



An HHFMA Update with the Experts & Benchmark of the Month

Wednesday, January 19, 2022

1:00 pm - 2:00 pm

Presenters:

Bill Dombi, President, NAHC

Mary Carr, Vice President for Regulatory Affairs, NAHC

M. Aaron Little, Managing Director, BKD

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The impact of technology

AMAZON
VS. RETAIL



AIRBNB
VS. HOTELS



UBER/LYFT
VS. TAXIS



NETFLIX
VS. BLOCKBUSTER



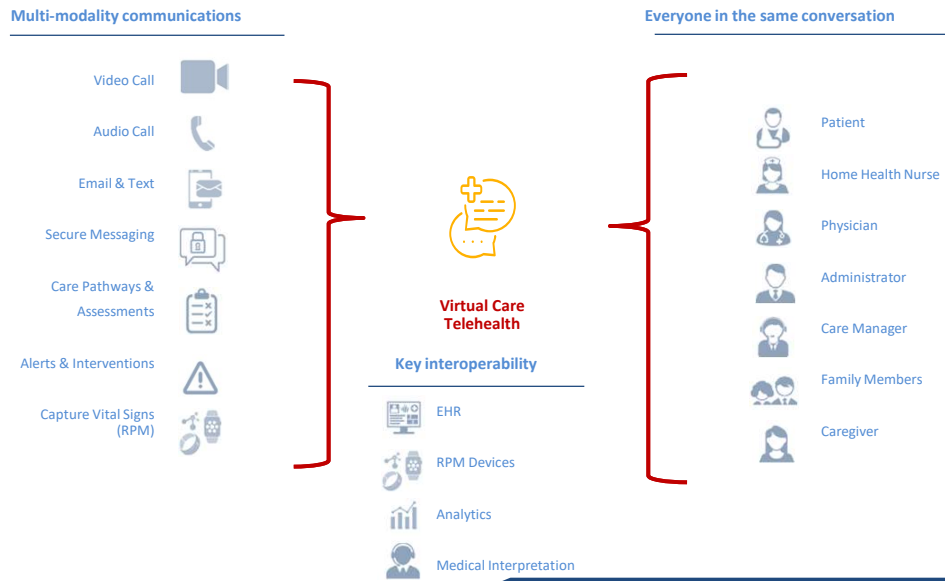
HOME HEALTH
CARE TODAY



HOME HEALTH
CARE TOMORROW



The future of virtual care aka telehealth








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Telehealth use cases



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Measuring ROI

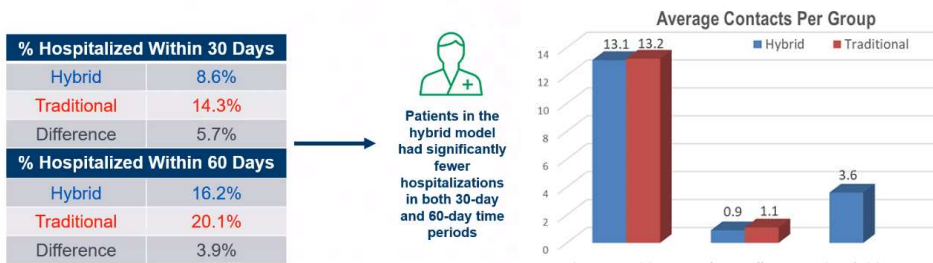
-  Reduce drive time
-  Help patients with role in self-care
-  Secure communications
-  Put "eyes on the patient" on-demand
-  Provide patient reminders & tips about their condition
-  Share insight and data with referral partners
-  Make timely care decisions
-  Track patient engagement & progress
-  Gain visibility into the field
-  Improve quality of care
-  Minimize ER visits & readmissions
-  Increase clinical standardization
-  Increase productivity & see more patients
-  Optimize supplies

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AccentCare Telehealth Program Outcomes

- Compared two groups (admitted May - June 2020)
 - Telehealth hybrid group (n = 314): some home health visits provided via telehealth (self-selected)
 - Traditional group (n = 1080): patients with in-person home health visits only



Source: The Brittain-Kalish Group, LLC

Analyses conducted using R

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Impact on patient outcomes

Percent Patients Showing Improvement: Hybrid Model vs. Traditional Model



Overall

+ 6.7%



Oral Med Mgmt

+ 16.1%



Dress Upper Body

+ 2.6%



Ambulation

+ 3.2%



Transferring

+ 1.7%



Pain Interfering

+ 11.4%

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Measuring telehealth success

- Patient Engagement
- Adherence
- Readmissions
- Patient / Family Satisfaction
- Staff Utilization
- Staff Satisfaction
- Agency Brand Equity
- Referrals & Reputation

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