Home Health and Hospice Compliance Management Challenges 2023

In90group Research

QAPI

Clinical Records

HR Records

Medication Management

Infection Control

Emergency Preparedness

Survey Prep

CMS

Star Ratings

in90group™

Survey Overview

In January 2023, In90group Research conducted a survey with 100 home health and hospice CEOs and financial, operational, and clinical leaders to determine the biggest challenges they face with quality and compliance management.

We asked about how they currently manage their quality and compliance programs, how much time and staff resources are dedicated to compliance, and what are the biggest challenges they are facing when it comes to compliance and quality management. We also asked their opinions on how they believe modern technology could help them more effectively manage quality and compliance programs.

A summary of the survey results can be found in the following pages. For more information on the survey, contact info@in90group.com.
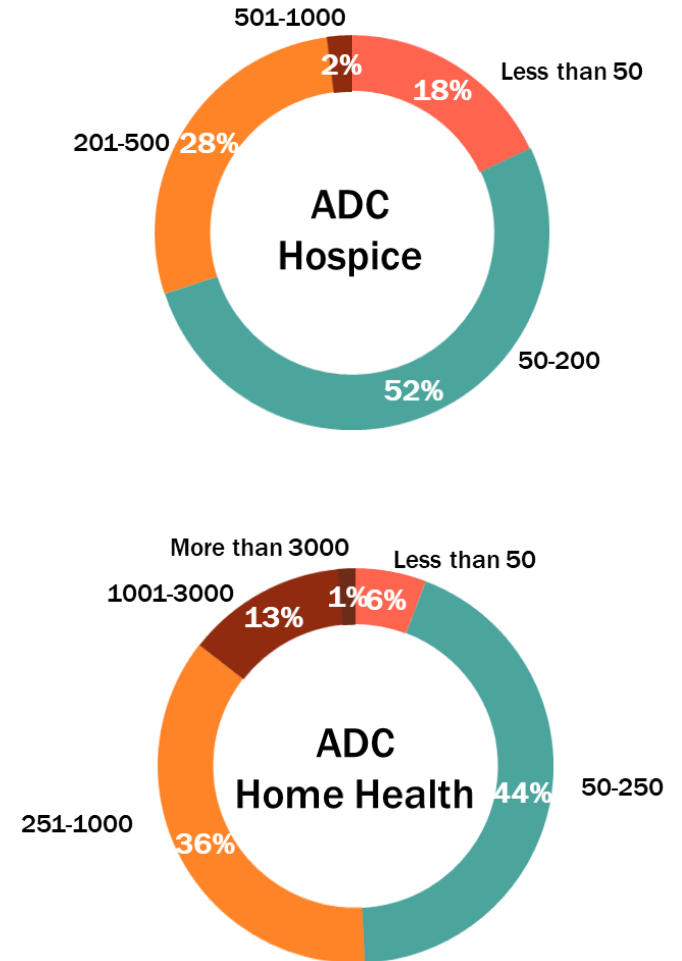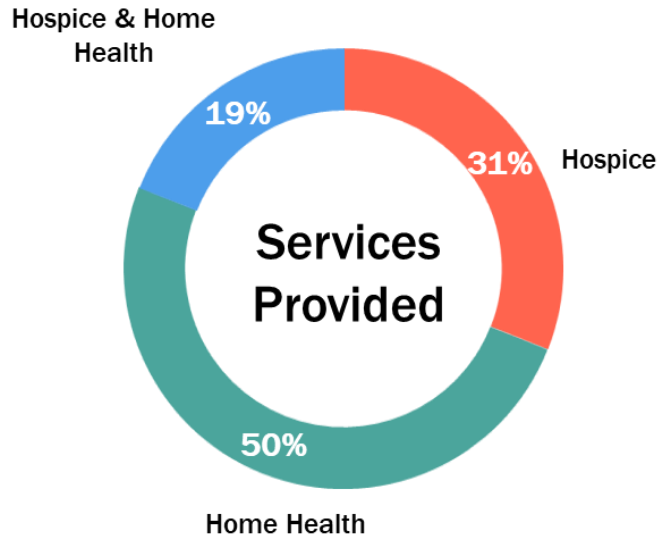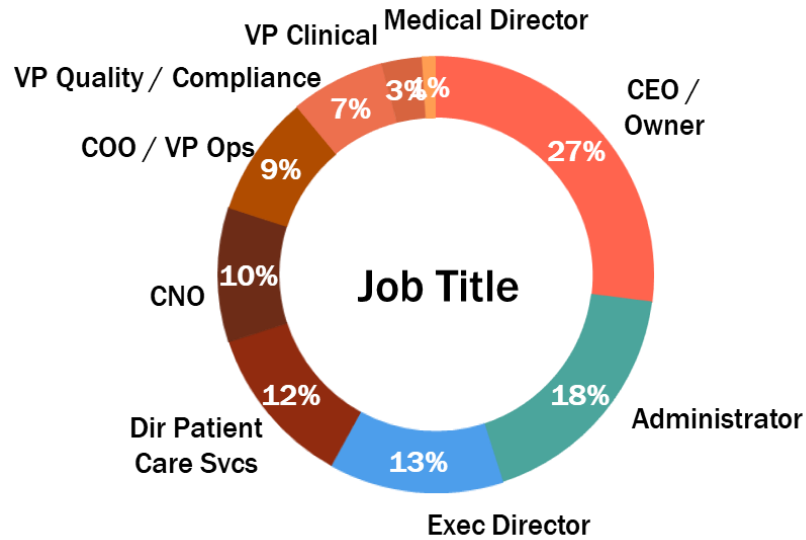
Summary of Results

Home health and hospice organizations understand the benefits of successful compliance but are struggling to dedicate the resources to manage these programs. Leaders communicated a need for automation technology that streamlines workflows and makes compliance easier so that they can focus more on patient care and less on administrative compliance requirements.

50% of respondents are **very concerned** about how prepared they are for value-based care and their ability to successfully adhere to CMS compliance standards.

40% believe they are **not properly staffed** to be successful with compliance.

37% are highly confident their QAPI program is survey ready.

90% would prefer to manage their compliance in house but **lack the time and resources** to be successful and have **difficulty prioritizing compliance** over patient care.

84% want automation technology that **makes compliance easier** and **streamlines workflows.**

Respondent Demographics

Survey respondents represented executive, clinical and operational leaders, spanning all sizes of home health and hospice organizations.

Job Title
- CEO / Owner 27%
- Administrator 18%
- Exec Director 13%
- Dir Patient Care Svcs 12%
- CNO 10%
- COO / VP Ops 9%
- VP Quality / Compliance 7%
- VP Clinical 3%
- Medical Director 1%

Services Provided
- Hospice 31%
- Home Health 50%
- Hospice & Home Health 19%

ADC Hospice
- Less than 50 18%
- 50-200 52%
- 201-500 28%
- 501-1000 2%

ADC Home Health
- Less than 50 6%
- 50-250 44%
- 251-1000 36%
- 1001-3000 13%
- More than 3000 1%

Leaders expressed significant levels of concern about quality and compliance

While staffing shortages dominate the conversation in home health and hospice, the vast majority of leaders are concerned about critical issues related to quality and compliance, with nearly 50% reporting they are _very concerned_ about their ability to adjust to value-based purchasing models, maintaining CMS compliance and star ratings.

LEVEL OF CONCERN WITH COMPLIANCE ISSUES

■ Somewhat concerned   ■ Very concerned

	Adjusting to VBP	Maintaining CMS compliance	Maintaining my star rating	Being prepared for an unexpected survey
Very concerned	46%	49%	49%	29%
Somewhat concerned	48%	40%	37%	54%
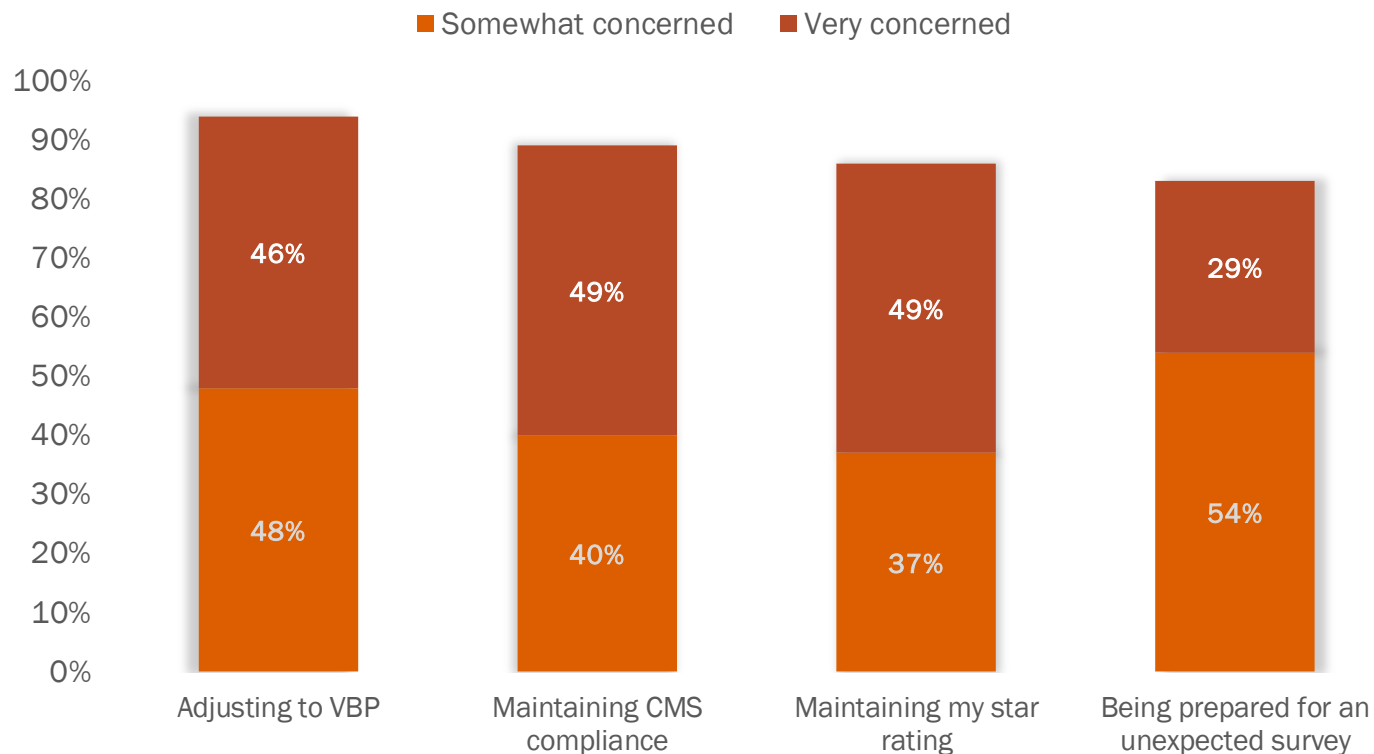
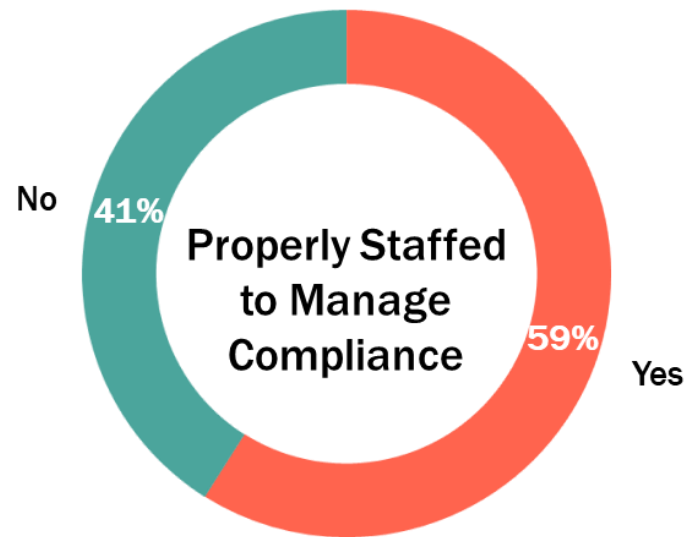# Leaders recognize the benefits of successful quality and compliance programs

When home health and hospice leaders think about compliance programs such as QAPI, they focus on star ratings, patient satisfaction and clinical staff efficiency as the top three outcomes of successful programs.

BENEFITS OF SUCCESSFUL QAPI PROGRAM

Benefit	
Improve star ratings	
Improve patient satisfaction	
Increase clinical staff efficiency	
Reduce cost / improve profitability	
Improve staff satisfaction	
Improve scorecard with payers	
Improve patient safety	
Earn more referrals	
Increase reimbursement rates	

Many home health and hospice organizations are not properly staffed to manage all their compliance programs

Unfortunately, 40% of leaders at home health and hospice organizations do not believe they are properly staffed to manage compliance programs and survey preparation. This is of great concern given the importance of these programs in new value-based care models and the negative ramifications of unsuccessful programs.
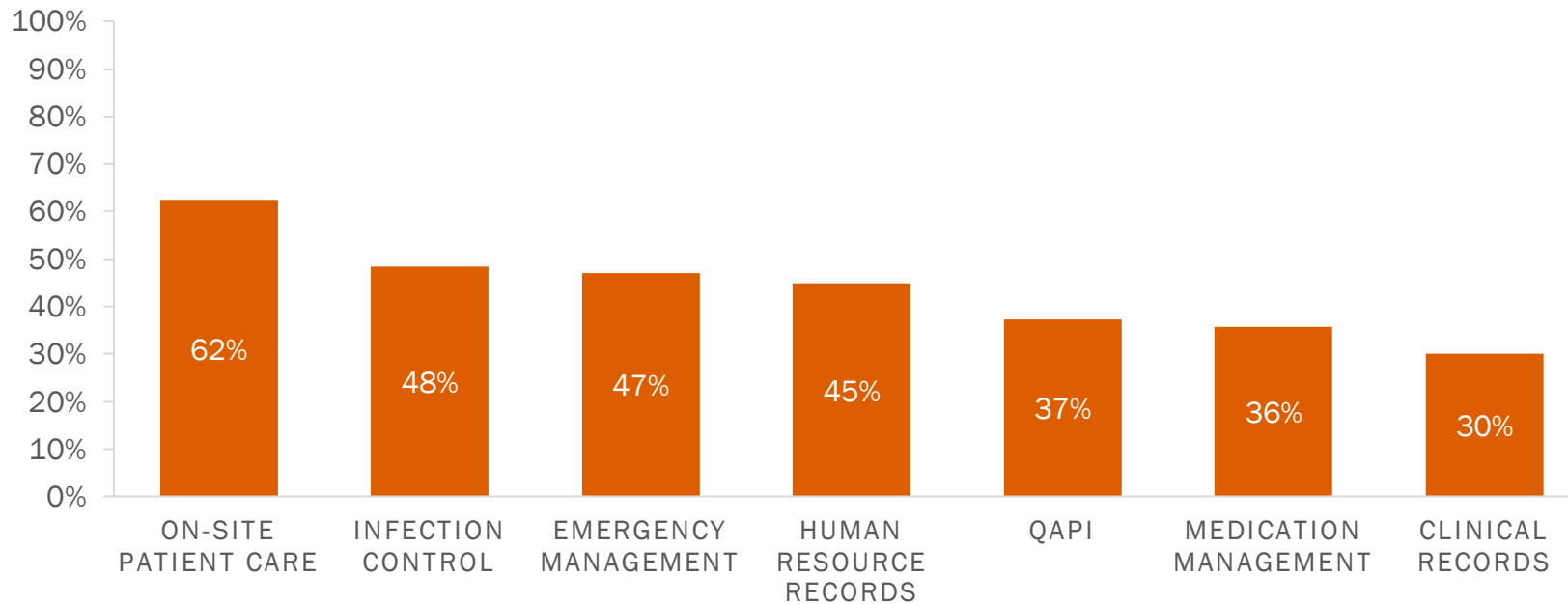
Properly Staffed to Manage Compliance

No — 41%

Yes — 59%

BIGGEST FEARS ASSOCIATED WITH FAILURE IN COMPLIANCE PROGRAMS

- Failing a survey
- Reduction in Star Rating
- Lost revenue
- Suspension of license or Medicare number
- Loss of referral source(s)
- Being fined
- Other
- Litigation

Home health and hospice leaders are not highly satisfied with survey readiness

Less than half of respondents are very satisfied with survey readiness on critical infection control and emergency management programs, and only about one-third are very satisfied with survey readiness when it comes to QAPI and medication management programs. While concerning, this may not be surprising given resource constraints, constantly changing regulations and the amount and complexity of paperwork involved.
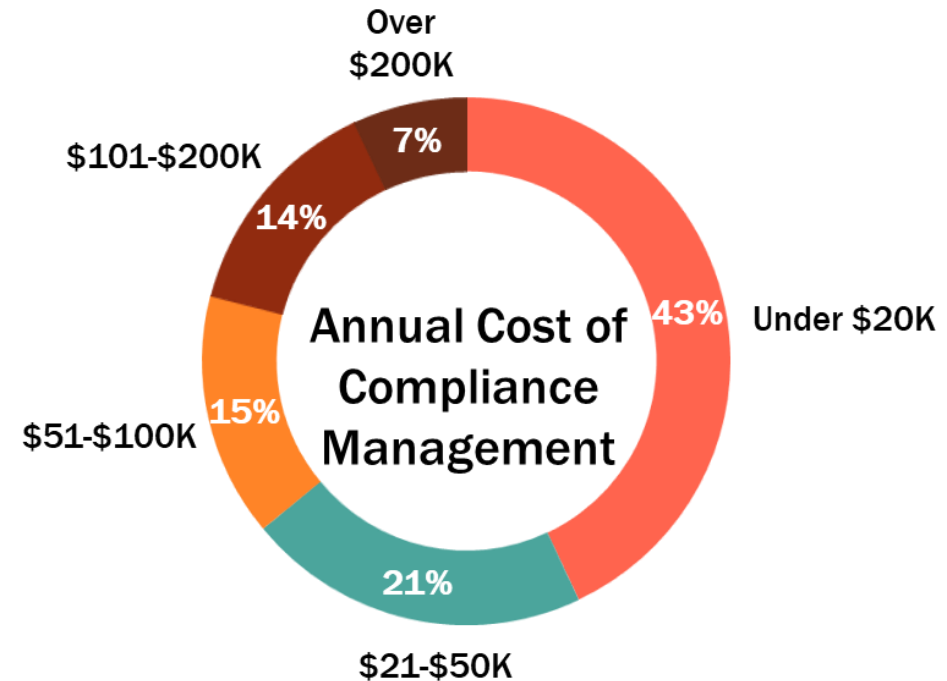
VERY SATISFIED WITH SURVEY READINESS
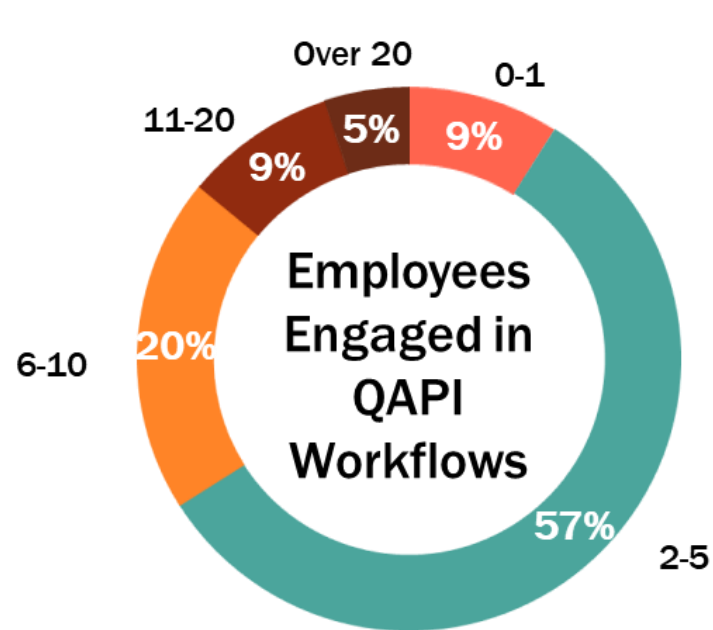
Category	Percentage
ON-SITE PATIENT CARE	62%
INFECTION CONTROL	48%
EMERGENCY MANAGEMENT	47%
HUMAN RESOURCE RECORDS	45%
QAPI	37%
MEDICATION MANAGEMENT	36%
CLINICAL RECORDS	30%

Home health and hospice organizations are using valuable resources to manage compliance programs that could be utilized for patient care

Nearly 60% of home health and hospice organizations are spending over $20,000 per year managing compliance, and on average there are 5 employees directly engaged in QAPI workflows alone.
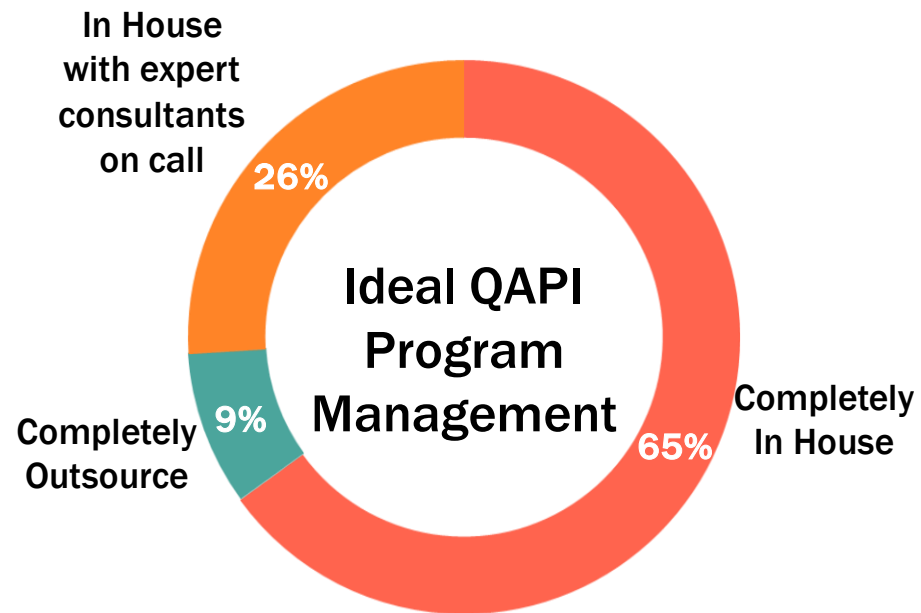
In home health and hospice, resources are not unlimited. The amount of time and money spent directly managing compliance programs directly impacts the amount of resources available to focus on patient care.

Employees Engaged in QAPI Workflows: Over 20 — 5%, 0-1 — 9%, 11-20 — 9%, 6-10 — 20%, 2-5 — 57%

Annual Cost of Compliance Management: Over $200K — 7%, $101-$200K — 14%, Under $20K — 43%, $51-$100K — 15%, $21-$50K — 21%

Leaders are facing multiple challenges managing QAPI programs

Organizations would like to manage compliance in house; however, lack of time, resources and training means leaders are having difficulty prioritizing QAPI programs on their own.

Organizations need ways to help their resources focus more on improving performance and spend less time on the administrative tasks associated with quality and compliance management.

Ideal QAPI Program Management

- In House with expert consultants on call — 26%
- Completely Outsource — 9%
- Completely In House — 65%

TOP QAPI CHALLENGES RANKED

- Lack of time
- Difficulty prioritizing QAPI over patient care
- Training staff on latest regulations
- Lack of resources
- Synthesizing data collected for reporting purposes
- Collecting the right data
- Accurately measuring results
- Complexity of managing program
- Determining which PI Programs to prioritize
- Lack of employee buy-in
- Lack of in-house compliance experience
- Seeing PIPs through to completion

Organizations are using inefficient, outdated methods to manage mission critical workflows

Compounding the problem of resource constraints, home health and hospice organizations are using inefficient and unsecure tools such as spreadsheets, shared documents and paper to manage compliance programs. The stakes associated with misplacing paperwork or a binder, or losing an electronic file are high.

TOOLS USED TO MANAGE COMPLIANCE PROGRAMS
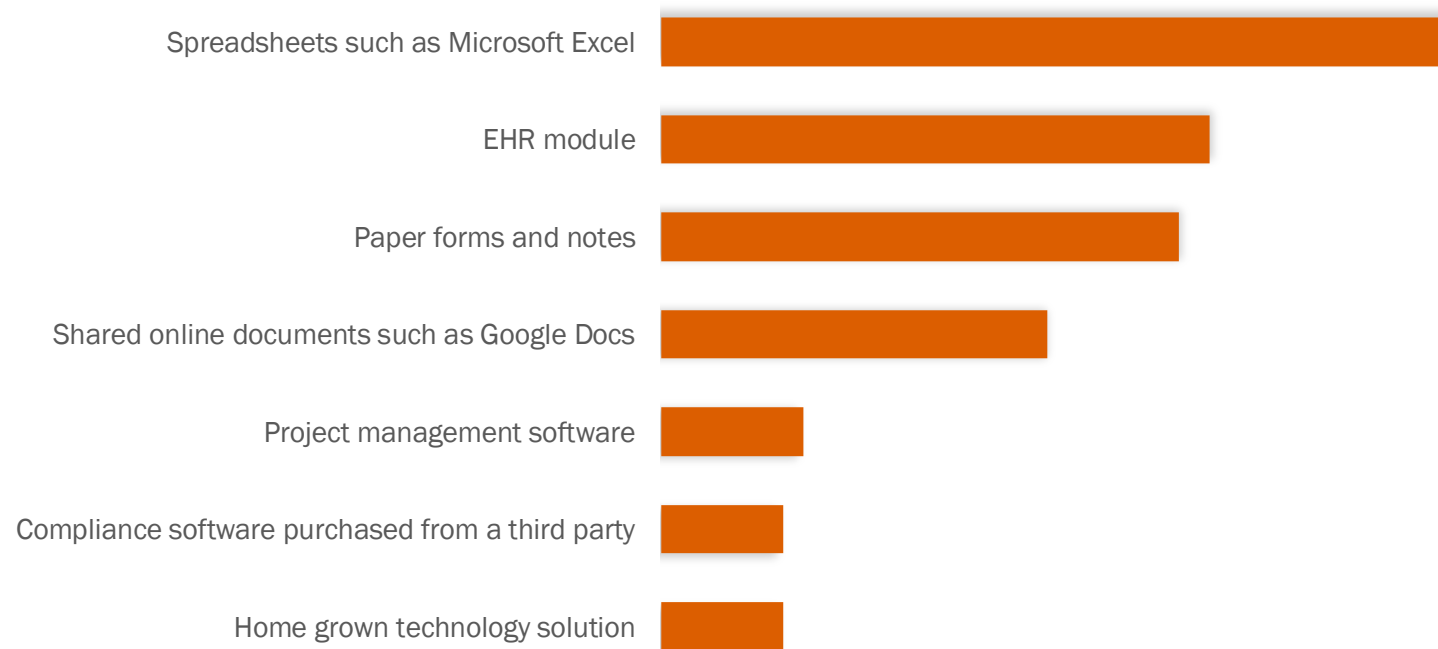
There is a high level of interest in leveraging technology to help better manage and maintain compliance

Most respondents agree there is a need for technology to help them better manage their compliance programs. They want something that makes compliance easier and saves time, while giving confidence in survey readiness.

84%

*Of respondents are interested in technology that could help them better manage their compliance programs*

HOW TECHNOLOGY CAN HELP

Make compliance easier	
Save time	
Give me confidence in survey readiness	
Reduce stress	
Increase staff satisfaction	
Save money	

Leaders recognize several benefits associated with automating compliance management

When asked to rank the biggest benefits of automating quality and compliance management, most respondents agreed that streamlined workflows and easier access to program data would be most valuable.

BENEFIT OF AUTOMATING COMPLIANCE
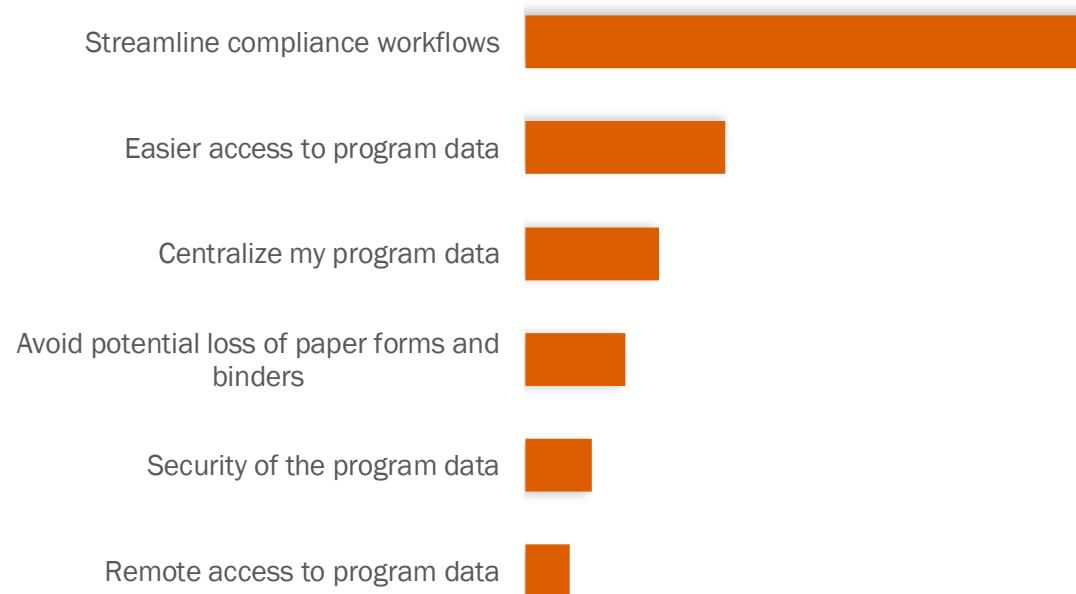
Questions

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