

**Hamilton Home Health
Dalton, Georgia
PIT Crew**

PIT – Pulling it Together for ACH

Sometimes it feels as though our team is in a race to keep things running smoothly. Without pit stops we could be out of the race all together. Just like in a race, things break down, we can run out of fuel or the outcomes are not where we want them.

All agency staff are members of the Team or the **PIT Crew**.



The competition is fierce. There are others in this race. Some are locally sponsored and some are corporate sponsored from far far away. The race goes on until a winner proves to be the fastest, tenacious or able to meet head on changes without falling out of the race.

Things are going pretty good but wait a little glitch is keeping us from gaining speed.....

The first pit stop:

too many patients were noted to be high risk. At SOC there was no problem with getting the risk assessment or a care plan that was 100%, but wait, slow down.....

YELLOW LIGHT

We need a PIT STOP!!

Pit stop #1: Revise the risk assessment

Why: Diagnosis and or complications most commonly seen in ACH not the major focus of the assessment.

Solution: Focus on the most frequent diagnosis.

Did the solution work? Yes, total patients at high risk went from 83% down to 50% in 8 months.

Get the racecar back on the
road!

GREEN LIGHT!

We are back in the race!

WHY: Wait a minute...front loading is not
being utilized...

YELLOW LIGHT

We need a PIT STOP!!

Pit stop #2:

Solution: Staff now front-load those high risk and all of those patients is on tele monitoring.

Did the solution work? More than ever before, patients are actually calling the nurses, they now have education EVERY visit regarding what a true emergency that would require 911.

Get the racecar back on the road!

GREEN LIGHT!

Problem: Unnecessary ER visits are up.

Why: A few case managers were consistently sending the patient to the ER. It was determined this mostly happened after hours on-call. The HHQI data shows that 50% of our ER visits happen on Tuesday or Thursday. We

also know that 38% of all ER visits will become an ACH.

One-on-one training of staff works best for complete understanding.

This wasn't a real PIT stop just a minor slow down, a curve in the road.

But.....

YELLOW LIGHT

We need a PIT STOP!!

Pit stop #3: Problem: It can take days to find out if a patient went to the ER. Our system lacks a data collection area for ER (Return home, non-admits) so the only way to find out this information is to review all incoming notes.

Solution in progress: Now we have determined who are true high-risk patients, we are front loading and have them on tele-health. We have changed the risk assessment form again to include CHF.

Why: In April a new CHF initiative was implemented and we have gone from 4% patients with this dx to 10% of our census. Thanks to our new service line team with our hospital cardiology and internal medicine groups.

Solution: Once we implemented CHF we began having Stand Up meetings daily. Now we know who is in the ER, why, and which case manager is assigned. Up to the minute information!

Get the racecar back on the road!

GREEN LIGHT!

We may not need another PIT STOP because there is something in the road ahead, which is slowing us down.

ORANGE lights

are on and the Pace Car has taken the lead. So we have one more area to attend to....

Problem: Oral Medication Compliance

Solution: In May the hospital implemented a policy of Medication Reconciliation. Specifically, the P&P does indicate Home Health to receive with EVERY referral the up to the minute medication reconciliation.

Also, our PI department has implemented a new assessment form to be completed at SOC.

This helps to compile valuable information regarding the patient's

medications, which will become part of the POC.

The road is clear and the **GREEN** LIGHT is on!

Have we won the race?
In ACH here are the following statistics:

Core measure	GOAL	Baseline	May-07
Agency ACH rate	30.2%	30.4%	18.4%
Target group ACH rate	27.0%	33.3%	7.8%

And.....this time last year our patient satisfaction was at 76%

Most recently Pres Ganey tells us we are
at 91%
WOW.....

JUST BECAUSE WE LOOK
GOOD NOW.....**WE CAN'T
STOP THE RACE.**



**HOLDING THE GAINS WILL
MEAN FIXING IT, RE-
EVALUATION AND**

**DETERMINATION to
CHANGE!**

**IF IT NEEDS CHANGING,
DO IT! PUT THOSE PIT
STOPS TO USE!**

**FOR NOW THOUGH..
CELEBRATE WHAT WE
HAVE DONE WITH GMCF
AND YOUR HELP.**

**I THANK EACH OF YOU
FOR SHARING AND
STICKING IT OUT.....**

CLAP NOW!



**AND CHEW YOUR BUBBLE
GUM!**