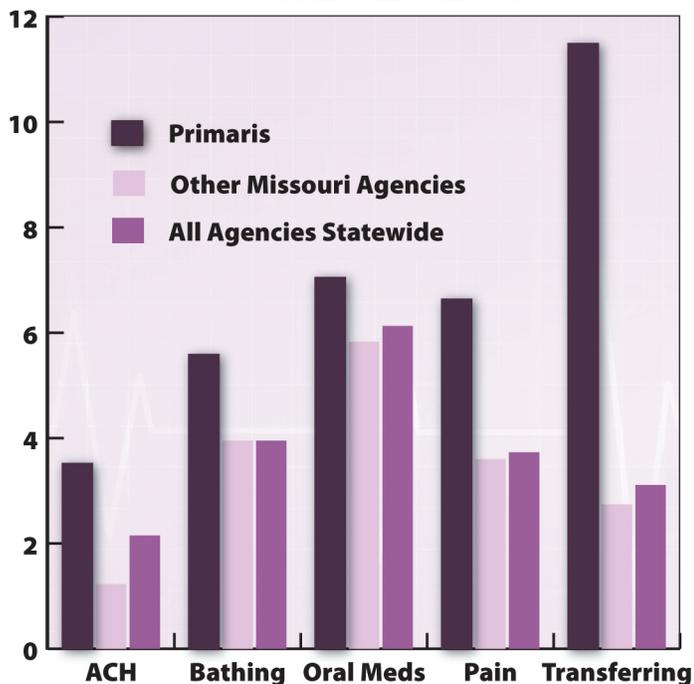


HOME HEALTH

More patients were able to receive appropriate care in the comfort of their homes and avoid a costly stay at a hospital due to a close partnership between Primaris and a select group of home health agencies. As a result of our joint efforts, the rate of hospitalization dropped by nearly four percent for our collaborators, compared to only a 1.2 percent reduction in the agencies that did not work with us.¹ If all home health agencies in Missouri achieved the same result as our collaborators, Medicare would save over **\$63.8 MILLION** per year.

Primaris provided resources that helped Missouri home health agencies, on average, outperform their peers across the nation. In fact, Missouri home health agencies rank among the **TOP 10** states in the nation in helping patients become more mobile, transitioning to the community, reducing hospital readmissions, and better managing oral medications.

HOME HEALTH AGENCY IMPROVEMENT



Improvement of Primaris partners vs. home health agencies statewide
Jan. 2005-May 2007 (net improvement)

From January 2005 to August 2007 with the guidance of Primaris, it is estimated that home health agencies assisted more than:²

- 4,400 patients to move around better
- 2,300 patients to bathe themselves more independently
- 2,400 patients to take oral medications more appropriately
- 1,900 patients to move around with less pain
- 1,000 patients to improve their ability to get in and out of bed

PRIMARIS

PARTNERING WITH HOME HEALTH AGENCIES

PLOTTING A COURSE

When a Missouri home health agency experienced major staff turnover, they called on Primaris for assistance. New staff came from a different health care setting and they knew little about accurately assessing home health patients.

To help new hires understand how vital accurate assessments are to providing the best possible care, Primaris compiled and hand-delivered a risk-adjusted target report. This report visually painted a picture of the agency's overall performance. The data and the expertise of the Primaris consultant won over Melinda, the agency's administrator.

Primaris staff offered a number of resources, complete with training. For example, staff was taught how to complete an emergency care plan and a hospitalization risk assessment for each patient. Further Primaris assistance resulted in the integration of those resources into the agency's official processes. Continued audits assured accuracy and consistency of use.

"Everything we worked on got better," Melinda said. Primaris' consultant "is an excellent teacher. She gave us the tools to put in place to see improvement."

Since working with Primaris the agency has significantly reduced the number of their patients requiring hospitalization. This not only allows patients to remain in their own homes, it saves healthcare dollars. The agency also has been empowered with a roadmap for the future as a result of learning how to set targets for improvement and track progress.



¹QIONet, CMS 850W Dashboard, Task 1b, Identified Participant Clinical Performance Measure Quarterly Trends by state and Statewide Clinical Performance Measures Quarterly Trends by state, comparison of 2/2004 – 1/2005 to 9/2006 – 08/2007.

²Note: estimation accomplished by combining rate improvement found in the reports referenced above with the patient volume of participating home health agencies.

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Healthcare Business Solutions