



DIRECTOR OF PATIENT SERVICES REPORT



September 10, 2024

Home Health Compare Star Ratings- We have received **5 stars for patient satisfaction** as updated on CMS home health compare website.

Telehealth- We currently have over 50 telehealth remote patient monitoring units. Hospitalization rate continue to remain low for remote patient monitoring users. Typical reduction is 60% reduction in ER visits and Hospitalizations.

Urinary Tract Infections (UTI) have been reduced with our performance improvement project for 2024. The project includes UTI Zone Tools in the patient handbook and early detection of UTI's utilizing dip sticks for suspected UTI's. This allows for early detection and treatment decreasing ER visits and hospitalizations. UTI's declined by 50%.

Department of Health Recertification Survey was conducted on April 25, 2023. One agency deficiency was identified. The deficiency was for PRN medications not listing intervals between doses. For example, if the patient was provided a prescription for a pain medication, as needed, twice a day our order should have indicated that twice a day was at intervals of every 12 hours. Our corrective action plan was accepted by the NY State DOH and all "as needed" medication includes the recommended intervals between PRN doses. We have had improvement for this performance review and currently have 89% clinical compliance. This is an improvement from last survey. One additional audit was added with the EMR change for ED Risks and actions to prevent ER visits and hospitalizations. The initial audit determined that transitioned patients did not contain required information. An additional audit will occur this month to determine compliance.

Staff Training: Staff participated in the following trainings: Cyber Security, Value Based Payment (VBP), Social determinants of health, and Matrix Care training and updates.

HHA CAHPS: We migrated over to Press Ganey since January 1, 2022. – This survey continues to report 5 stars in patient satisfaction.

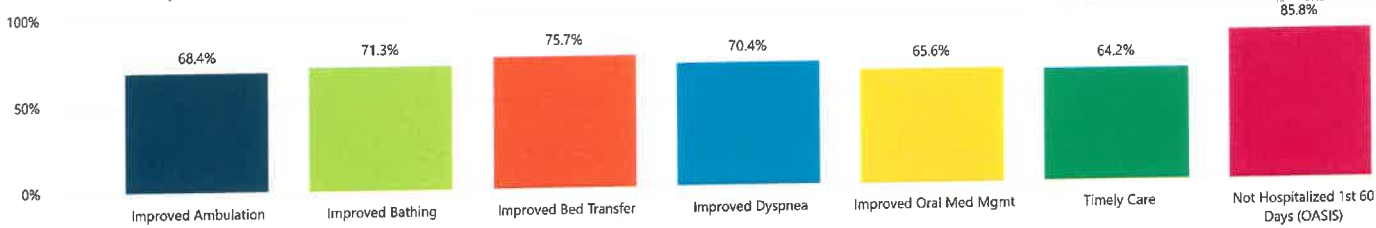
Cybersecurity - No issues identified at this time. Staff receive on-going training in cybersecurity. Several staff can access Epic Care Link allowing real time information sharing with UVM, ECH, Porter Hospital, Albany Medical Center, GFH, and CVPH. HIXNY (Health Information Exchange NY) has been monitored this quarter with one deactivation for a staff retirement. Effective May 28, 2004 all patients were successfully transitioned to the new EMR- Matrix Care.

The agency has openings - for a Supervising Public Health Nurse, Home Health Aide, and a Registered Nurse. Our Referral Intake position was filled with McKayla Vanderwalker and one RN field position was filled with Janel Wise, RN (starting 9/23/24). We will be filling a PTA Contract position for the Lake Placid Area to decrease referral wait times in that area.

5 Star (Quality of Patient Care)

Essex County Nursing Services

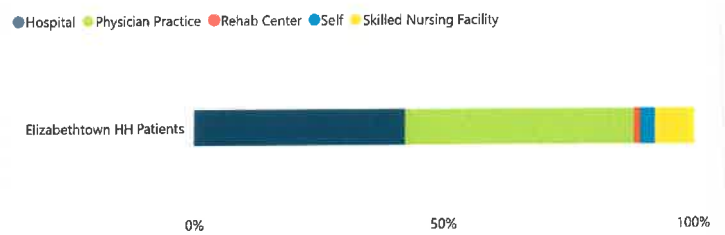
Home Health Compare Star Rating Measures



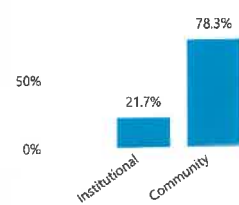
Referral Source Revenue

Essex County Nursing Services

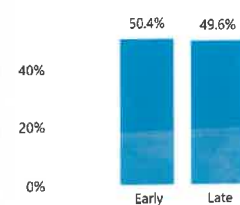
Revenue by Referral Source Type & Business Unit



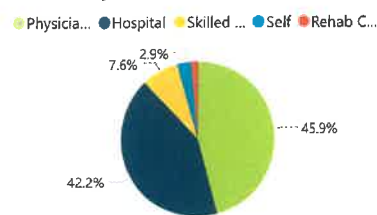
Admission Source



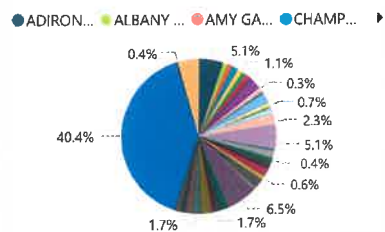
Timing



Revenue by Referral Source Type



Revenue by Referring Organization



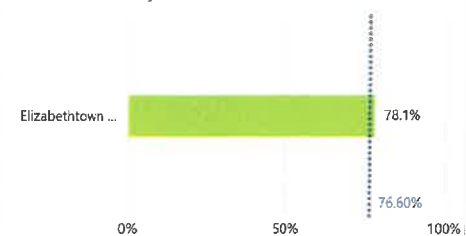
Revenue Amount by Referral Source Type & Referring Organization

Referral Source	Revenue
Hospital	\$218,821
Physician Practice	\$237,639
Rehab Center	\$6,971
Self	\$15,278
Skilled Nursing Facility	\$39,454
Total	\$518,163

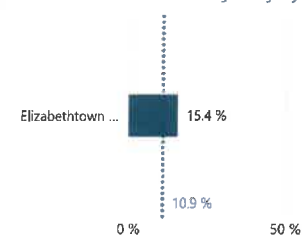
Risk Management & Prevention

Essex County Nursing Services

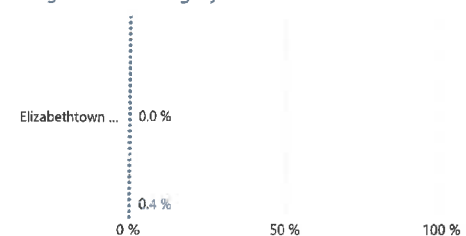
DC to Community Measure



One or More Fall with Major Injury

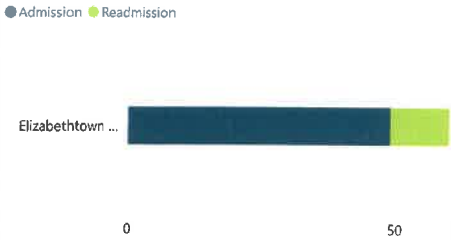


Changes in Skin Integrity

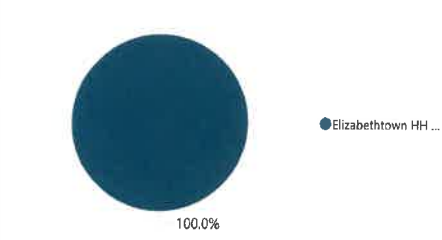


Admissions
Essex County Nursing Services

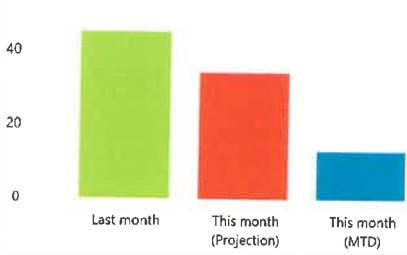
Admissions by Type & Business Unit*



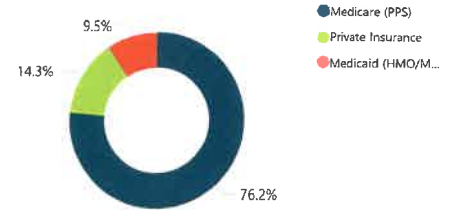
Admissions by Business Unit*



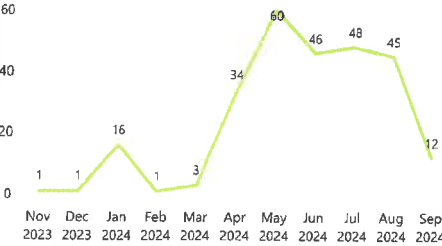
Admission Comparisons & Projections



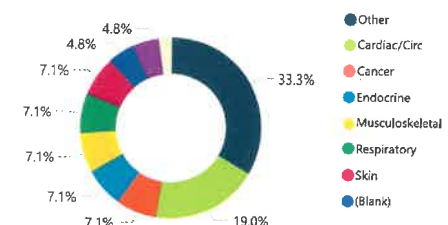
Admissions by Primary Payor*



Admission Trend



Admissions by Diagnosis*



* Default date range: Last 30 days

Clinical Groups

