



EDUCATIONAL RESOURCES

5 STAR CASE MANAGEMENT

Increases Star Ratings and Staff Retention while
Improving Your Patient Satisfaction and Outcomes

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THIS WEBINAR HAS BEEN PRE-RECORDED FOR QUALITY PURPOSES

Please send all questions to customerservice@achcu.com

5 STAR CASE MANAGEMENT

Objectives:

- Help your agency make a difference in the communities you serve
- Increase your patient satisfaction while improving re-hospitalization rates.
- Improve your nurses job satisfaction while increasing staff retention.
- Raise your star ratings
- Add a strong system for survey readiness

5 STAR CASE MANAGEMENT

- Are your case managers really case managing?
- Definition: Case management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

5 SIGNS YOUR CASE MANAGEMENT PROGRAM NEEDS IMPROVEMENT

1. Poor patient satisfaction scores
2. High nurse turnover rate
3. Increased re-hospitalization rate
4. Your agency star rating is less than 5
5. Survey findings related to patient care and patient records

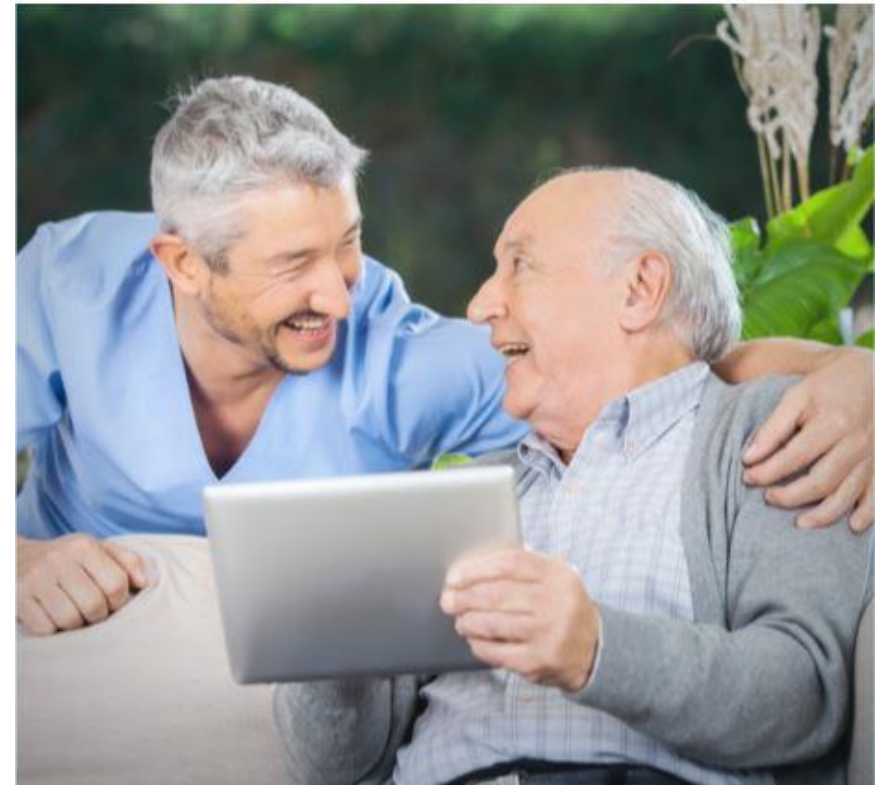
WHAT DOES A GREAT CASE MANAGEMENT PROGRAM LOOK LIKE?

- Case Management Training
- Paid time for case managing
- Advantages for nurses who case manage
- Tracking system
- Accountability system



RESULTS OF A GREAT CASE MANAGEMENT PROGRAM

- Make a much bigger difference in the communities you serve
- Increase patient satisfaction
- Happy nurses that stay
- Improve your star ratings
- One of your strong business systems to keep you survey ready



5 STAR CASE MANAGEMENT

- Empower your nurse case managers to create a WIN/WIN/WIN situation in your agency. Your patients have better outcomes and are more satisfied, your nurses have high job satisfaction and stay, and your agency improves its bottom line!!!



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5 STAR CASE MANAGEMENT

- CMS.gov Home Health Star Ratings
 - <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/HHQIHomeHealthStarRatings>
- Top ACHC Deficiencies
 - <https://cc.achc.org/Admin/ACHCDocument?Docnum=823>



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QUESTIONS?

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THANK YOU!

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