

QUIZ ANSWERS (by Connie) FOR 1/23/2019 CHC eNEWS

SELECT THE BEST ANSWER. *My Quality Management Program includes tracking data points such as*

- a) *re-hospitalization rates,*
- b) *improvement of ambulation,*
- c) *patient survey satisfaction scores,*
- d) **all of the above**
- e) *none of the above*

Improvements in direct client care can be demonstrated only through the use of data tracking where the start date shows one data detail before quality improvement and the next date shows the same detail or data after improvement efforts have been taken. It is possible that no improvement efforts were needed in between the start date and end date. For example, when an agency assesses fall risk at start of care and monitors it at each visit to ensure fall risk remains extremely low, the agency clients may experience no falls at all. The agency fall ratio is and remains low at all points in time.

Hospitals and other referral sources are increasingly asking that home care agencies show what good outcomes are being achieved. Agency staff need to be able to explain what it is they do to get good outcomes on a continuing basis.

TRUE OR FALSE. *My QMP includes statistical data on consumer outcomes as requested by referral sources and family members? As consumers become more educated on the role of home care, they and their family members may ask prospective agencies: What is your hospital re-admission rate? What is the rate of falls experienced by your clients? What is the rate of missed visits or no show appointments? What other positive outcomes does the Agency have data on?*

SELECT THE BEST ANSWER.

Quarterly Client Record Review statistics are

- a) *analyzed, tracked and presented in the Agency Annual Review,*
- b) *analyzed, tracked and presented in each QMP meeting,*
- c) *not created because Chapter 26 does not require it,*
- d) **a and b above.**

Client records contain key performance indicators that show daily, weekly and monthly operational details. Administrators can identify how their agency is performing and where improvements can be made as the result of monthly or quarterly record reviews.

Colorado Licensure Law requires that skilled HCAs perform quarterly record reviews and until 1/2018, Federal Conditions of Participation (484.52) required clinical record review of both open and closed charts. This action has become a best practice among all agency types to determine whether the agency's policies are being followed by those providing care and services. Even in the non-medical arena, surveyors onsite are going to be reviewing client records so it only makes sense that administrators would proactively review charts on an ongoing basis to ensure there are no surprises during survey. Unfortunately, many non-medical home care administrators disregard the best practice since there is no mandate in Chapter 26, Part 8.