



# Improving Quality Measures with QAPI Program Initiatives

## CHALLENGE

Late in 2018, HealthPRO Heritage at Home's Cleveland team was partnered with a then 3.5 star agency, and looked to initiate QAPI programming to further solidify this full service therapy partnership. Agency rehospitalization rates were 22% in Q4 2018. We started asking ourselves: *What could we do to keep their patients out of the hospital? How could we partner through QAPI to identify the trends?*

## SOLUTION

In collaboration with our partner, the operations team took a deep dive into the agency EMR to identify the 3 key factors contributing to the high rehospitalization rate:

1. Majority of clients were rehospitalized over the weekend;
2. No visits were completed by either therapy or nursing on the Friday prior to the rehospitalization; and
3. A high volume of patient diagnoses were identified as cardiac and cardiac related.

Once these trends were identified, we worked collaboratively and discussed the idea of "tuck in" calls to identify an at-risk group. While our partner made the calls to patients, HealthPRO Heritage at Home created a format to allow for immediate implementation, which included direct calls to all cardiac clients with no nursing or therapy visits scheduled on Fridays.

## RESULTS

**Rehospitalization Rate Decreased.** In the absence of a physical professional visit, these "tuck in" calls provided an immediate drop in the agency's rehospitalization rate to 4% during the first 3 quarters of 2019.

**Star Rating Increased.** Additionally, the decreased rehospitalization rate positively contributed to improving the agency star rating to a 4 star agency by the end of 2019.

**Patient Satisfaction Improved.** This programming and teamwork was successful in the eyes of both the agency and patients! Many noted how much they looked forward to calls from the agency staff to "keep an eye on them."

Let's redesign QAPI together + support the implementation of effective programming initiatives.

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