

Home Health Keys For Success
Learning Session

Front-Loading Strategies

Home Health Keys For Success
Learning Session
February 27, 2007

Caralyn Williams, MAOM, Quality Improvement Specialist,
Pam Sensky, RN, Clinical Quality Specialist

Health Services Advisory Group (HSAG)

Information for Health Care Improvement

HSAG

Objectives

- Understand how front-loading strategies can help reduce hospitalizations.
- Gain a working knowledge of how your agency can implement front-loading visits.
- Learn about tools and resources to effectively keep patients safe at home.

Information for Health Care Improvement

HSAG

Front-Loading Visits

A strategy whereby the agency increases the frequency of visits or services at the beginning of care in order to reduce the potential for unplanned hospitalizations

(Briggs 2006)

Best Practice— Front-Loading Contacts

- Use the Hospitalization and Emergent Care Risk Assessment to determine which patients are at risk.
- Provide intense visits during the first two weeks—8 to 10 visits.
- Have caregivers closely observe patients when they are sickest.

Best Practice— Front-Loading Contacts

- Clinician visits
- Telehealth
- Phone monitoring

Best Practices

- Disease management programs
- Educate staff
- Set guidelines and procedures
- Document calls
- Follow-up assessments

Sharing

What can your agency do to effectively keep patients safe at home?

Important Web Sites

- CMS Web Sites
 - <http://www.medicare.gov>
 - <http://www.cms.hhs.gov/quality/nhqi>
 - <http://www.medqic.org>
- HSAG Web Sites
 - <http://www.hsag.com>
 - <http://hhqi.hsag.com>

Home Health Keys For Success
Learning Session

HSAG Home Health Contacts

Mary Fermazin, MD, MPA
Vice President, Health Policy &
Quality Measurement
mfermazin@azqio.sdps.org
602.745.6207

Joe Bestic, NHA, BA
Director, Nursing Homes &
Home Health
jbestic@azqio.sdps.org
602.745.6205

Caralyn Williams, MAOM
Quality Improvement Specialist
cwilliams@azqio.sdps.org
602.745.6284

Pam Sensky, RN
Clinical Quality Specialist
psensky@azqio.sdps.org
602.745.6330



Information for Health Care Improvement

HSAG

*All Medicare beneficiaries **have the right to appeal their discharge** from a hospital, skilled nursing facility, home health agency, or comprehensive outpatient rehabilitation facility.*

*For more information, go to <http://www.hsag.com/azmedicare> or call **1.800.359.9909**.*

Information for Health Care Improvement

HSAG

Home Health Keys For Success
Learning Session

Publication No. AZ-8SOW-1b-022207-03.

This material was adapted by Health Services Advisory Group, the Medicare Quality Improvement Organization for Arizona, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

Information for Health Care Improvement

HSAG