

## 2011 END OF YEAR REPORT

### MISSION STATEMENT:

The mission of *Columbine Home Health* is to promote a dignified, independent lifestyle within

### DESCRIBE RESULTS, PROGRESS AND SUCCESS DURING PAST YEAR:

1. Provide excellent quality Skilled Home Health services
2. Provide affordable Private Duty Home Care Services
3. Provide wellness and preventive services to seniors
4. Keep seniors living at home.

#### Service Delivery Goal: Provide excellent quality Skilled Home Health services.

- Objective: Colorado Department of Health survey will be deficient free.
- Objective: National Quality Measurements: CHH outcomes will be higher than 75 percent of the Top 20 agencies in the nation, 80 percent of national results and 90 percent higher than state results.
- Objective: Satisfaction Survey: 85 percent patients and physicians will rate CHH services excellent.

2011 Year End Report 1/1/2011-12/31/2011	Goals for 2011	2011 Year End	2010 Year End
Outcome Measures			
• Colorado Department of Health Survey Deficient	Zero	Survey not done in 2011	Survey not done in 2010
• CHH outcomes state	90%	56%	New Outcome Data not available until July 2011
• CHH outcomes national	80%	56%	New Outcome Data not available until July 2011
• CHH outcomes Top 20% • Pay for Performance Top 20%	75%	34%	New Outcome Data not available until July 2011
• Satisfaction Survey: patients	85%	91%	New CAHPS survey implemented by CMS
• Satisfaction Survey: physicians	85%	Survey not done in 2011	95%

**Service Delivery Goal: Provide affordable Private Duty Home Care Services**

- Objective: The Social Worker will assess 75 percent of patients referred to the Private Duty Home Care program who state that they are not able to pay the full costs of the program.
- Objective: Of patients who qualify for sliding-fee-scale payment for Private Duty Home Care services 80 percent of patients will be admitted to the program.

<b>2011 Year End Report 1/1/2011-12/31/2011</b>	<b>Goals for 2011</b>	<b>2011 Year End</b>	<b>2010 Year End</b>
<b>Outcome measures</b>			
<ul style="list-style-type: none"> <li>• Percent of patients referred to Private Duty Home Care assessed by Social Worker</li> </ul>	75%	100%	100%
<ul style="list-style-type: none"> <li>• Percent of patients who qualify for services that are admitted to program</li> </ul>	80%	90%	90%
<ul style="list-style-type: none"> <li>• Collaborate with Valley View Hospital for 3 "transitional care" patients</li> </ul>	3	Attending newly formed transitional care focus group	New Objective for 2011

**Service Delivery Goal: Provide wellness and preventive services to seniors**

- Objective: Wellness Clinic will be provided in Aspen, Carbondale, Glenwood Springs, Rifle and Parachute one time a month. There will be five clinics per month.
- Objective: Average attendance at each wellness clinic will be 30 patients

<b>2011 Year-End Report 1/1/2011-12/31/2011</b>	<b>Goals for 2011</b>	<b>2011 Year End</b>	<b>2010 Year End</b>
<b>Outcome measures</b>			
<ul style="list-style-type: none"> <li>• Wellness Clinic will be provided in each town</li> </ul>	5	4.75	4.5
<ul style="list-style-type: none"> <li>• Average attendance at each wellness clinic will be 30 patients</li> </ul>	25	26	25

**Service Delivery Goal: Keep seniors living at home.**

- Objective: Assessment of living conditions to determine and resolve dangerous or unhealthy conditions for 400 clients with an estimated 10% referral rate to a higher level of care through the provision of Skilled Home Health Services (skilled nursing, physical and occupational therapy, speech pathology, social work, home health aide) to senior clients, thus assuring that 90% of the clients will be able to remain at home for at least one year.

The annual evaluation of the program will determine what percent of clients remained at home for one year while receiving Skilled Home Health Services.

# of clients institutionalized

# of clients receiving services = % of Goal

- Objective: Assessment of living conditions to determine and resolve dangerous or unhealthy conditions for 100 clients with an estimated 10% referral rate to a higher level of care through the provision of affordable Private Duty Home Care Services (Companion /Homemaker) to senior clients, thus assuring that 90% of the clients will be able to remain at home for at least one year.

The annual evaluation of the program will determine what percent of clients remained at home for one year while receiving Private Duty Home Care Services.

# of clients institutionalized

# of clients receiving services = % of Goal

<b>2011 Year-End Report</b> <b>1/1/2011-12/31/2011</b>	<b>Goals for 2011</b>	<b>2011 Year End</b>	<b>2010 Year End</b>
<i>Outcome measures</i>			
<ul style="list-style-type: none"> <li>• Percent of patients remaining in home for one year while receiving Skilled Home Health Services</li> </ul>	90%	92%	97%
<ul style="list-style-type: none"> <li>• Percent of patients remaining in home for one year while receiving Private Duty Home Care Services</li> </ul>	90%	94%	93%