

## Certified Home Health Agency Program

The Certified Home Health Agency (CHHA) provides confidential, medically necessary, skilled nursing, physical therapy, social work and aide services to Lewis County residents. Physician ordered services are billable to Medicare and private insurances for patients who are essentially homebound, and to Medicaid for clients with long term needs.

Examples of medically necessary skilled nursing needs are: Instructing a diabetic new to insulin; teaching a patient about new medications; teaching families how to care for their homebound member; evaluating patient responses to medications and treatments; changing surgical dressings; and disease process teaching - explaining what the disease is and what to expect. CHHA nurses also visit Medicaid and private pay clients for chronic care need management, such as medication management, to help them remain at home. In addition, the CHHA also:

- Performs PRI & Screens upon request, to evaluate the individual's level of functioning and determine his/her eligibility for nursing home admission;
- Provides personal care evaluations for the Medicaid personal care program, under contract with the local Department of Social Services (DSS). In this program, services are recommended to enable patients to stay at home.

Single visit evaluations may be made, without charge, to determine if there is a need for services, as long as the nurse performs no treatments or PRI & SCREENS during the visit.

<b>HOME HEALTH REFERRALS YEARLY COMPARISON 2006 - 2009</b>				
	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>Admitted to Active Service</b>	392	366	357	364
<b>DSS - PCW<sup>1</sup></b>	226	237	225	221
<b>PRI &amp; Screen<sup>2</sup></b>	27	35	27	26
<b>V67.9 (Evaluation Visits)</b>	50	78	60	52
<b>Not Admitted<sup>3</sup></b>	97	82	87	90
<b>TOTAL REFERRALS</b>	792	798	756	753

<sup>1</sup> DSS-PCW visits are single visit evaluations to re-evaluate or initiate Aide services for clients in the Medicaid DSS Personal Care Program.

<sup>2</sup> PRI & Screen visits are single visit evaluations to complete the paperwork necessary to determine Nursing Home placement.

<sup>3</sup> Clients are not admitted because skilled services were refused or not needed, the client lived out of the county or was re-hospitalized before the visit.

CHHA services are chargeable to all insurances. A sliding fee scale is available to clients who lack insurance.

<b>ADMISSIONS BY PAY SOURCE BY YEAR</b>				
	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>Medicare</b>	248	206	195	214
<b>Medicaid</b>	29	33	34	27
<b>Other Pay Sources<sup>1</sup></b>	51	70	90	75
<b>Resumed Patients<sup>2</sup></b>	64	57	38	48
<b>TOTAL ADMISSIONS</b>	392	366	357	364

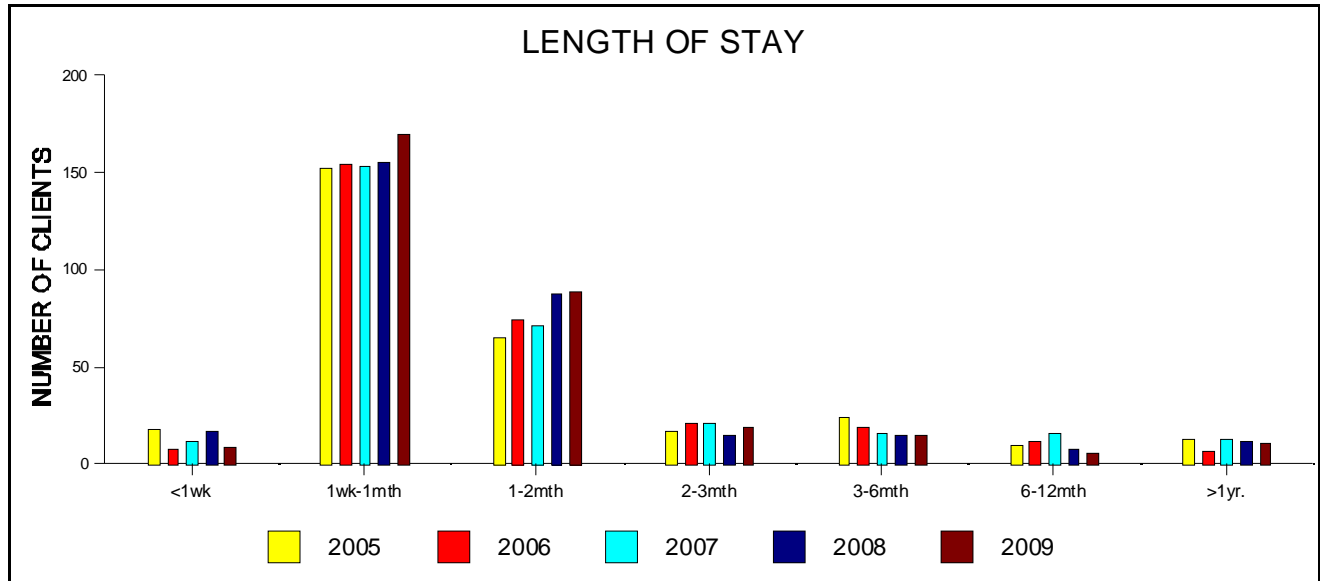
<sup>1</sup>Private Insurance, Private Pay

<sup>2</sup>Patients who were placed on hold during hospitalization, then were resumed to care on return home

**Certified Home Health Agency Statistics**

The majority of clients admitted to the program are in need of short-term services. In 2009:

- 76 % of client cases were discharged within one month of admission.
- 91% of cases were discharged within 2 months of admission.
- 1.2 % of total discharged cases were discharged due to a hospitalization.
- 148 or 19 % of hospital referrals to the program were from Lewis County General Hospital.
- 62 or 8 % of total CHHA referrals were from physicians.
- 52 or 6 % of cases referred for CHHA services were discharged after a one visit/evaluation.



<b>BREAKDOWN OF 2009 CLIENT CASES BY REFERRAL AND DISCHARGE SOURCES</b>		
<b>Number of Client Cases Referred From:</b>	<b>Referral and Discharge Sources</b>	<b>Number of Client Cases Discharged To:</b>
411	<b>HOSPITAL</b>	7
62	<b>PHYSICIAN</b>	N/A
32	<b>SELF/FAMILY/FRIEND</b>	565
6	<b>ADULT HOME</b>	0
16	<b>SKILLED NSG. FACILITY</b>	1
2	<b>OTHER CERTIFIED AGENCY</b>	0
224	<b>OTHER AGENCIES</b>	8
N/A	<b>DEATH</b>	4
753	<b>TOTALS</b>	585

CHHA nurses, home health aides and physical therapists made 6,663 visits in 2009. Approximately 28% of nursing visits were made by per diem staff (27% LPN/1% RN).

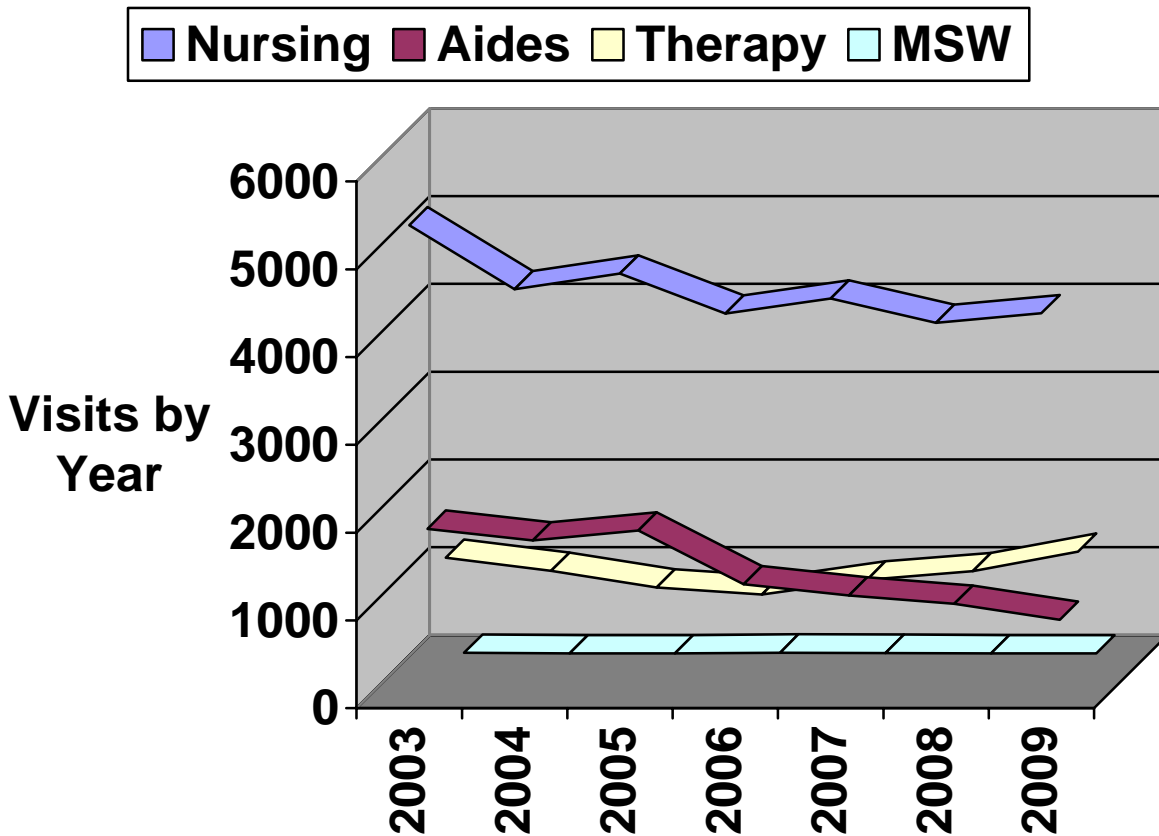
HOME HEALTH	Number of Visits/Year						%
YEARLY COMPARISON	2004	2005	2006	2007	2008	2009	8or9
Nursing	4,773	4,952	4,494	4,666	4,391	4,498	2.4%8
Home Health Aide	1,703	1,816	1,203	1,077	982	799	18.6%9
Physical Therapy	1,149	960	879	1,048	1,144	1,366	19.4%8
Medical Social Worker (MSW)	1	0	9	5	0	0	0
TOTALS	7,626	7,728	6,584	6,796	6,517	6,663	2.2%8
Visits/admission	16.4	16.4	14.1	15.3	15.3	15.6	-

Average adjusted visits per 7 hour day worked in 2009:

Nursing = 3\* Aide = 5.5 Therapy = 7.1

\*Adjusted: Admission/Resumed Care Visits = 2 routine visits; recertification visits = 1.5 visits

## HOME HEALTH VISITS

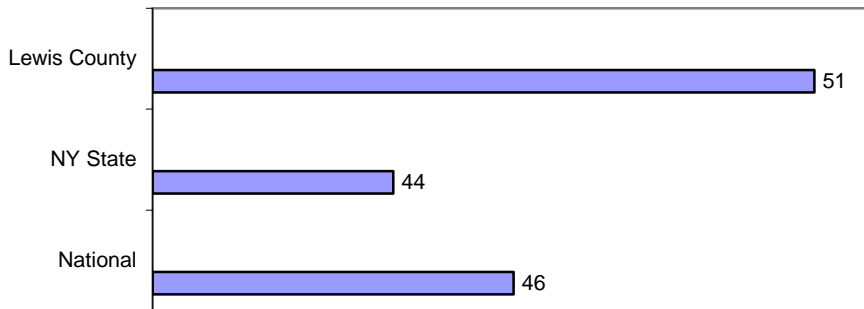


## HOME HEALTH COMPARE

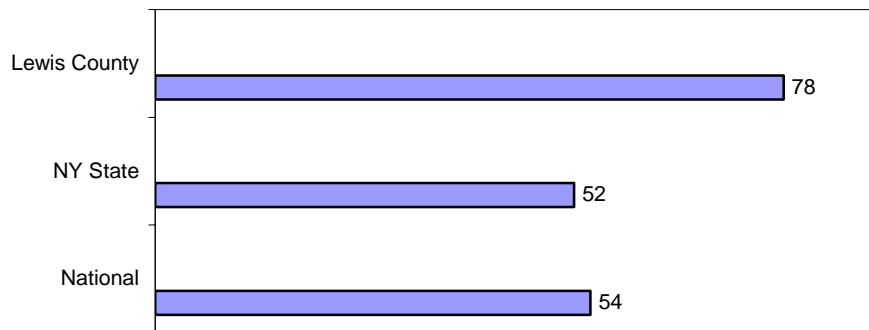
Working with its many public and private partners, Centers for Medicare and Medicaid Services (CMS) has developed various quality improvement efforts, including Home Health Compare. Home Health Compare provides detailed information about Medicare-certified home health agencies and how well home health agencies provide care for some of their patients.

To help compare agencies, Home Health Compare uses “quality measures” shown as percentages. The measures were chosen because they all have to do with helping patients recover and live on their own or with family after an illness.

Lewis County Home Health services strive to provide the highest quality of care for our patients. For the September 1, 2008 to August 31, 2009 period, Lewis County Home Health program exceeded the national average in 10 of the 11 quality measures.

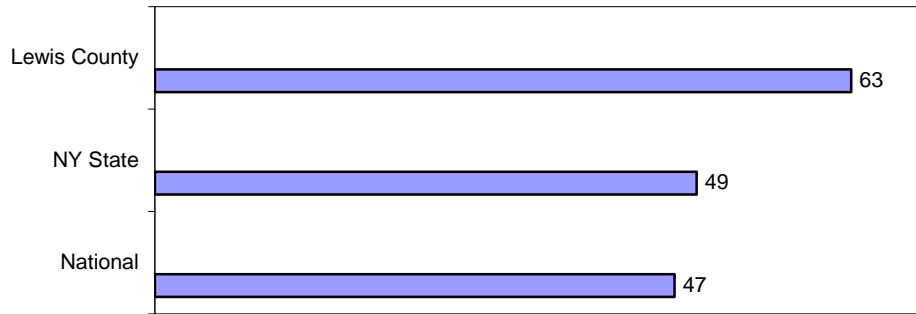


**Percentage of Patients who get better at walking or moving around**

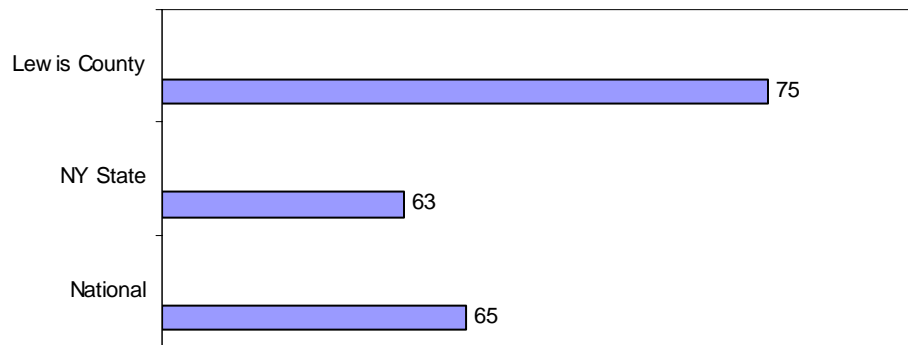


**Percentage of patients who get better at getting in and out of bed**

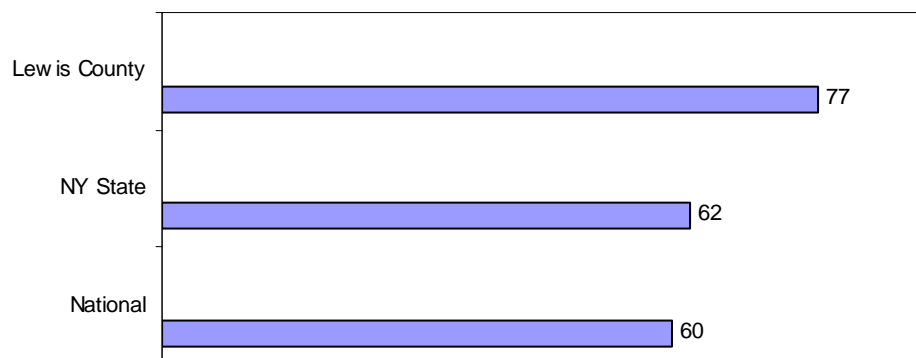
## Home Health Compare



**Percentage of patients whose bladder control improves**

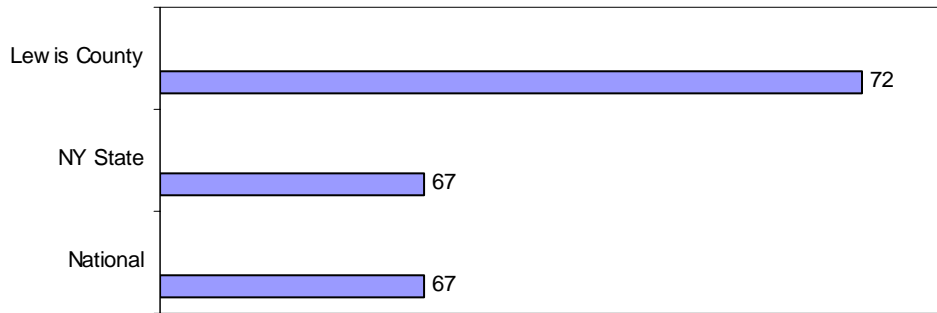


**Percentage of patients who get better at bathing**

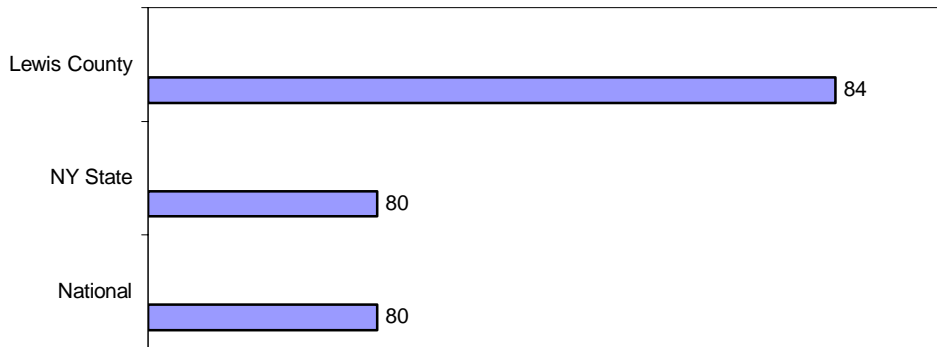


**Percentage of patients who are short of breath less often**

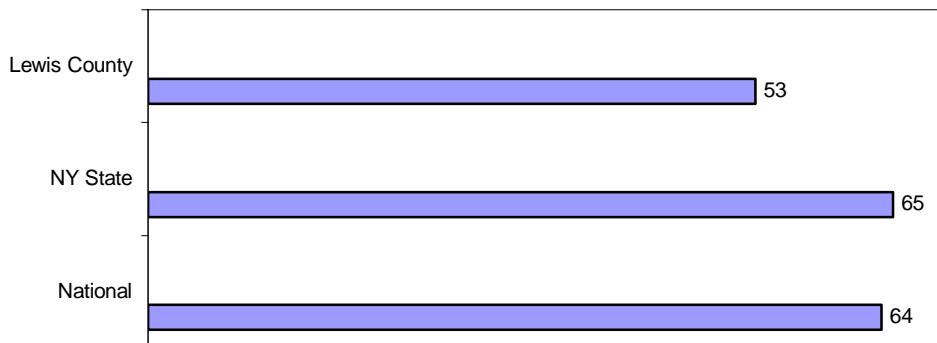
## Home Health Compare



**Percentage of patients who stay at home after an episode of home health care ends**

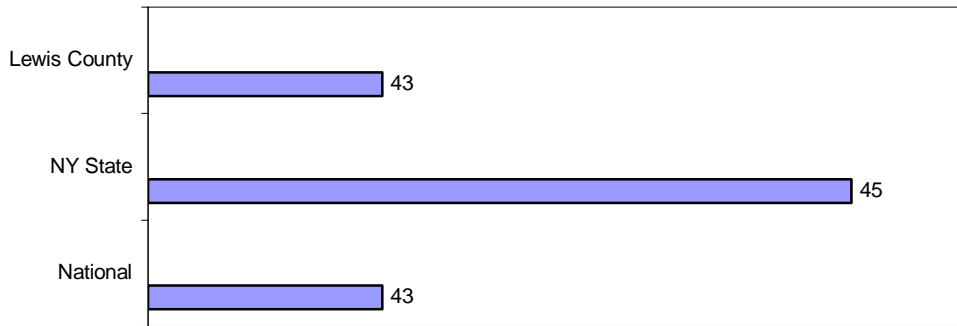


**Percentage of patients whose wounds improved or healed after an operation**

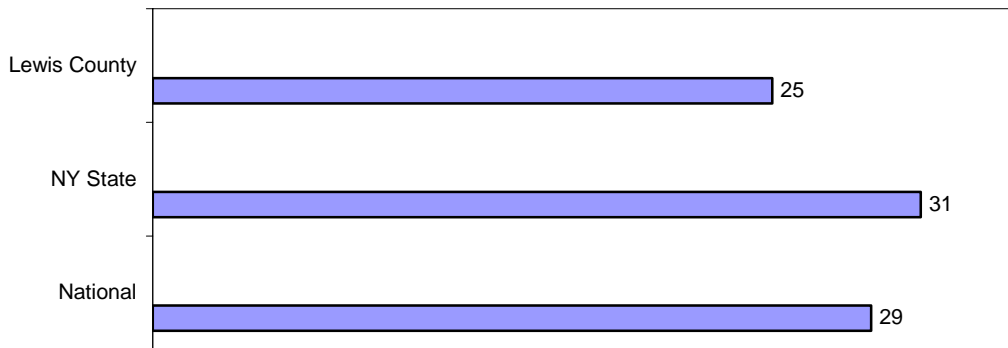


**Percentage of patients who have less pain when moving around**

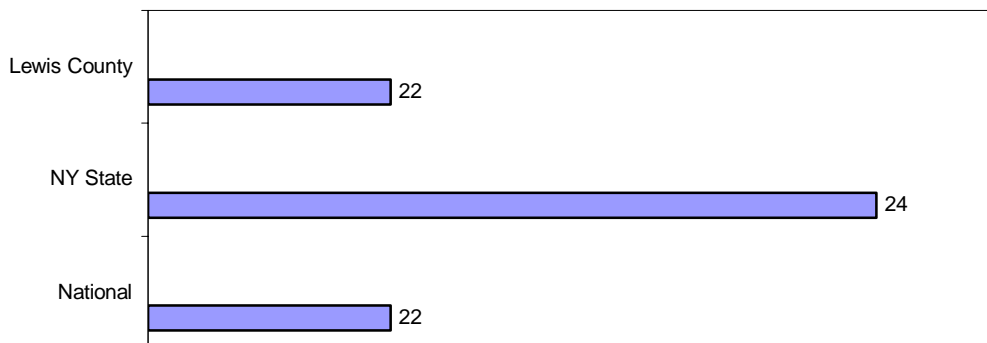
## Home Health Compare



**Percentage of patients who get better at taking medicines correctly (by mouth)**



**Percentage of patients who had to be admitted to the hospital (lower percentages are better)**



**Percentage of patients who need urgent, unplanned medical care (lower percentages are better)**