



MEDBRIDGE

Customer Story

Everest Home Health & Hospice Partners with MedBridge & Home Care Answers to Improve OASIS Accuracy

Client Challenge

Everest Home Health & Hospice is a small agency located outside Salt Lake City, Utah. With services in six counties, Everest is a community-focused agency providing individualized care to patients, as well as specialty services such as wound care, pain management, and infusion services.

Value-based payment models and the expansion of home health value-based purchasing have changed how agencies think about quality, highlighting the importance of accuracy and consistency of data collection. Everest leverages Home Care Answers (HCA) to perform OASIS reviews. While HCA helps identify areas of inaccuracy, Everest lacked the staff hours and change management infrastructure to make the improvements needed to fix the inaccuracies.

MedBridge Solution

Everest partnered with MedBridge to develop an improvement program for their staff responsible for OASIS completion. The program focused on areas identified by HCA as the most commonly corrected at their agency and provided content in a method compatible with the needs of home health staff, both online and mobile. The result was a program designed to improve accuracy, reduce costs, and build the confidence of staff members performing OASIS data collection.

The program includes:

- MedBridge microlearning content targeted to areas of correction and OASIS concepts
- Staff satisfaction and confidence surveys
- MedBridge Learning Management System and Clinician App providing assignment, reminders, and tracking support for a mobile workforce
- OASIS data pre- and post-implementation, provided by Home Care Answers



Founded in 2014

Headquarters in Bountiful, UT

everesthomehealthandhospice.com

28%

decrease in recommended OASIS corrections for each of the targeted M-items

\$150

additional reimbursement per patient episode, or

\$30K

per year, per provider
(once a payment adjustment occurs)

Results

Everest Home Health & Hospice deployed their OASIS improvement program and saw results right away. Recommended OASIS corrections decreased by as much as 28 percent for each of the targeted M-items. As agencies approach the first year of home health value-based purchasing (HHVBP), these results could improve reimbursement by 5 percent due to improved agency performance. Once a payment adjustment occurs, an agency could expect to see an additional \$150 per patient episode, or \$30k per year, per provider (\$150 x 200 episodes per year per provider).

Ultimately, these results show the impact that education and targeted training can have on clinician behavior and how important that is for an agency's OASIS accuracy, patient care, and bottom line.

Reductions in OASIS Corrections

This program ran from September, 2021, through October, 2021, and included the Everest Home Health & Hospice main branch in Bountiful, Utah. The reductions in OASIS corrections per M-item are below.

M-ITEM	PERCENT REDUCTION IN RECOMMENDED CORRECTIONS
M1810_CRNT_Dress_Upper	26.54%
M1820_CRNT_Dress_Lower	26.54%
M1830_CRNT_Bathg	14.7%
M1840_CRNT_TOILTG	28%
M1850_CRNT_Transfrng	21.89%
M1860_CRNT_AMBLTN	12.88%