

Contents

Letter from the editor	5
Contributors.....	7
Chapter 1: HHVP basics	9
The beginning of HHVP	9
Mechanics of the expanded HHVP	10
Changes to HHVP measures, benchmarks planned for 2025	21
Chapter 2: Rehospitalization	23
Breaking down the measures.....	23
Prescreen patients to get ahead of issues.....	24
Identify hospitalization trends to prevent ER visits.....	26
Make emergency department use a focus	28
Find the root cause of your rehospitalizations.....	29
Address language barriers to reduce readmissions	31
Encourage home health aide feedback	33
Ensure timely start-of-care visits	35
Root cause analyses can lower hospitalizations	37
Reduce preventable hospitalization rate	38
Review visits for diabetes patients.....	40
Focus on preventable falls & medications.....	42
Agency shares tips to avoid readmissions.....	43
Chapter 3: OASIS measure improvement	47
Breaking down the measures.....	47
How to improve outcome scores for dyspnea.....	47
CMS answers questions on oral medications.....	50
Look at patient's ability majority of time on M1800 tasks.....	52
Focus OASIS training on 'trouble areas'	52
Trouble spots in OASIS functional scores.....	54
Accurately assess ability to dress upper body.....	54
Educate clinicians about M1820	56
Understand scoring for M1830	57

Contents

Contents

Decline in self-care, mobility scores in recent years	60
Best practices for three M items	61
Chapter 4: Broader OASIS improvement	65
Utilize function-based goals	65
Use this scenario to help staff develop function-based goals	67
Ensure accurate OASIS	68
Q&A: Improving OASIS completion	69
How to resolve disputes about OASIS answers	70
Be clear on high-risk drugs for OASIS accuracy.....	72
Respond carefully to signs of depression	74
Leverage SDoH items to improve quality of care	76
Chapter 5: HHCAHPS.....	79
Breaking down the measures.....	79
Discuss surveys with patients often.....	80
Improve operations, education.....	82
Pay attention to patient experience	84
Get strong results with customer & caregiver approach	89
Patient surveys are a ripe topic for staff education	91
Use after-hours on-call services	91
Boost response rates for HHVBP success	93
Chapter 6: Quality improvement	95
Start on the right foot.....	95
Refresh your case management for efficiency	96
Help patients open up about health literacy	98
Create QAPI committees for success.....	100
Medical director can boost outcomes	102
Determine if home health is the right fit	103
Ensure your discharges are smooth	103
Discharge success start with a solid intake process	104
Carefully conduct caregiver training.....	105