



Home Health Value-Based Purchasing: **4 Actionable Solutions to Hit Your 2023 Benchmarks**

By MedBridge

Overview

The Home Health Value-Based Purchasing model (HHVBP) is finally here, and it’s been a long road to get to this point. Your agency’s current performance will now either significantly increase or decrease future payment rates, so the faster you get the right processes running smoothly in 2023, the better.

In this guide, we’ll cover:

- Frequently asked HHVBP questions
- Four strategies to help agencies improve quality scores
- How MedBridge can help

Table of Contents

[Frequently Asked HHVBP Questions](#) 3

[How Agencies Can Improve Quality Scores](#) 5

[How MedBridge Can Help](#) 8

[Conclusion](#) 9

[About MedBridge](#) 10



Frequently Asked HHVBP Questions

What is HHVBP?

Home Health Value-Based Purchasing (HHVBP) was envisioned as a shift away from volume-based reimbursement, and designed to provide financial incentives to home health agencies for improvements in quality of care. This would reward agencies with higher achieved or improved quality scores, and reduce payments to agencies with lower performance scores.

This original HHVBP model was implemented in nine states from January 1, 2016, through December 31, 2021, where payment was tied to quality performance. CMS' 2022 home health Final Rule announced the expansion of HHVBP nationwide, making CY 2022 the pre-implementation year. For agencies outside of the nine test states, the first performance year of HHVBP started January 1, 2023.

How exactly will HHVBP affect my agency?

If you're part of the original nine states, congratulations! You're likely ahead of the curve—but that doesn't mean that improvements can't be made to boost performance. For agencies in the other 41 states, your outcomes for 2023 will be compared against your performance in 2019,

which is referred to as the "baseline" year. CMS will then assess agencies' performance in 2023, which will affect reimbursements in 2025.

What will my current performance mean for the 2025 adjustment year?

Improving assessment scores will be critical this year, as these will directly impact reimbursement amounts in 2025 when CMS will adjust its 2023 payments for services rendered to Medicare fee-for-service patients. These Medicare reimbursement adjustments will range from plus or minus five percent, which could mean significant revenue benefits—or losses—for agencies.



Frequently Asked HHVBP Questions

Continued

How will my agency's quality scores be determined?

Your agency's quality scores will be determined by the following:

Domain	Quality Measures	Source of Data
 OASIS-based (weighted 35%) 35 percent of the quality score is based on OASIS accuracy.	Discharged to Community	M2420
	Improvement in Dyspnea	M1400
	Improvements in Managements of Oral Meds	M2020
	Total Normalized Composite (TNC) Change in Mobility	M1840, M1850, M1860
	Total Normalized Composite (TNC) Change in Self-Care	M1800, M1810, M1820, M1830, M1845, M1870
 Claim-based (weighted 35%) 35 percent of the score will be based on submitted claims for emergency department visits, as well as hospitalizations that occur within the first 60 days a patient receives service.	Acute Care Hospitalization During the First 60 Days of Home Health Use	NQF 0171
	Emergency Department Use Without Hospitalization During the First 60 Days of Home Health	NQF 0173
 HHCAHPS survey-based (weighted 30%) 30 percent of the score will be based on patient satisfaction (the HHCAHPS survey).	Professional Care, Communication, Team Discussion, Overall Rating, Willingness to Recommend	NQF 0517



How Agencies Can Improve Quality Scores

OASIS-E

Home health agencies got hit with a double-whammy this year, because it's also the implementation year of OASIS-E! This revision is significant, with 25 percent of the assessment tool revised and the introduction of 27 new items. And while proficiency in the OASIS tool has always been a critical aspect for home health agencies, it has never been more important than right now.

Under HHVBP, OASIS accuracy determines 35 percent of the total score. To succeed, agencies will need to foster not only technical competency among staff, but a culture of embracing OASIS data and leveraging it to promote improved patient outcomes.

Here are some best practices for success with OASIS-E:

- Deliver OASIS education directly to frontline staff with best-in-class digital education created in partnership with industry experts.
- Reinforce training with short courses to remediate common errors, improve assessment, and aid reimbursement accuracy.
- Design a learning experience that's focused on efficiency of delivery so that employees can be as prepared as possible, as quickly as possible.



The New Look of OASIS-E

35% of your total score is now determined by OASIS accuracy

25% of the assessment tool has been revised

27 new items!

How Agencies Can Improve Quality Scores

Continued

Claims

Under HHVBP, 35 percent of the score will be based on submitted claims for emergency department visits, as well as hospitalizations that occur within the first 60 days a patient receives service. Because acute care hospitalization is such an important outcome under HHVBP, home care agencies potentially face financial penalties—or gains—based upon outcomes.

Here are some best practices to reduce readmissions:

- Provide quality education for clinicians on how to manage complex conditions like heart failure, diabetes, or chronic obstructive pulmonary disease (COPD).
- Help patients manage their conditions at home with engaging patient education programs that can be prescribed digitally.
- Provide leadership education to help managers, supervisors, and directors prepare their clinicians to manage more complex patients.
- Remotely monitor patients for adherence and to gather feedback in order to better adjust programs to meet patient ability levels and manage patient needs in between visits.

Home Health Care Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey

With 30 percent of agencies' overall quality scores now based on Home Health Care

Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores, low patient satisfaction means a drop in reimbursement—and referrals.

Because HCAHPS is not only reliant on outcomes but also the patient's overall experience, customer service skills are going to be vital for success. The good news is that you can boost your HCAHPS scores by improving metrics with tools to track satisfaction and remediate areas of low performance, training staff on person-centered care, and educating patients on how to better manage their own conditions.

Here are some best practices to improve HCAHPS scores and keep your patients satisfied:

- Prepare managers to support staff with leadership-track education and training.
- Provide education and training specifically on HCAHPS to improve the patient experience and boost scores.
- Equip non-clinical but patient-facing employees, such as schedulers, with customer service skill training in areas like phone etiquette and de-escalation of difficult situations.
- Offer specialized education such as communication courses for clinical staff to improve patient interactions and achieve higher patient satisfaction scores.
- Employ telehealth and remote monitoring to ensure patient engagement continues in between visits.

How Agencies Can Improve Quality Scores

Continued

Quality Assurance Performance Improvement (QAPI)

While QAPI does not contribute to a direct percentage of outcome scores, an effective performance improvement plan touches on all aspects of the Quadruple Aim, helping you create and maintain a quality-focused culture that drives great outcomes. That's why a good PI plan should focus on educating and engaging both providers and patients using strategies focused on the quality measures you'd like to improve. With this holistic and targeted approach, you'll be better able to strengthen all areas of your organization and elevate the patient experience, boosting provider satisfaction, improving patient outcomes, and lowering costs.

Here are some best practices for success with QAPI programs:

- Gain a clear understanding of your performance data and where your agency sits today relative to baseline outcomes.
- Strategically prioritize available resources to mitigate performance and quality gaps.
- Reform your agency's organizational structure for efficiency and provide tools for continuous monitoring and data collection.
- Communicate the importance of HHVBP and set clear expectations of performance for all employees.
- Provide targeted education for key stakeholders and empower them with the information they need to improve outcomes.

**What's the Quadruple Aim?
It's when we use QAPI to...**



Elevate the patient experience...



and improve patient outcomes...



while reducing costs...



and boosting provider satisfaction...

**so together we can create
a balance that will improve
healthcare for all!**



How MedBridge Can Help

The MedBridge Home Health Value-Based Purchasing Solution helps agencies optimize reimbursements and drive better outcomes with high-quality staff education and patient engagement resources that improve OASIS accuracy, boost patient satisfaction and HHCAHPS scores, and reduce readmissions.

HHVBP Overview Series [▶](#)

Provide managers and frontline staff with a deeper understanding of HHVBP and strategies for success under this new model.

Improve OASIS Accuracy [▶](#)

Reduce OASIS errors to ensure accurate outcomes and reimbursement by:

- Efficiently onboarding staff with our full-scope 10-course OASIS training series.
- Reinforcing training with short microlearning courses to remediate common errors.
- Streamlining assignment, tracking, and reporting with an intuitive Learning Management System.

Reduce Readmissions [▶](#)

Improve chronic condition management, reduce falls, and decrease medication errors by:

- Elevating your care team to manage complex conditions with education on CHF, COPD, diabetes, and cancer.

- Improving patient self-management with effective patient education, exercises, and remote communication tools.
- Preparing managers to better support clinicians with leadership and change management training

Boost HHCAHPS Scores [▶](#)

Elevate patient satisfaction by:

- Training clinical and non-clinical staff on customer service skills with targeted microlearning courses.
- Establishing good patient rapport with courses focusing on communication and HHCAHPS.
- Building a strong therapeutic alliance with digital engagement and communication tools.



Conclusion

Adjusting to HHVBP and succeeding under the new model will be an ongoing process that will take a team effort from your entire agency. Whether you've been preparing for weeks, months, or years, we're here to help you deploy effective performance improvement strategies to help you hit the ground running and keep your stride through the first adjustment year in 2025 and beyond.



ABOUT MEDBRIDGE

Founded in 2011, MedBridge is an innovator at the intersection of healthcare technology, education, and patient engagement. We have helped more than 2,500 healthcare organizations grow their business, elevate their workforce, and deliver exceptional patient experiences. For more information, visit medbridgeeducation.com.

See how MedBridge can help your organization.

[Contact us to request a demo.](#)