

PROVIDER QUALITY and PERFORMANCE REPORT

Annual Homecare 2009

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Hillebrand Home Health



<u>Quality Indicator</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
Client Satisfaction (SASI)	95.7	96.1	97.4
Maximum ESP Service Utilization	91%	87%	90%
% of desired referrals awarded	53%	34%	60%

**Note: The SASI instrument questions have changed substantially from the 2007 and 2008 version.*

***Note: Maximum ESP Service Utilization calculation: Units Authorized ÷ Units Actually Billed*

Your Provider Quality Report

In 2003, case managers began administering surveys seeking consumer feedback on their satisfaction with the services of Homemaking, Personal Care, and Home Delivered Meals. After a year of collecting data from 4,200 consumers, the first Provider Quality Report (PQR) was issued in January 2004. The report contains data about your organization, including results of the SASI survey on client satisfaction. The satisfaction measures are broken down into domains that include "worker interpersonal," "worker dependability," "worker competence," and "agency responsiveness." The PQR also has a host of other measures including participant outcomes and system performance. For example, the report includes average time between service award and delivery, request for service responsiveness, market share, units and clients authorized, etc. The annual report also includes benchmarks, rankings, and groupings for comparison.

What makes the PQR unique is that we survey nearly 100% of consumers to yield response rates large enough to allow provider-to-provider comparisons, and data are pulled in from other sources to give measurable results of participant access, participant involvement in their care, provider capacity and capabilities, outcomes, and system performance. We are the first in the country to measure differences in quality, satisfaction, outcomes, and performance among home care providers.

Service Adequacy and Satisfaction Instrument (SASI) Results (next page)

Survey Respondents are the number of clients you serve that have taken the Service Adequacy Satisfaction Instrument survey. The number of people eligible to take the survey includes every client who had an annual reassessment visit from a care manager, and had been receiving the service for at least three months. The time period for this annual report is 1/1/09 through 12/31/09.

Your Average: This is your score, where 100 is the highest possible total. The score is determined by averaging all respondents' answers to each question. "Always" is 100, "Sometimes" is 66, "Hardly Ever" is 33, and "Never" is 0.

Minimum for All Providers is the lowest score obtained across all providers.

Average for All Providers is the mean score across all providers.

Maximum for All Providers is the highest score obtained across all providers.

Average Scores: These values are an average (mean) of your scores to the questions asked in that particular subscale (section of the survey). The subscales questions are grouped because of their similarity. However, please note that questions within the same subscale sometimes have very different results despite being in the same domain. For example, following the rules and knowing what to do are both about worker competency but are about different aspects of quality.

Overall SASI Scores: This number represents the average of your scores on 11 out of 12 questions asked of the client for that particular service (the question about whether or not the consumer would recommend your agency is NOT part of the overall SASI score). "% of clients that have ever called about a problem" and its sub-question "% of those who called with a problem who had a quick response" were not included. They are there for your information only.

Service Adequacy & Satisfaction Instrument (SASI)

Quality Indicators	Benchmark				
	Your Average	Overall Average	Maximum for All Providers	Your Rank (out of 32)	Benchmark Grouping
Number of survey respondents = 62					
WORKER DEPENDABILITY					
▪ Workers work all their hours	95.2	96.0	100.0	22	2
▪ Workers keep their scheduled times	98.4	94.8	100.0	4	1
▪ Clients can depend on their workers	100.0	96.6	100.0	1	1
▪ Worker Dependability Average Scores	97.9	95.8	100.0	7	2
WORKER COMPETENCY					
▪ Workers know how to do their job	97.9	97.0	100.0	13	2
▪ Workers do a good job	96.9	95.8	100.0	13	2
▪ Workers know what to do	96.8	96.4	100.0	15	2
▪ Workers follow the rules of their job	99.0	97.3	100.0	8	2
▪ Workers do things the way clients want	94.8	94.8	100.0	16	2
▪ Worker Competency Average Scores	97.1	96.1	100.0	12	2
WORKER INTERPERSONAL					
▪ Clients trust their workers	100.0	98.2	100.0	1	1
▪ Workers have a positive attitude	98.9	97.7	100.0	9	2
▪ Worker Interpersonal Average Scores	99.5	97.9	100.0	5	1
AGENCY QUALITY					
▪ Clients are told changes in worker's schedule	93.5	90.9	100.0	13	2
PROVIDER RESPONSIVENESS					
▪ % of clients that have ever called about a problem	8.8%				
▪ % of those who called with a problem who had a quick response	100.0%				
Clients would recommend provider to family and friends	98.9	95.6	100.0	7	2
Overall SASI Score	97.4	95.8	100.0	9	2

SASI - A Closer Look

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Statements	Hardly Ever			
	Always	Sometimes	Ever	Never
Number of survey respondents = 62				
% of respondents per answer				
▪ Workers work all their hours	85%	15%	0%	0%
▪ Workers keep their scheduled times	95%	5%	0%	0%
▪ Clients can depend on their workers	100%	0%	0%	0%
▪ Workers know how to do their job	94%	6%	0%	0%
▪ Workers do a good job	90%	10%	0%	0%
▪ Workers know what to do	90%	10%	0%	0%
▪ Workers follow the rules of their job	97%	3%	0%	0%
▪ Workers do things the way clients want	84%	16%	0%	0%
▪ Clients trust their workers	100%	0%	0%	0%
▪ Workers have a positive attitude	97%	3%	0%	0%
▪ Clients are told changes in worker's schedule	92%	2%	2%	5%
▪ Clients would recommend provider to family or friends	97%	3%	0%	0%

Performance Indicators

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Service Program 2007 2008 2009

PASSPORT

• Your Market Share	0.5%	0.7%	0.4%
• Your Market Share Rank	33	26	32
• Your Clients Authorized	10	14	9
• Total Clients Authorized	1,963	1,920	2,346
• Your Units Authorized	406	549	415
• Total Units Authorized	107,155	97,355	119,046

Butler County ESP

• Your Market Share	
• Your Market Share Rank	
• Your Clients Authorized	402
• Total Clients Authorized	1,444
• Your Mean Monthly Units Authorized	4,210
• Total Mean Monthly Units Authorized	15,369

Clinton County ESP

• Your Market Share	
• Your Market Share Rank	
• Your Clients Authorized	
• Total Clients Authorized	
• Your Mean Monthly Units Authorized	
• Total Mean Monthly Units Authorized	

Hamilton County ESP

• Your Market Share	3.2%	2.5%	2.9%
• Your Market Share Rank	12	16	12
• Your Clients Authorized	95	129	140
• Total Clients Authorized	2,933	5,060	4,912
• Your Mean Monthly Units Authorized	1,159	1,507	1,657
• Total Mean Monthly Units Authorized	33,432	60,096	59,186

Warren County ESP

• Your Market Share	
• Your Market Share Rank	
• Your Clients Authorized	
• Total Clients Authorized	
• Your Mean Monthly Units Authorized	
• Total Mean Monthly Units Authorized	

Total

• Your Market Share	8.0%	2.0%	2.1%
• Your Clients Authorized	507	143	149
• Total Clients Authorized	6,340	6,980	7,258
• Your Units Authorized	5,775	2,055	2,071
• Total Units Authorized	155,956	157,451	178,233

Your Market Share: This number represents the percentage of the service market held by your organization. This figure is calculated by dividing the number of clients you served by the total number of clients served in that county. Due to the differences in the data structure between PASSPORT and ESP, there is a different method used for each one. This change was incorporated to reflect market share as accurately as possible, while working within the data structure parameters.

PASSPORT Market Share is based on a snapshot taken during the last month of the report period. The numbers may not be representative of market share across the entire report period, as market share changes on a daily basis.

ESP Market Share is based on the total number of clients authorized to receive ESP services at any point during the report period. These numbers should be representative of market share across the entire report period.

Your Clients Authorized (PASSPORT): The number of clients awarded to your agency during the last month of the report period.

Your Clients Authorized (ESP): The number of clients awarded to your agency across the entire reporting period.

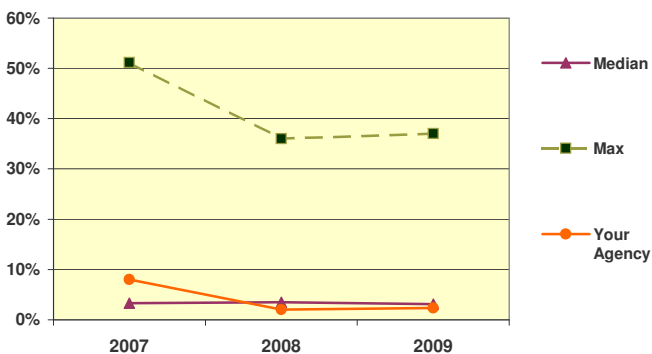
Total Clients Authorized: Clients Authorized (PASSPORT) + Clients Authorized (all ESP programs)

Your Units Authorized (PASSPORT): The number of units awarded to your agency during the last month of the report period.

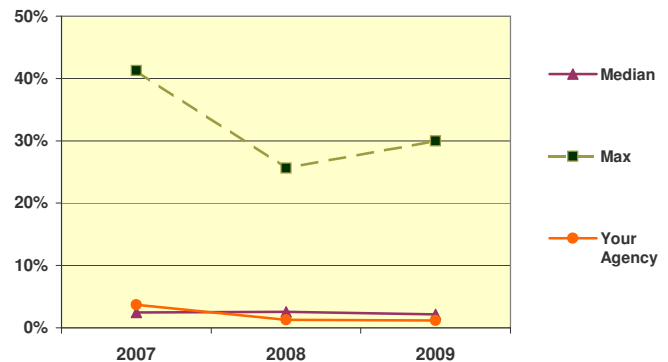
Your Mean Monthly Units Authorized (ESP): The number of units awarded to your agency during the entire period, divided by the number of months in the reporting period.

Total Mean Monthly Units Authorized: The sum of Units Authorized for PASSPORT and for ESP as calculated above.

Your Total Market Share by Year (Clients)



Your Total Market Share by Year (Units)



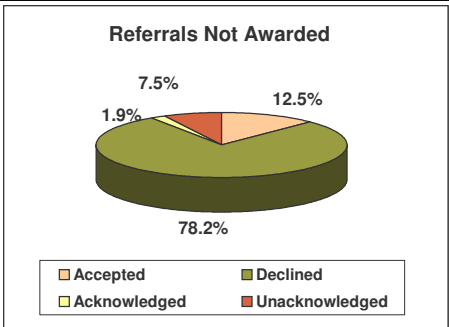
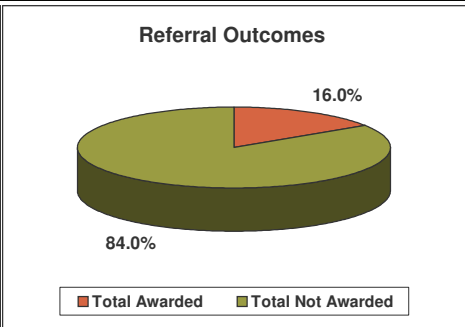
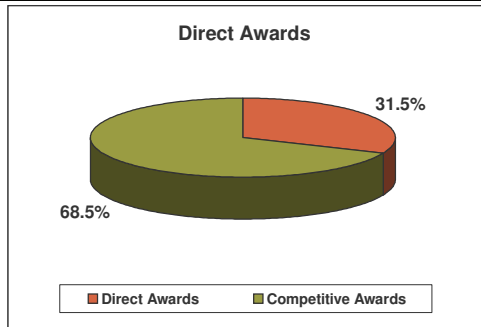
ESP Service Awards

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Your Unduplicated Referrals by County	Butler	Clinton	Hamilton	Warren	Your Total #s
% of Awards that are Direct Awards**			31.5%		31.5%
Total Referrals			382		382
Total Awarded			61		61
% of Total			16.0%		16.0%
Total Not Awarded			321		321
% of Total			84.0%		84.0%
Accepted			40		40
% of Total Not Awarded			12.5%		12.5%
Declined			251		251
% of Total Not Awarded			78.2%		78.2%
Acknowledged			6		6
% of Total Not Awarded			1.9%		1.9%
Unacknowledged			24		24
% of Total Not Awarded			7.5%		7.5%
% of Desired Referrals Awarded			60.4%		60.4%

*Services are awarded to providers in one of two ways: By referral, which initiates a process by which multiple providers may compete for a service award; or by direct award, which bypasses the competitive referral process and is usually driven by a client's request for a specific provider.

**The referral data provided here reflects the final disposition (as recorded in the electronic data system) of a referral as it relates to each provider.



Service Delivery Outcomes

Response Time	Your Average # of Days from Award Date to Start Date	Benchmark Grouping award to start date	Service Utilization	Benchmark Grouping Service Utilization
PASSPORT	Not available for PASSPORT		84.5%	3
Butler County ESP				
Clinton County ESP				
Hamilton County ESP	8.3	3	89.9%	1
Warren County ESP				