



# Quality Improvement in Home Health: How to Create a Feedback Loop for Success

The expanded Home Health Value-based Purchasing Model (HHVBP) is finally here, and it's going to be vital to make continuous quality improvements throughout the year to hit your target benchmarks and succeed in the new payment era.

For agencies to benefit from the 5% rate increase in the first payment year of 2025, they will need to focus on three critical areas:

- ✓ Improving OASIS accuracy
- ✓ Reduce hospitalizations
- ✓ Enhancing patient satisfaction and elevating HCAHPS scores



## THE PROBLEM :

Agencies face major challenges when trying to achieve success in these critical areas due to:

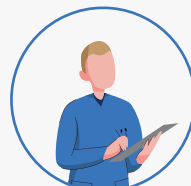
- Lack of strong onboarding for clinical staff
- Improper training and education for clinicians and patients
- Inability to identify and address performance and outcome gaps in both clinicians and patients

To be successful under HHVBP, providers will need to address challenges from both the patient and clinical side.

On the clinical side, agencies can greatly elevate quality of care by cultivating a **competent workforce**.

By combining strong onboarding with targeted education and continuously identifying and mitigating competency gaps, agencies create a feedback loop that improves staff competency.

## How The Feedback Loop Improves Staff Competency



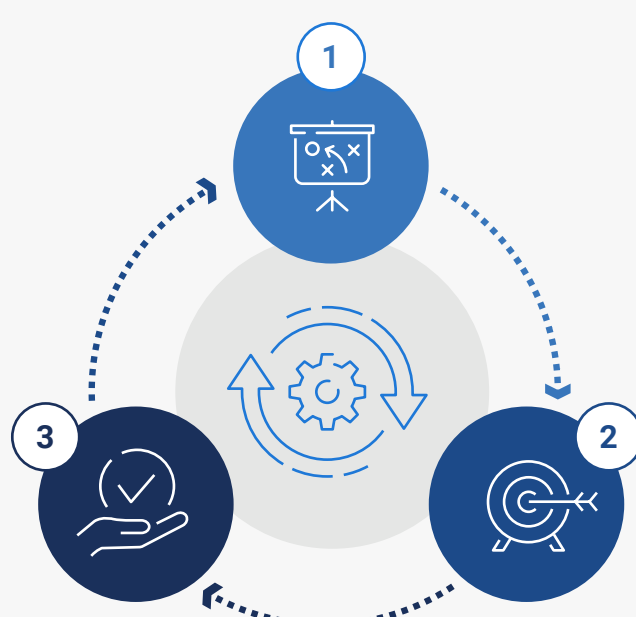
**Step 1:** Run competency assessment and leverage reporting to see areas of weakness.



**Step 2:** Assign targeted education to mitigate knowledge and skill gaps specific to the employee.



**Step 3:** Deliver the right level of training, and track progress and course completion.



By continuously engaging in this feedback cycle, agencies can remediate gaps in clinical competency of frontline staff, enhance care delivery, and improve outcomes in all areas of focus under HHVBP.

## What Other Benefits Will This Feedback Loop Have for Your Agency?

An effective feedback loop also helps your agency:

- ✓ Upskill staff so you can take on more complex cases
- ✓ Strengthen employee engagement and retention
- ✓ Reduce avoidable hospitalizations for patients
- ✓ Boost star ratings for your agency
- ✓ Increase referrals
- ✓ Improve OASIS accuracy
- ✓ Lower the cost of care



## Streamline Your Feedback Loop with MedBridge's Powerful Engagement & Delivery Platform

MedBridge's quality improvement solutions can help you streamline your feedback loop and apply this process at scale throughout your organization.

<b>Automate &amp; Scale Onboarding</b> Scale new hire orientation and reduce administrative time with pre-built curriculum, enrollment automations, and assignment rules.	<b>Personalize Programs &amp; Drive Engagement</b> Customize the learning experience and provide the right level of training to staff with targeted education and specialty paths.	<b>Centralize Tracking &amp; Reporting</b> Be survey-ready with centralized completion dashboards and reports to demonstrate compliance and onboarding.
<ul style="list-style-type: none"> <li>• HR system integration</li> <li>• Automated enrollment &amp; assignment</li> <li>• Knowledge track builder</li> <li>• Custom content uploader</li> <li>• Skills and competency management</li> </ul>	<ul style="list-style-type: none"> <li>• Personalized staff assessments</li> <li>• Targeted training curriculum</li> <li>• Automated reminders &amp; messaging</li> <li>• Mobile learning platform</li> </ul>	<ul style="list-style-type: none"> <li>• Downloadable completion report</li> <li>• Weekly progress email</li> <li>• Secure and easily accessible data storage</li> <li>• Advancement opportunities through customized career pathways</li> </ul>

## The results?



### \$7,000

Saved per new hire by decreasing time to productivity. [Learn how in our customer story.](#)



### 28%

Improvement in OASIS M-item accuracy. [Learn how in our customer story.](#)



### \$30,000

In additional annual revenue per provider from HHVBP reimbursement. [Learn how in our customer story.](#)

Since 2011, MedBridge has helped more than 2,500 healthcare organizations grow their business, elevate their workforce, and deliver exceptional patient experiences.

Contact MedBridge to see what we can do for you.