

## HOME CARE SERVICES



Home health care is a vital component in today's quality-driven health care environment. Sound management practices are essential for a home health agency to operate efficiently while ensuring regulatory compliance and positive patient outcomes.

QHR Home Care Services provides home health management tools needed for your agency to efficiently and cost effectively operate with mounting regulations and tightened reimbursement. Our consultants possess healthcare and business expertise in home health administrative and financial operations, clinical services, performance improvement, program development, strategic planning, and JCAHO readiness. Our educational programs keep you informed about regulatory changes and trends in home health management.

- **Financial Operations Review (On-site)** - Detailed analysis of the Home Health, Hospice, or Home Medical Equipment's financial data. Operational opportunities are identified in a detailed Management Action Plan, along with tools to help implement the necessary processes to enhance the financial viability of the agency.
- **Pre-JCAHO Readiness Review (On-site)** - A comprehensive review of agency policies and procedures and overall home health operations as they relate to JCAHO standards. Potential recommendations are identified in a written action plan to help the agency resolve identified issues prior to the actual JCAHO survey.
- **Clinical Operations Assessment (On-site)** – A review of randomly selected clinical records and overall agency processes to ascertain regulatory compliance in the continuum of care, assessment of HIPAA and OASIS conformity, and evaluation of billing practices. Recommendations are provided in a detailed action plan to help you implement improvements to enhance both patient and financial performance.
- **Teleconferences** – Monthly 90 minute teleconferences on JCAHO and Clinical home health topics to keep agency leadership and staff informed of industry trends and regulatory changes. Quarterly teleconferences on Home Medical Equipment provide an update on industry news.

QHR Home Care Services can also customize consulting engagements to meet your agency's specific needs, on an hourly, daily or weekly basis.

CONSULTING  
SERVICES

QHR provides consulting services, management support, operational turnaround, new hospital development, asset merger/lease sale assistance, education and training programs to healthcare providers and health systems nationwide.



## CLINICAL COMPLIANCE REVIEW



To ensure that patient care delivery is consistent with industry standards and within the guidelines of the Medicare Conditions of Participation, QHR Home Care Services analyzes the clinical processes within your home health agency to determine any areas of noncompliance in the continuum of care. HIPAA, OASIS, and billing practices are reviewed in this process.

QHR Home Care consultants provide direction to management and visiting staff to ensure clinical compliance by:

- Performing random medical record reviews
- Analyzing the agency's chain of command
- Assessing patient care staffing and care delivery
- Verifying OASIS/coding accuracy
- Evaluating provision of patient care services
- Forecasting potential performance indicators
- Conducting on-site patient care visits to assess quality
- Assessing care coordination efforts
- Evaluating automated systems and processes
- Providing support on quantifiable outcomes
- Providing education, training, and resource materials to assist with Management Action Plan implementation

During this on-site analysis, QHR analyzes the clinical practices of the home health agency compared to industry standards and regulatory requirements. Through observation and analysis, we offer recommendations that will positively impact the home health agency's standard of care and patient outcomes, as well as improving OASIS accuracy. Along with the recommendations, we offer proven tools that assist the management team in the successful implementation of the improvement plan.

QHR provides consulting services, management support, operational turnaround, new hospital development, asset merger/lease sale assistance, education and training programs to healthcare providers and health systems nationwide.



## FINANCIAL OPERATIONS ANALYSIS



QHR Home Care Services can analyze the internal processes within your home health agency to identify inefficiencies in staffing, productivity, billing, and overall financial operations, to strengthen the financial outcomes of the agency.

Our consultants can help you implement cost efficient recommendations that enhance your home health agency's bottom line through:

- Review of the agency's organizational chart/job descriptions to identify duplicate efforts
- Administrative and patient care staffing assessment to determine productivity levels
- Billing compliance verification
- Payer mix comparison
- Revenue and expense analysis to determine agency earnings potential
- National benchmark comparisons with volume indicators
- Evaluation of automated systems and processes
- Review of accounts receivable aging and management
- Recommendations on quantifiable outcomes
- Recommended development and marketing strategies
- Education, training, and resource materials to assist in implementation of a Management Action Plan

During this on-site analysis, QHR consultants review the internal business practices of the home health agency as they compare to industry standards and regulatory requirements. From these findings, our consultants offer recommendations to improve your home health agency's earning potential, as well as proven tools to help implement the improvement process.

QHR provides consulting services, management support, operational turnaround, new hospital development, asset merger/lease sale assistance, education and training programs to healthcare providers and health systems nationwide.



## HOME CARE FRANCHISE



Home health operations are an important and expanding part of today's healthcare delivery. They are also growing more complex. Mounting regulations from HCFA, JCAHO, state agencies and commercial payors make it increasingly difficult to stay focused on the primary goal: the provision of quality outcomes delivered in a home setting. Home health leaders are challenged to deliver quality care in an efficient, cost effective manner, especially with Pay for Performance on the horizon.

QHR's **Home Care Franchise** helps you work through the maze of regulations and achieve a high level of excellence for your agency.

### Components of the QHR **Home Care Franchise**:

- Three on-site reviews annually to identify improvement potential in Compliance, Operations, and JCAHO readiness. This information is used to develop your Management Action Plan, which guides the effective operation of your agency in a compliant and efficient manner.
- Basic compliance review of Administrative, Patient Care and Personnel records. QHR consultants review manuals, administrative and medical records, as well as interview staff and conduct home visits to provide this service.
- Operational analysis by QHR Home Care consultants of reimbursement and financial trends, patient service utilization practices compared to industry and national productivity benchmarks, and identification of admissions growth opportunities and development of marketing strategies.
- JCAHO Accreditation Readiness Review/Mock Survey is conducted six to twelve months prior to anticipated JCAHO survey to identify potential noncompliant areas. This engagement includes both office-based and site-based reviews.

### QHR's **Home Care Franchise** also includes:

- Annual membership in the National Association for Home Care, the premier home care trade association
- Reduced pricing on home care materials and resources through SSP arrangements
- Consultative support through phone conferences and publications
- Ongoing updates and alerts to industry and regulatory changes
- Monthly continuing education teleconferences

QHR provides consulting services, management support, operational turnaround, new hospital development, asset merger/lease sale assistance, education and training programs to healthcare providers and health systems nationwide.

