Thriving Under HHVBP: A Guide to Success in 2025 and Beyond

By Medbridge

House Call

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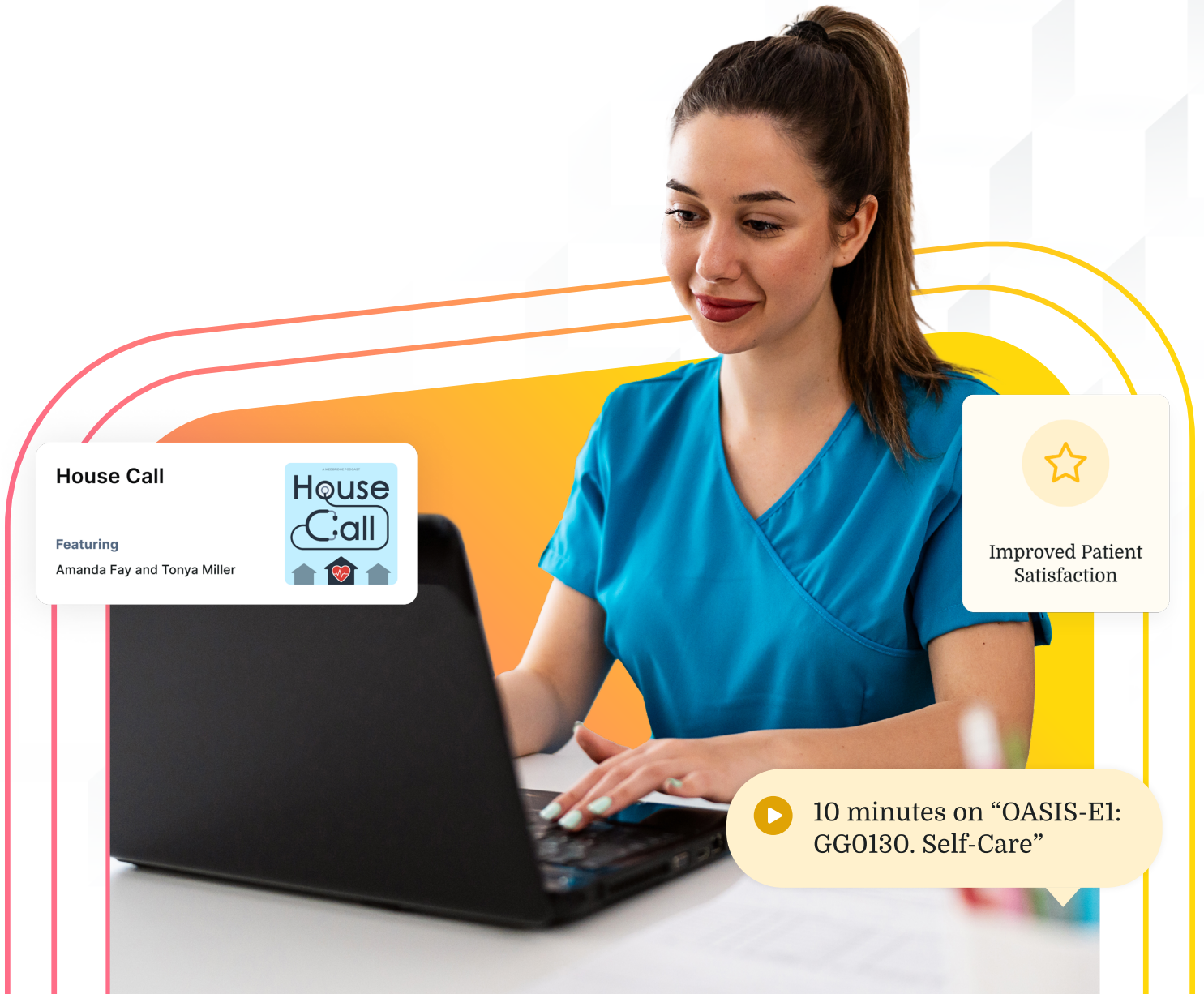
Amanda Fay and Tonya Miller

House Call

Improved Patient Satisfaction

10 minutes on "OASIS-E1: GG0130. Self-Care"

Overview

The Centers for Medicare & Medicaid Services (CMS) has made significant changes to the HHVBP model for 2025, which are now in effect. With renewed emphasis on optimizing patient outcomes, reducing costs, and providing top-tier care, the new model incentivizes high performance in ways that require careful planning and preparation.

On top of that, the new administration introduces an additional layer of unpredictability to the regulatory landscape of home health value-based care. Because historical patterns indicate the potential for policy shifts or further adjustments to HHVBP, agencies must stay agile and informed to ensure they are prepared for any changes that might arise. Medbridge is committed to equipping home health leaders with the tools, resources, and support they need to navigate these challenges and thrive under HHVBP.

IN THIS GUIDE WE'LL COVER:

- The upcoming changes to HHVBP for 2025.

- Best practices for succeeding with HHVBP in 2025 and beyond.

- How the right digital tools can give your agency a competitive edge.

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Understanding the 2025 HHVBP model

CMS has introduced significant changes to the HHVBP model for 2025, emphasizing functional outcomes, patient satisfaction, and post-discharge success. It's important for agencies to understand these updates in order to adapt and excel under the new framework.

Key changes for 2025

The 2025 HHVBP model incorporates updates that reflect a renewed focus on measurable outcomes and efficiency. These include:

Transition to GG Items for Functional Outcomes

Functional outcomes are now assessed using GG items, replacing some previous measures. GG items primarily evaluate patients' self-care and mobility. Agencies must ensure that clinicians are well-trained in using GG items to capture accurate data and meet performance expectations.

New Metrics: Discharge Function Score (DFS) and Potentially Preventable Hospitalizations (PPH)

DFS evaluates functional improvement from admission to discharge, emphasizing an agency's impact on patient independence. PPH tracks hospitalizations that could have been avoided with appropriate care, pushing agencies to focus on preventive strategies and comprehensive patient monitoring.

Changes to Discharge to Community (DTC) Metrics

The DTC calculation now incorporates additional factors, making it a more nuanced measure of successful patient transitions post-care. Agencies will need to focus on long-term outcomes, including how well patients manage without re-hospitalizations or emergency care.

Adjustments to Risk-Adjusted Claims-Based Measures

These measures now cover a broader scope, accounting for factors like patient complexity and social determinants of health. Agencies must understand how these adjustments impact their scoring and adopt strategies to address disparities.

Learn more about the 2025 Final Rule
[Read about the key changes.](#)

Understanding the 2025 HHVBP model

Performance metrics breakdown

To succeed under the updated HHVBP model, agencies must understand how performance metrics are categorized, weighted, and applied.

OASIS-Based Measures

These measures remain essential for assessing clinical and functional outcomes. Accuracy in OASIS assessments at Start of Care (SOC), Resumption of Care (ROC), and discharge is more important than ever.

Claims-Based Measures

Metrics derived from Medicare claims, including hospitalizations and emergency visits, now carry greater weight. Agencies must adopt proactive strategies to prevent these potentially avoidable events, such as using predictive analytics or implementing closer patient monitoring.

HHCAHPS (Home Health Consumer Assessment of Healthcare Providers and Systems)

Patient satisfaction metrics, such as communication and professionalism, continue to play a significant role in scoring. Ensuring a positive patient experience is key, as these measures reflect directly on an agency's reputation and performance scores.

Weighting Adjustments

The relative weights of these categories have shifted, with higher weight values now attached to fewer OASIS measures. Management of Oral Meds, for example, is now nearly 1.5 times its prior weight. There is also a greater emphasis on post-discharge outcomes. Understanding these changes allows agencies to allocate resources effectively and prioritize improvement areas.

2025 Performance Scoring

In CY 2025, your agency's total performance score (TPS) will be based on:

35% OASIS-based measures

35% Claims-based measures

30% HHCAHPS survey-based measures

Understanding the 2025 HHVBP model

Behavioral adjustment delays

One unique feature of the 2025 update is CMS's decision to delay behavioral adjustments, offering agencies a temporary reprieve. These adjustments account for anticipated changes in agency behavior in response to the HHVBP model. Initially planned for earlier implementation, the delays give agencies additional time to align their processes. Agencies can use this time to implement new workflows, train staff, and refine their approach without immediate penalties.

Learn more about how to help your home health agency thrive in our article **Embracing Uncertainty in 2025: Predictions and Strategies for Home Health Agencies**

Strategies for success under HHVBP

To succeed under the 2025 HHVBP model, agencies need well-planned strategies focused on leveraging data, improving clinical accuracy, and enhancing patient satisfaction.

Perform data-driven decision making

In the data-centric environment of HHVBP, agencies must use performance data effectively to guide their strategies and make informed decisions. Best practices include:

Leverage Interim and Annual Performance Reports (iQIES)

The CMS iQIES reports provide valuable insights into your agency's performance compared to benchmarks. Use these reports to pinpoint performance gaps in key metrics, such as Potentially Preventable Hospitalizations (PPH) or Discharge Function Score (DFS). Analyze trends over time to identify opportunities for targeted improvements.

Use Real-Time Tracking and Exception-Based Management

Implement systems to monitor clinical and operational metrics in real time whenever possible. For example, track patient progress and status, such as changes in vital signs, mobility, or adherence to care plans, and flag patients at high risk for adverse events. In addition, continually monitor key performance indicators (KPIs) such as hospital readmission rates and HHCAHPS scores to identify trends and exceptions quickly.

Use exception-based management to focus on outliers—patients or processes deviating from expected norms—so you can allocate resources where they're needed most.

Practice Proactive Goal Setting

Set measurable goals for performance improvement, such as reducing potentially preventable hospitalizations by a specific percentage. Share progress and insights with your team regularly to maintain focus and accountability.

HHVBP Year-End Review: Maximizing Clinical and Financial Success in 2025

In our **free on-demand webinar**, join experts Mike Brents and John Rabbia for an engaging discussion and Q&A session that will help your agency better navigate the 2025 HHVBP updates and optimize financial and operational performance.

Strategies for success under HHVBP

◎ Improve OASIS accuracy

Accurate OASIS assessments are a key part of success under HHVBP, as they directly impact core performance metrics. Best practices for ensuring OASIS accuracy include:

Focus on Key Touchpoints (SOC, ROC, and Discharge)

Train clinicians to accurately collect data for each key touchpoint in the patient journey—Start of Care (SOC), Resumption of Care (ROC), and discharge assessments—to ensure that assessments reflect patients' true status.

Train Clinicians on GG Item Assessments

For clinicians to accurately assess functional outcomes in OASIS-E1, they need to understand how to properly evaluate and document self-care and mobility in Section GG. Offer your staff high-quality training programs like Medbridge's comprehensive OASIS education and certification program to standardize practices and ensure all clinicians are confident in these assessments. Our convenient OASIS Boosters provide additional short and targeted OASIS training for specific items like GG0130 Self-Care and GG0170 Mobility.

Perform Regular Audits

Regularly audit OASIS submissions to identify common errors or discrepancies. Provide constructive feedback and use findings to shape ongoing education initiatives, reducing inaccuracies over time.

👍 Enhance patient satisfaction

HHCAHPS scores play a fundamental role in HHVBP performance, reflecting the patient's experience and perception of care quality. Elevating patient satisfaction requires intentional strategies and continuous improvement in the areas of communication, professionalism, and overall satisfaction. These areas significantly influence patient perceptions and survey responses.

Optimize First Impressions

Start strong by focusing on best practices for scheduling and welcome calls to establish trust before the first visit. During initial visits, clinicians should prioritize building rapport, understanding patient goals, and explaining the plan of care clearly.

Offer Interdisciplinary Customer Service Training

Provide specialized customer service training for all team members, including office staff, to ensure consistency in patient interactions. Incorporate role-playing scenarios to help staff practice handling challenging conversations with empathy and professionalism.

Monitor and Address Feedback

Actively seek feedback from patients during and after care to identify improvement areas. Use satisfaction survey data to drive changes in processes and highlight areas where your agency excels, boosting morale and reinforcing best practices.

Tailoring training and education

Proper staff training is essential for success under HHVBP. By tailoring education and development initiatives to align with the updated model, agencies can enhance staff readiness, improve patient outcomes, and optimize performance scores.

Ensure ongoing staff development

Ongoing training equips clinicians with the skills and knowledge needed to meet HHVBP requirements while ensuring high-quality patient care.

Align Training with Metrics

Focus education efforts on key performance metrics, including OASIS accuracy, HHCAHPS drivers, and claims-based outcomes like Discharge to Community. Regularly review data from iQIES to identify gaps and adjust training priorities accordingly.

Offer Ongoing Education

Provide competency-based training in areas like OASIS-E1 accuracy, chronic condition management, and patient satisfaction strategies. Tools such as the Medbridge HHVBP Solution offer targeted modules to ensure consistent practices across teams.

Improved Patient Satisfaction

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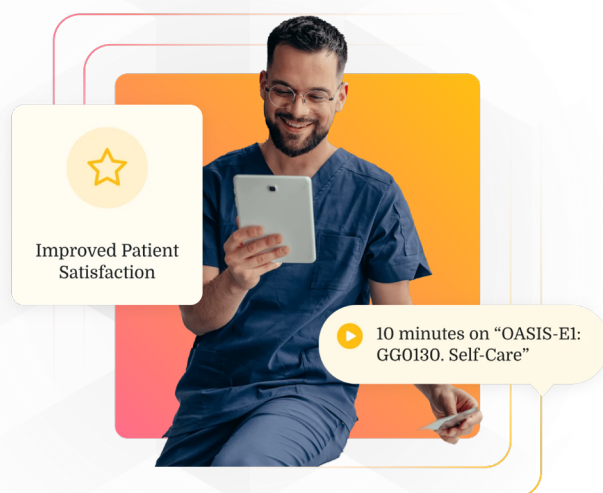
Tailoring training and education

Optimize your agency's onboarding program

A strong onboarding process lays the foundation for clinicians to succeed in meeting HHVBP goals. Key elements of an effective onboarding program include:

Tailored Training Tracks

Agencies can optimize their performance under HHVBP by creating specialized training tracks focused on the measures and competencies that are most important for success. These tracks should be tailored to align with new 2025 metrics such as functional improvement, accurate documentation, claims-based outcomes, and patient satisfaction.

Medbridge Skills is a powerful solution that agencies can use to develop these targeted training tracks and assess clinician performance. Agencies can align training content with key HHVBP metrics, and clinicians can learn and demonstrate the skills they need.

Preceptor Programs

Pair new hires with experienced preceptors who can provide hands-on guidance and mentorship. Focus preceptor training on HHVBP-specific competencies, such as GG item assessments and effective patient communication techniques. Conduct regular check-ins between preceptors and new staff to address challenges and reinforce learning.

Early Exposure to Metrics

Introduce new staff to agency performance metrics during onboarding, emphasizing how their roles directly impact HHVBP outcomes. Use real examples, such as case studies or performance reports, to connect training content with real-world application.
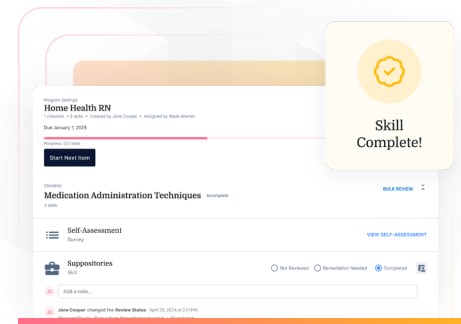
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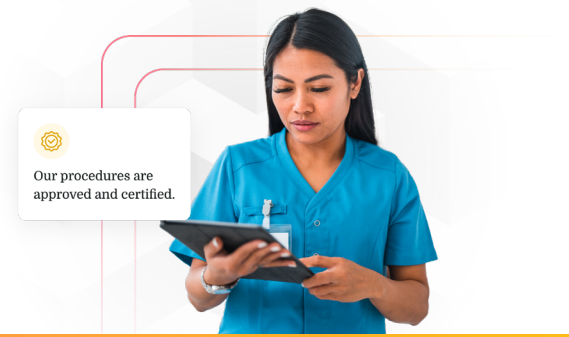
For agencies striving to succeed under HHVBP, digital tools streamline workflows, enhance clinician training, and improve patient outcomes—key drivers of success in value-based care. Medbridge offers innovative solutions designed to address these needs, equipping agencies with the tools to stay agile and competitive. By leveraging technology, agencies can:

- Standardize care delivery to reduce variability and ensure high-quality outcomes.

- Empower staff through targeted training tailored to HHVBP metrics, such as functional improvement and patient satisfaction.

- Utilize data analytics for real-time performance tracking and strategic decision-making.

Provide Point-of-Care Procedure Guidance

The Medbridge Clinical Procedure Manual provides clinicians with a single, reliable source of truth to ensure consistent and accurate care delivery. With tablet-ready, easily searchable procedures approved by an expert review board, the Clinical Procedure Manual helps empower clinicians at the point of care and reduce variability in clinical practices through standardized protocols.

Incorporate Education and Engagement Tools

Interactive educational content engages learners more deeply by providing hands-on, visually rich experiences that promote better knowledge retention. For clinicians, this means access to interactive training modules, case-based learning, and real-time assessments that align with HHVBP metrics such as functional improvements and patient satisfaction. These tools, which are part of the Medbridge Home Health & Hospice Solution, help standardize practices across teams, ensuring consistency in care delivery and accurate data collection for performance reporting.

The Medbridge Patient Engagement Solution keeps patients activated, inspired, and on track between home visits with easy-to-assign exercises and educational modules.

By integrating interactive training content and patient-focused solutions into their workflows, home health agencies can enhance both staff preparedness and patient involvement, directly impacting the metrics that matter most under HHVBP.

Navigating challenges and seizing opportunities under HHVBP

As HHVBP reshapes home health care in 2025, success will depend on your agency's ability to adapt to regulatory changes, implement data-driven strategies, and deliver patient-centered care.

With Medbridge's comprehensive tools and resources for succeeding under HHVBP, you'll be ready to navigate challenges and seize opportunities under this evolving model. **Request a demo today.**

About medbridge

Combining powerful digital patient care with the highest quality content, Medbridge builds exceptional education and care experiences. Expert-led, dynamic education ensures compliance, boosts clinical productivity, and uplevels the practice of every provider. Pre-built and custom digital care integrated into workflows expands access to care, improves engagement, and delivers better outcomes. With products that leverage over a decade of insight from more than 350,000 clinicians and 25 million patients, Medbridge helps organizations across the continuum provide better care. **Learn more.**

See how Medbridge can help your organization.
Contact us to request a demo.