



An HHFMA Update with the Experts & Benchmark of the Month

Wednesday, February 21, 2024

1:00 pm

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Content was developed by the Home Care & Hospice Financial Managers Association (HHFMA), a NAHC affiliate.

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- Networking with peers
- Monthly industry update calls (including benchmarking of key metrics)
- Educational programs
- Access to exclusive HHFMA discussion groups
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Benchmark of the Month – ER Rates

- Why do ER rates matter?
 - CMS star measurements
 - Benchmarks vs. Competitors
 - Value-Based Purchasing component
 - Negotiations with payors
- Total cost of an ER visit averages \$2,200*

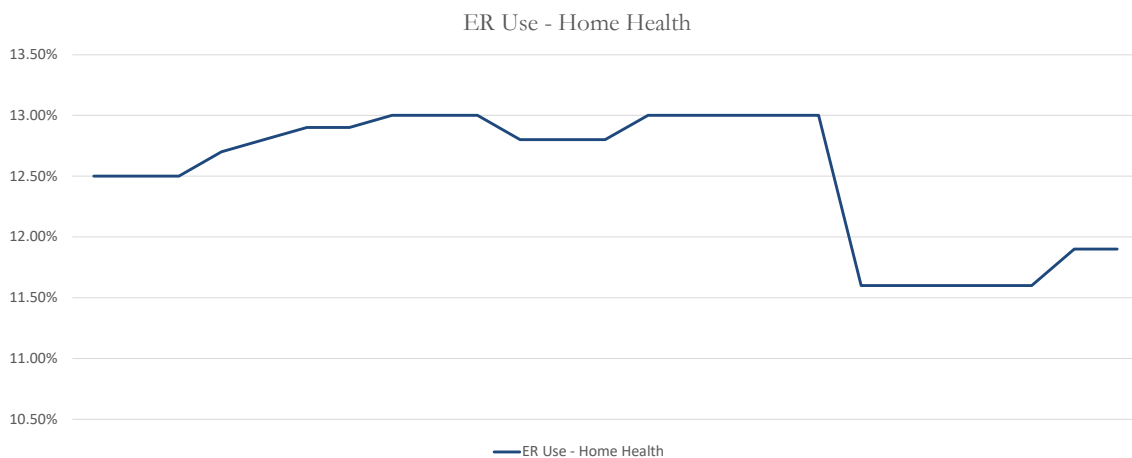
*UnitedHealthCare data – January 1, 2024

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ER Use Trends: 2017-2024



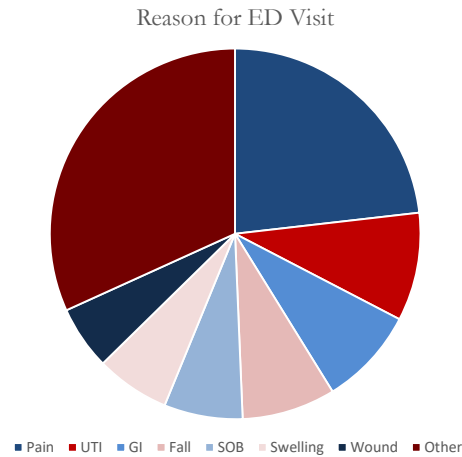
*Home Health Compare data 2017-2024

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Why do home health patients go to the ER?



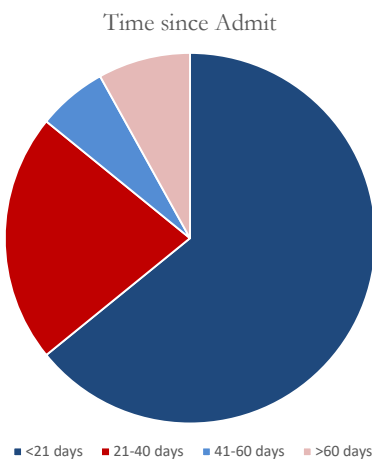
*University of Virginia Study, 2023

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How long after admit do they go to the ER?



*University of Virginia Study, 2023

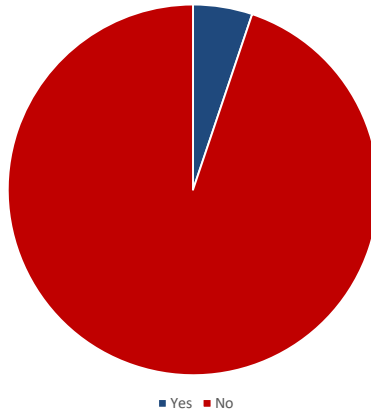
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Did they call their home health agency?

Called the HH before going to the ER



*University of Virginia Study, 2023

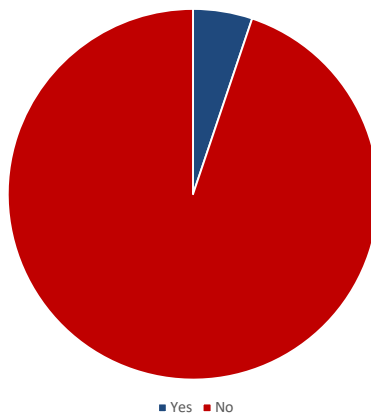
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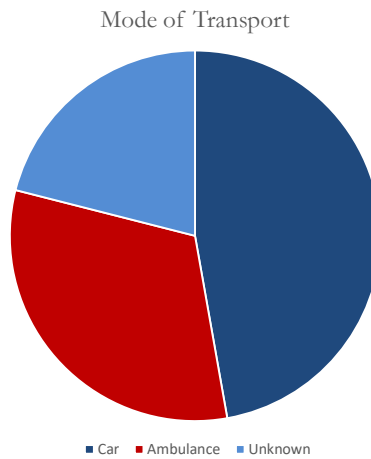
*University of Virginia Study, 2023

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How did they get to the ER?



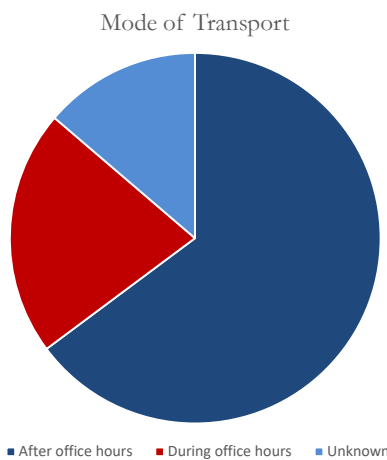
*University of Virginia Study, 2023

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When did they go to the ER?



*University of Virginia Study, 2023

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How can you reduce your ER rates?

- Make sure patients know to call you before going to the ER unless it is an emergency (i.e. if they are driving themselves).
- Have your on-call staff prepared, trained, and ready to triage patients and send them to the ER when appropriate.
- Trend your data and measure your staff.

Upcoming Webinars

HCTAC/HHFMA Education Series on Artificial Intelligence

Tuesday, March 26 | 1 pm EDT

Introduction to Artificial Intelligence use in Home Health & Hospice

Wednesday, April 24 | 1 pm EDT

Legal and Regulatory Pitfalls of Artificial Intelligence

Wednesday, May 22 | 1 pm EDT

Ways Home Health & Hospice Agencies are Using Artificial Intelligence Right Now

July 21 | 8 am-3 pm PDT

Artificial Intelligence Preconference at the Financial Management Conference in Las Vegas

Upcoming Events

SAVE-THE-DATE

Financial Management Conference

July 21-23, 2024 | Las Vegas, NV

Home Care and Hospice Conference and Expo

October 20-22, 2024 | Tampa, FL

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