mcbee

INSIDE STORY

Agency Prepares for PDGM; Reduces LUPA by 40% through Episode Management

Client Profile:

A large, not-for-profit home health and hospice provider serving the Northeastern region.

The agency consistently had a high LUPA rating that exceeded 15%.

McBee conducted a thorough review to identify gaps in staffing and where further training was needed to address the root cause of the agency's challenges.

CHALLENGE

The home care agency was experiencing a high LUPA rates that consistently exceeded 15%. A staffing shortage, particularly with nurses, combined with communication challenges throughout the agency made it difficult to achieve positive patient outcomes. The agency turned to McBee to investigate staffing practices in each department to understand the nature of the gaps in the hiring process, identify which departments need the most improvement, and recommend the next steps to significantly turn around the onboarding process. In addition, the agency's episode management process needed improvements in place to adequately manage the LUPA rate and effectively transition their Episode Management process for the new Patient-Driven Groupings Model (PDGM).

SOLUTION

Through a robust investigation of the agency's operations, McBee performed a comprehensive assessment to identify the gaps in staffing, including where education and training for staff was needed. Our team presented an action plan to resolve the ongoing operational, financial, and clinical challenges. After the initial assessment was performed, the consulting team routinely conducted episode management review calls to provide in-depth recommendations and advise on best practices. The team developed educational materials for distribution and to staff and conducted onsite education to senior management, clinical managers, case managers, therapists, hospital discharge planners and schedulers to help guide the staff on how to properly manage the episodes. McBee continues to provide the agency ongoing education and support to help ensure a smooth transition for the Patient-Driven Groupings Model (PDGM).

RESULTS

Through an extensive review with the agency's staff, their employees now have a working knowledge of how to appropriately manage episodes and the LUPA rate was reduced by more than 40%. This education has led to overall improvement of patient-centered care. Furthermore, the agency saved $3M in additional revenue and ongoing education and support for the PDGM transition.

$3M *-in-* RECOVERED **REVENUE**

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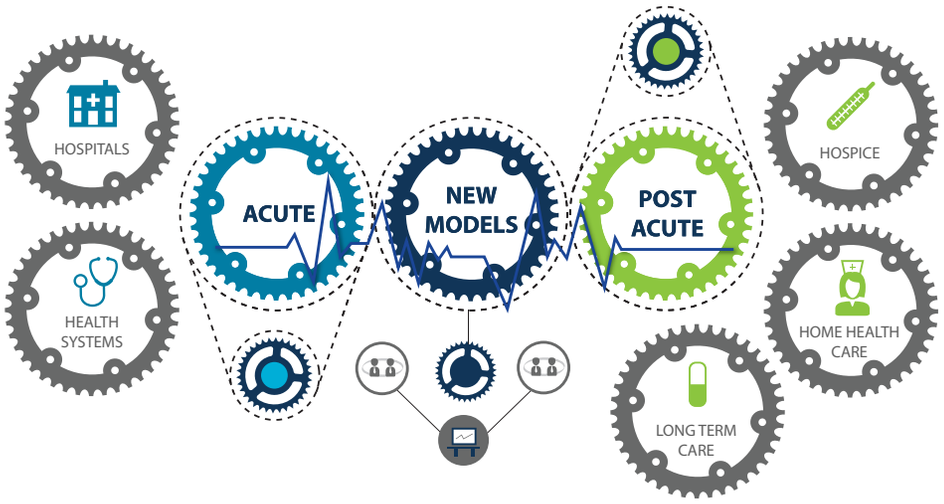
45+
YEARS IN HEALTH CARE

350+
SUBJECT MATTER EXPERTS

Innovative solutions for financial, operational, and clinical challenges *across the continuum of care.*



Our expertise is **guaranteed**. Our solutions ***empower***.

OUR SERVICES

With a client base that spans the continuum of care, our insight into both acute and post acute operations will *position your organization to thrive* under new models.

CARE MANAGEMENT SUPPORT **BUNDLED PAYMENT SOLUTIONS**

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