



EDUCATIONAL RESOURCES

Solving the Post-Acute Gap Between Home Health Discharge and Hospice Eligibility

Michael Connelly - CEO
Insight Healthcare

 HOME HEALTH



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Current Home Health Climate



Projected HH Reimbursements anticipated to decrease by 5-7%



More acute patients being discharged on HH with no additional reimbursement



Medicare to introduce value based care to affect every part of healthcare.



Marketing costs for new patients all time high



Agency annual spend on patient satisfaction is between \$75 - \$145/patient



Overall staffing costs have increased on average 23% over the last 3 years

Problem 1 - 56% of patients are rehospitalized within one year of discharge. Majority of those patients get assigned to a different agency!

Solution: Concierge Care Management



Consistent contact between patients, family, and caregivers.



Constant patient monitoring of rehospitalization indicators by doctors, nurses, and MA's.



Proactive care plans to mitigate conditions that lead to rehospitalization



This will help drastically reduce rehospitalizations



10/10 HH patient survey results with admission/discharge communication



Your home health patient retention increases significantly

Problem 2 - there are 2,188 home health agencies in CA and UT, how do you stand out to a referral partner?

SOLUTION:

01

Confidently claim your agency will take care of the patient for not only the next 6 - 8 weeks but the next 6-8 years

02

Nurses and MAs ensure active management by weekly concierge communication

03

Daily/Weekly/Monthly patient updates for care team and family

04

Increased patient involvement/accommodation

05

Shows discharge planners that you care about patient outcomes

Problem 3 - margin compression: lower insurance reimbursements & rising costs



Do more with less. Lean on a competent partner to do the heavy lifting.



Patient retention leads to less marketing costs



Avoiding complicated cases leads to better employee morale!!!



Identify a capable, experienced partner that will cover 100% of the cost for the concierge care management. **No cost and minimal work to your agency**



Problem 4 - Industry best bridge programs successfully transition 20-25% from home health to hospice.

SOLUTION:

01

With concierge care management, agencies have experienced a massive boost to their bridge percentage

02

6-8 Weeks is not enough time. concierge management expands that window to several years.

03

76% of all HH patients are eligible for Hospice within 12 months of discharge

04

Hospice is significantly higher margin business which allows you to invest in your team.

05

Greater continuity of care as patient remains within the same agency



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Thank you

Michael Connelly

CEO Insight Healthcare

mconnelly@myinsighthealth.org

Phone: 714-905-9503



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