

National Association for Home Care and Hospice  
29<sup>th</sup> Annual Meeting and Exposition  
Session 203  
*Measure What Matters*  
*A Practical Guide to Operational and Financial Success*



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## Measure What Matters!

- Inventory and Review Data Measures
- Establish Specific Report Requirements
- Develop Practical Initiatives
- Implement Process Change By Location
- Create Strategies To Engage The Stakeholders
- Stress Accountably

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## Inventory and Review Data Measures

- Inventory and Review Data Measures
- Sort by Source
- Compile Sample Reports and Expected Use
- Request Report Data From All Key Positions
- Establish Key Performance Indicators (KPI) by job function

## Establish Specific Report Requirements

- Operational Reports
- Financial Reports
- Clinical Reports

## Develop Practical Initiatives and Reports

- Reduce Low Utilization Payment Adjustment
- Improve Therapy Utilization
- Review and Manage High Clinical/Service Domain Episodes

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## Implement Process Change By Location

- Design the Implementation Plan
- Identify Best Practice Locations and Locations with Opportunity to Improve
- Establish an Implementation Schedule
- Schedule a Launch Meeting/Conference
- Schedule Progress Report Schedule

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## Create Strategies to Engage Stakeholders

- Identify the Stakeholders
- Determine Information Necessary for Decision Making
- Provide Information When Required for Decision Making
- Expect Independent Decision Making with Accurate Information
- Review Information and Decision Processes on a Regular basis

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## Stress Accountability

- Review and Update Information Required for Stakeholders Decision Making on a Regular Basis
- Implement Improvement Plans Consistently
- Publicize Success

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# Questions