

LeadingAge Quality Metrics

# Home Health Trend Report Help Document

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## LeadingAge Home Health Trend Report

Quality Metrics is a member benefit analytic tool that supports member home health agencies in a data informed approach to quality using publicly reported data from Care Compare. LeadingAge NY Technology Solutions uses the data in Quality Metrics to create the **Home Health Trend Report**, a push report that members can access quarterly via a link, the first step in building a systematic QAPI process. This help document provides details on interacting with the report - functionality and graph types, understanding the report - legend definitions and using the report - measures with their importance and use case scenarios.

The Home Health Trend Report is an interactive electronic report that provides analysis on various measures with multiple benchmarks for relative performance over time. Because performance data is plotted over time, it permits identification of static, favorable or adverse trends that can inform the QAPI committee of new measures to study, progress on measures currently being studied and when a measure doesn't necessitate study. It is also a vital asset for improving business performance including training, board presentations, strategic planning, outreach, provider negotiations and ultimately improving star ratings. Medicare Advantage Organizations (MAO) are interested in doing business with home health agencies that can present data in an electronic format on measures including HCAHPS star ratings, Quality of care star rating, Hospital use measures, Successful discharges to the community, and Medicare spending per beneficiary. The Home Health Trend Report meets those criteria.

The report incorporates:

## Functionality

1. The report can be printed, however keeping the report in its electronic format permits interactivity within each graph. To interact with a graph, select the benchmark data series in the legend to show or hide a single or multiple benchmark data series.
2. Choosing to show or hide a benchmark depends on the audience and how and where the graph is being used. For example, when presenting data to an audience interested in a comparison of the home health agency's performance data to other agencies in the service area, click on to hide all the benchmarks except Provider (the home health agency's data) and Service Areas. This permits a more concise visual display and leads to a better understanding of performance by the audience.
3. Hovering the mouse over a benchmark data series in the legend emphasizes the data series to draw attention to its identity and location in the chart.
4. Hovering the mouse over a data point provides detailed information contained within that data point including its identity, date and the performance rate.

## Graph type

Time series analysis graphs trend performance data points over time in a line format for the provider and the benchmarks.

## Legend contents and benchmark definitions

1. National – Data reflects performance for all home health agencies in the nation.
2. Provider –Data reflects performance for the home health agency that the report is based on.
3. Service Areas – Data reflects performance for all home health agencies that serve patients in any zip codes that the agency that this report is based on serves in. This benchmark is a choice benchmark since it represents the provider’s direct competition.
4. Service Areas Same Ownership Type – Data reflects a subset of the service areas group which contains only those agencies who have the same ownership type as the agency that the report is based on.
5. State – Data reflects performance for the state in which the service area zip codes are located.

## Attribute tags

1. Understanding quality measures and how they are used is the first step to ensuring business success. CMS employs multiple quality measures and multiple programs to gauge quality in home health. The Home Health Trend Report employs attributes tags to identify significance and how to interpret the performance data for each measure.
2. Colored labels located in the measure’s title banner describe the attributes of the measure. Attributes include the CMS program the measure is used in (Star Ratings, Quality Reporting Program (QRP), and Value Based Purchasing Program (VBP)), its data element source (HHCAHPS, OASIS, Claims), and whether the measure is a negative measure meaning a lower rate represents better performance (Lower is Better). Since most measures are positive measures higher is better is implied in the absence of a lower is better attribute tag.

## Measures included in the report with definitions, their value and use case scenarios

### Star Ratings:

CMS calculates a home health agency’s HHCAHP star rating from responses on four HHCAHPS Survey categories. The quality-of-care star rating is calculated using seven measures based on OASIS items and Medicare claims. The Home Health Trend report supplies performance data over time on both star ratings and the measures used to calculate them. This is valuable information that home health agencies can use to target resources to improve their ratings.

- Patient survey rating (Survey summary star rating)

The survey summary rating is a composite measure that uses the star ratings in the four items listed below. The Home Health Trend Report supplies performance data overtime for star ratings and the percent of top box responses furnished by the patient. Using this format is valuable especially when the percent of top box values are adversely affecting the star rating and will help prioritize opportunities for study and improvement.

1. How often the home health team gave care in a professional way
  2. How well did the home health team communicate with patients
  3. Did the home health team discuss medicines, pain, and home safety with patients
  4. How do patients rate the overall care from the home health agency
- Quality of patient care rating (Quality star rating)

The quality-of-care rating is a composite measure that is calculated using the seven quality measures listed below. The Home Health Trend Report supplies performance data overtime for the star rating and the individual component measures. Using this format is valuable especially when the performance values of individual component measures are adversely affecting the star rating and will help prioritize opportunities for study and improvement.

1. Initiated patient care in a timely manner  
How often the patient:
  2. Got better at taking their drugs correctly by mouth
  3. Got better at walking or moving around
  4. Got better at getting in and out of bed
  5. Got better at bathing themselves
  6. Experienced less shortness of breath
  7. Was admitted to the hospital for a potentially preventable condition while receiving home health care

### Additional Publicly Reported Data:

The Home Health Trend Report provides performance data on measures in addition to those used to calculate star ratings and they are listed below. Home health agencies can use this data to measure how effective and efficient their actions were in caring for the patient, preventing harm, avoiding unnecessary hospital use and preparing for successful discharge.

1. Number of completed surveys
2. Survey response rate
3. Would patients recommend the home health agency to friends and family
4. Discharge Function Score
5. How often patients have pressure ulcers/pressure injuries that are new or worsened
6. How often the home health team determined whether patients received a flu shot for the current flu season
7. How often physician-recommended actions to address medication issues were completed timely

8. How often patients experienced one or more falls with major injury
9. How often the home health team reviewed and provided a medication list to the patient, family, and/or caregiver at final discharge
10. How often the home health team reviewed and provided a medication list to the next healthcare setting
11. How often patients remained in the community after discharge from home health
12. How often patients were re-admitted to the hospital for a potentially-preventable condition after discharge from home health
13. How much Medicare spends on an episode of care at this agency, compared to Medicare spending across all agencies nationally
14. Medicare episodes

## In summary

The Home Health Trend Report is a valuable resource for member home health agencies. It was developed for busy professionals integrating interactive charts that can be utilized for multiple purposes. This help document provides the basic information needed to understand, interact with and utilize the report.

## Contact Information

Please use the contact information below if you have questions or need further assistance.

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