Preparing and Educating Your Staff for the Future of Home Care

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Critical Core Education

- Disease specific education
- Chronic care
- Episodic care/bundled care
- ICD-10 (*Medicare only*)
- Changing models of care
- Changing skills
- Learning organizations
- Creating your own future

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Disease Specific Education

- COPD
- CHF/Heart Disease
- Diabetes
- Depression
- Dementias

Chronic Care

- Supreme court ruling Jimmo v. Sebelius
- Olmstead Act (1999)
- Affordable Care Act/ObamaCare
  (Medicare Changes)
  - Bundled care
  - Transparent delivery system
  - Transitions in care
  - Continuum of care
  - Electronic health record
  - Health information exchanges
Episodic Bundled Care

- ACOs
- Medical homes
- Common features
  - Single payment for all services to the client
  - Primary provider with contracted partners
  - Shared risk
  - Transparency throughout the system to the patients
  - Comprehensive care continuum

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ICD-10 Coding

- Moving from 5 to 7 digit number
- Much more explicit
- Road to readiness
  - Beta test software
  - Restructure internal operations
  - ICD-10 Training and Education for
    - Coders
    - Office staff
    - Caregiving staff
- Field test ICD-10 with all staff

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ICD-10 Coding (continued)

- Accurate OASIS
- Accurate OASIS coding
- Accurate and explicit documentation
- Coders with only one job: CODING
  - Interface with clinical staff
  - OASIS integrity check via software system
- Supervisor oversight of documentation
- Ongoing mentoring and training

Emerging Models of Care

- ACOs
  - Provider-led organizations
  - Payments linked to quality improvements
  - Reliable and progressively more sophisticated performance measurement
- Medical Homes
  - Patient-centered
  - Comprehensive
  - Coordinated
  - Accessible
  - Committed to quality and safety

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Primary Features of Emerging Models

• Bundled payments
  A single payment for “bundles” of related services during an episode of care rather than separate payments for each service.

• Value-Based Purchasing (VBP)
  An incentive-based approach that seeks to hold providers accountable for cost and quality of care by rewarding performance based on selected measures.

Change-Skilled

• People who respond well to change have a high “ambiguity threshold”.

• Skillful managers of change have a constructive “internal monologue”.

• Those who deal well with change have a good reservoir of emotional, physical, and mental energy.
Elements of Being Change-Skilled

1. Spend time reflecting on own core values and mission in life.
2. Be persistent.
3. Be flexible and creative.
4. Think outside the box.
5. Accept uncertainty and be optimistic.
6. Keep fit and healthy.
7. See the big picture.

From Mark Harrison, 7 Essential Skills for Managing Change

Learning Organizations

- An organization that facilitates member’ learning and continuously transforms itself to remain competitive in business.
- Concept coined through work and research of Peter Senge and colleagues.
5 Features of Learning Organizations

- Systems thinking
- Personal mastery
- Mental models
- Shared vision
- Team learning

Build a Strategic Plan for Your Future

- Who are you going to be?
- What will you be doing?
- What will be strengths of the organization?
- What are your opportunities?
- What is your geography?
- Who will be your partners?
- What is your competition?
- How will you prepare the staff?
Execute Your Strategic Plan

- Staff engagement
- Stakeholder engagement
- Hold the vision
- Make it happen
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