7,459 home health agencies in the United States not considered low Medicare utilization, asking about the quality improvement strategies they had considered or adopted. This survey was part of a larger ongoing study to understand the choices of home health agencies with respect to quality and the costs of quality improvement.

## INFORMATION ABOUT SURVEY RESPODENTS

**Table 1: Survey Responders by Organizational Role**

| Organizational Role: | Number | Percent |
|---|---|---|
| **Top Management: E.g. Owner, CEO, President, Director, Administrator** | 707 | 59.3 |
| **Clinical Management: E.g. DON, Nurse administrator, Dir. of Pat. Care** | 224 | 18.8 |
| **Middle Management: E.g. Office Manager, Supervisor** | 196 | 16.4 |
| **Financial Management: E.g. CFO** | 19 | 1.6 |
| **Other Miscellaneous** | 28 | 2.3 |
| **Did not respond** | 18 | 1.5 |
| **TOTAL RESPONDING AGENCIES** | **1,192** | **100** |

## INFORMATION ABOUT PARTICIPATING HOME HEALTH AGENCIES (HHAs)

**Table 2: Ownership of Responding Agencies**

| Owned by: | Percent |
|---|---|
| **Independent** | 60.9 |
| **Hospital or hospital system** | 14.8 |
| **Health Care System** | 6.3 |
| **Small Home Health Chain** | 1.3 |
| **Large Home Health Chain** | 4.1 |
| **Some Other Entity** | 8.6 |
| **No Answer** | 4.0 |

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## INFORMATION ABOUT PARTICIPATING HOME HEALTH AGENCIES (HHAs) (CONT'D)

**Table 3: Services Provided by the Agency**

| Service: | Percent of Agencies Providing the Service |
|---|---|
| Physical Therapy | 96.1 |
| Occupational Therapy | 92.9 |
| Skilled Nursing Services | 92.2 |
| Home Health Aide | 89.9 |
| Wound Care | 89.4 |
| Speech Language Pathology | 84.8 |
| Social Services | 81 |
| IV Therapy | 77.5 |
| Enterostomal Therapy | 44.6 |
| Dietary Or Nutritional Services | 34.4 |
| Homemaker Services | 30.5 |
| Durable Medical Equipment | 21.2 |
| Respiratory Therapy | 18.2 |
| Mental Health Services | 17.9 |
| Physician Services | 14 |
| Podiatry Services | 10.1 |
| Pharmacy Services | 8.8 |
| Other | 3.9 |
| Complementary, Integrative, Or Alternative Medicine | 2.4 |
| None Of The Above | 0.4 |

## INFORMATION ABOUT THE MARKET ENVIRONMENT OF PARTICIPATING AGENCIES

**Table 4: Respondents' Perceptions of Competition for Patients in Their Market**

| Agencies reporting: | Percent |
|---|---|
| High | 68.3 |
| Medium | 23 |
| Low | 5.6 |
| No Answer | 2.6 |

**Table 5: Respondents' Perceptions of Competition for Personnel (Employees Such As Nurses, Home Health Aides, Etc.) in Their Market**

| Agencies reporting: | Percent |
|---|---|
| High | 64.4 |
| Medium | 27.3 |
| Low | 5.7 |
| No Answer | 2.6 |

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**AGENCIES' ADOPTION OF NEW TECHNOLOGIES, PRACTICES AND MANAGEMENT TOOLS**

**Table 6: New Web-Based Office Technologies**

| Technologies | Never considered (%) | Considered but never adopted (%) | Adopted more than 5 years ago (%) | Adopted within the past 5 years (%) | No Answer (%) |
|---|---|---|---|---|---|
| **Billing to Patients** | 37.8 | 20.9 | 19.1 | 18.2 | 4 |
| **Billing to Insurers** | 7.2 | 8.9 | 47.6 | 34.2 | 2.1 |
| **Staff Scheduling** | 15.4 | 15.7 | 34.6 | 32.1 | 2.3 |
| **Patient Scheduling** | 15.4 | 15.5 | 35.2 | 32 | 2 |
| **Referrals For Admissions** | 11 | 22.4 | 27.9 | 36.9 | 1.8 |
| **Referrals Out of the Agency** | 28.1 | 27 | 17.8 | 23.5 | 3.6 |
| **Electronic Medical Record (EMR)** | 1.3 | 9 | 54.8 | 33.5 | 1.4 |
| **Mobile Technologies For Staff** | 3.5 | 20.6 | 39.1 | 34.8 | 1.9 |

**Table 7: Clinical Technologies**

| Technologies | Never considered (%) | Considered but never adopted (%) | Adopted more than 5 years ago (%) | Adopted within the past 5 years (%) | No Answer (%) |
|---|---|---|---|---|---|
| **Telehealth** | 21.1 | 50.1 | 17.7 | 9.7 | 1.3 |
| **Internet Based Communications With Clients (Re: Care Instructions / Consultations)** | 37.3 | 47.1 | 4.5 | 8.6 | 2.5 |
| **Educational Web Or Computer Based Modules For Patients/Families: General Or Specialized To Their Condition** | 33.6 | 45.6 | 8.3 | 11.1 | 1.4 |
| **Web-Based Support Group For Staff** | 52 | 28.4 | 7.8 | 10.2 | 1.5 |
| **Web-Based Support Group For Patients** | 57.8 | 34.7 | 2.5 | 3.4 | 1.7 |
| **Web-Based Support Group For Caregivers** | 57.4 | 33.1 | 3.5 | 4.2 | 1.8 |

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**AGENCIES' ADOPTION OF NEW TECHNOLOGIES, PRACTICES AND MANAGEMENT TOOLS (CONT'D)**

**Table 8: New Practices**

| Care Practices | Never considered (%) | Considered but never adopted (%) | Adopted more than 5 years ago (%) | Adopted within the past 5 years (%) | No Answer (%) |
|---|---|---|---|---|---|
| Improved Staff Training on Implementation of Existing Protocols | 2.3 | 6.9 | 39.9 | 49.3 | 1.7 |
| Improved/Developed New Treatment Protocols | 4.3 | 9.2 | 34.3 | 50.3 | 1.9 |
| Increased Types of Services Provided to Particular Types of Patients | 7.1 | 14.4 | 35.6 | 40.9 | 2.1 |
| Increased Number (Intensity) of Services Provided to Particular Types of Patients | 8.5 | 13.2 | 35.2 | 41.1 | 2 |
| Improved Admission or Intake Process | 2.4 | 6 | 35.3 | 54.6 | 1.7 |
| Improved Care Plan Development Process | 1.9 | 6.3 | 35 | 55 | 1.9 |
| Increased/Improved Monitoring of Performance And Quality of Care | 1.2 | 3.5 | 39 | 54.8 | 1.5 |
| Instituted a Formal Quality Improvement Program | 1.2 | 3.5 | 50.3 | 43.5 | 1.5 |

**Table 9: Regular Reviewing Home Health Compare Quality Measures**

| Management Tools | Never considered (%) | Considered but never adopted (%) | Adopted more than 5 years ago (%) | Adopted within the past 5 years (%) | No Answer (%) |
|---|---|---|---|---|---|
| The 5 Star Score – Quality of Patient Care Ratings | 1.3 | 5.5 | 31.5 | 60.2 | 1.6 |
| The 5 Star Score – Patient Summary Survey Rating | 1.8 | 5.9 | 31.4 | 59.1 | 1.9 |
| Individual Process Quality Measures | 2.1 | 7.1 | 41.1 | 47.7 | 2 |
| Individual Outcome Quality Measures | 2.1 | 7 | 41.4 | 47.6 | 1.9 |
| Individual Patient Experience of Care Measures (HHCAHPS Results) | 1.6 | 5.4 | 43.1 | 48.4 | 1.5 |