

MINUTES OF MEETING
OF THE
HOSPITAL AUTHORITY OF COLUMBUS, GEORGIA
February 23, 2021

A regularly scheduled meeting of the Hospital Authority of Columbus, Georgia (HAC) was held at 11:00 a.m. on Tuesday, February 23, 2021. The meeting was held by conference call and Zoom due to the COVID-19 Pandemic. A notice was emailed to each member. A copy of the notice was posted more than 24 hours before the meeting on the door of the building in which the meeting was held on Monday, February 22, 2021.

Participating in the conference call meeting were Chairman Ernie Smallman, Vice Chairman Sarah Lang, Betty Tatum, Warner Kennon, Cynthia Jordan, Mike Welch and Dr. John Kingsbury Jennings Chester and Susan McKnight were excused.

Frank Morast, President, Britt Hayes, Vice President and Rick Alibozek, CFO and Kenneth M. Henson, Jr., Secretary/Attorney also participated in the conference call meeting.

INVOCATION AND WELCOME

Chairman Ernie Smallman called the meeting to order. He welcomed everyone to the meeting. Britt Hayes gave an invocation.

DETERMINATION OF QUORUM

It was determined that there was a quorum.

MINUTES

The Board Minutes from the January 26, 2021 Board Meeting were reviewed and on motion made by Dr. John Kingsbury and seconded by Mike Welch the January 26, 2021 Minutes were unanimously approved by the Board.

BOARD BUSINESS

There was no Board business.

PRESIDENT'S REPORT

Frank Morast gave the President's Report.

Survey: Orchard View had a Focused Infection Control survey. To date, there have been six different focused infection surveys with no deficiencies cited; two by the Health Department, two by DCH and

two by CMS. The most recent survey documented a low-level citation. A few staff had their mask below their nose. A room did not have COVID required signage. A plan of correction was filed.

COVID-19: Britt Hayes gave the COVID-19 report. Currently, HAC does not have any positive residents. Muscogee County's Positivity Rate continues to decrease and was at 9.5% for the last two weeks. This is the lowest positive rate since December 9, 2020.

HAC has had success treating residents who want to utilize a new EUA IV antibody infusion therapy drug called Bamlanivimab. 85 residents have had the EUA IV antibody infusion therapy with only six expiring. Some staff have also had the therapy.

CVS has returned to Orchard View and Muscogee Manor for a third time to administer vaccines to staff and residents. To date, 328 doses have been administered to residents and 297 doses have been administered to staff for a total of 625 doses. Muscogee County has administered 20,228 vaccines. Georgia has administered 1,800,000.

All staff wear mask. If delivering care, staff are double masking.

HAC would like to offer incentives for staff who remain hesitant to receive the vaccine.

HAC would like to offer a COVID bonus pay plan: \$50 for any part-time employee that has worked during pandemic, \$100 bonus for every employee working more than 8 hours per pay period, \$200 bonus for every employee working more than 16 hours per pay period, \$500 bonus for every employee full-time employee, \$750 bonus for every employee working full-time at Muscogee Manor, and a \$100 bonus for any employee who takes the vaccine. On motion made by Dr. John Kingsbury and seconded by Betty Tatum, the bonus plan was unanimously approved by the Board.

Construction Report / Ridgecrest: Frank reported the Ridgecrest nursing home is now open. It has been in operation 9 days. They have 13 residents. Hospital and discharger planners are starting to use Ridgecrest. A large portion of the residents will be patients who have had elective orthopedic surgeries. Elective orthopedic surgeries have been delayed during the pandemic.

CFO REPORT

Rick Alibozek gave the Statistical Report. A copy of the Statistical Report was emailed to each Board Member. Rick reported the census is down, but Medicare census is up.

Rick reported since the Board meeting was early there was no Financial Report. The Financial Report will be emailed to each Board Member. Financials are more complicated with the residents changing beds and building. This affects the reimbursement rates.

Rick reported there were more COVID payments in February to offset the reduced census. \$214,000 was received in January. There were more Medicare reimbursements in January. HAC is averaging 75 Medicare residents. \$1,300,000 in Medicare income versus the normal \$700,000 pre-COVID Medicare income.

There was a Muscogee Home Health Meeting. HAC will send out the minutes.

STATISCAL REPORT

Attached to these Minutes is the FY 2020 YTD Statistical Report Year Ended June 30, 2021.

FINANCIAL REPORT

The Financial Report was unavailable at the time of the meeting.

NEXT MEETING

The next meeting will be Tuesday, March 30, 2021.

There being no further business the meeting was adjourned.



KENNETH M. HENSON, JR.
Secretary



ERNEST SMALLMAN, IV.
Chairman

HOSPITAL AUTHORITY OF COLUMBIUS
12 MONTH MOVING STATISTICAL REPORT

	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	Apr-20	Mar-20	Feb-20	Jan-20	13 Mth Average	Prior Year Avg
Orchard View															
% Occupancy	57.56%	74.33%	74.20%	66.89%	68.30%	67.65%	68.35%	72.82%	76.13%	79.57%	84.85%	83.57%	82.71%	73.61%	82.89%
Medicaid%	59.51%	78.44%	78.64%	78.35%	76.79%	77.49%	81.97%	86.20%	71.69%	68.73%	82.04%	71.47%	71.66%	76.04%	72.00%
Medicare %	30.15%	10.52%	8.63%	11.60%	12.38%	9.40%	9.34%	7.39%	10.93%	12.76%	15.11%	12.98%	11.82%	12.54%	12.99%
Private %	6.92%	9.39%	9.97%	6.68%	8.27%	9.13%	5.57%	2.11%	12.27%	8.63%	-2.93%	4.59%	10.92%	7.03%	9.40%
Hospice %	1.37%	1.58%	2.13%	3.28%	2.44%	2.22%	2.60%	3.34%	3.29%	6.85%	2.98%	1.92%	3.63%	2.92%	3.73%
ADV %	2.05%	0.07%	0.63%	0.19%	0.37%	1.72%	0.52%	0.96%	1.34%	3.01%	2.89%	3.11%	2.38%	1.47%	2.08%
Daily Medicare and ADV (census)	37.86	15.75	13.73	15.78	17.40	15.09	13.48	12.17	18.63	25.10	30.42	26.90	23.49	20.38	24.47
Employment (Full Time Equivalents)	227.88	236.77	234.90	207.49	209.85	213.65	232.81	239.00	243.48	238.33	238.93	235.55	249.95	229.89	237.45
Ridgecrest															
% Occupancy	0.00%	0.00%	5.42%	52.29%	56.15%	60.94%	62.35%	71.42%	74.78%	75.97%	77.30%	75.55%	75.40%	52.94%	78.11%
Medicaid%	0.00%	0.00%	97.21%	94.80%	92.28%	93.17%	94.83%	92.28%	94.31%	102.36%	91.62%	89.59%	87.40%	79.27%	92.01%
Medicare %	0.00%	0.00%	1.68%	2.43%	4.21%	5.05%	3.71%	6.45%	7.10%	5.38%	7.13%	5.89%	7.00%	4.31%	5.99%
Private %	0.00%	0.00%	1.11%	1.73%	1.94%	1.49%	1.46%	1.27%	-1.41%	-7.78%	0.87%	2.43%	2.61%	2.54%	0.24%
Hospice %	0.00%	0.00%	0.00%	1.05%	1.57%	0.29%	0.00%	0.00%	0.00%	0.00%	0.38%	2.07%	2.80%	0.63%	2.24%
ADV %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.10%
Daily Medicare and ADV (census)	15.80	16.76	34.31	56.78	64.49	61.02	73.84	5.07	5.84	4.50	6.06	4.90	5.97	3.26	81.19
Employment (Full Time Equivalents)								71.26	77.68	76.02	76.48	81.42	86.46	61.06	
Mascogee Manor															
% Occupancy	81.21%	73.43%	70.29%	55.60%	53.20%	53.53%	55.29%	54.33%	56.66%	62.78%	64.42%	67.36%	67.17%	62.71%	64.99%
Medicaid%	69.53%	84.26%	87.00%	84.40%	91.30%	86.07%	75.19%	75.32%	79.14%	88.88%	90.37%	78.65%	83.02%	82.55%	82.69%
Medicare %	24.53%	11.27%	9.54%	11.40%	6.34%	10.49%	19.90%	18.95%	14.57%	7.59%	6.80%	8.91%	6.80%	12.12%	9.89%
Private %	1.00%	0.80%	0.78%	0.40%	0.90%	0.00%	0.93%	1.19%	0.00%	-4.50%	-3.12%	1.19%	1.19%	0.19%	2.01%
Hospice %	2.80%	1.34%	1.90%	1.64%	1.24%	2.43%	3.23%	4.22%	4.82%	4.50%	3.65%	3.49%	4.63%	3.07%	5.66%
ADV %	2.66%	2.27%	1.78%	2.22%	1.16%	1.03%	0.75%	0.32%	1.47%	3.52%	2.30%	2.21%	4.32%	1.86%	1.83%
Daily Medicare and ADV (census)	36.81	16.96	17.33	13.20	6.76	10.49	19.42	17.80	15.45	11.87	9.97	12.73	12.75	13.17	10.39
Employment (Full Time Equivalents)	152.09	157.53	138.30	126.83	138.14	136.26	143.93	144.13	148.23	146.93	146.99	153.74	172.88	146.62	153.47
Mascogee Home Health															
Employment (Full Time Equivalents)	10.26	10.57	10.21	10.54	9.95	10.07	10.05	10.03	10.17	9.95	10.13	10.14	11.27	10.26	10.68

HOSPITAL AUTHORITY OF COLUMBUS
CONSOLIDATED SUMMARY REPORT
MONTH ENDED JANUARY 31, 2021

	Orchard View	Home Office	Ataliba Trace	Muscogee Manor	Total Nursing Home	Cobbis PCH	Muscogee Home Health	River Mill	Consolidated
BALANCE SHEET									
Cash	\$ 7,476,816	\$ -	\$ 7,792,823	\$ 7,175,616	\$ 22,445,255	\$ 460	\$ 92,560	\$ 531,776	\$ 23,070,051
Other Current Assets	2,833,957	-	1,479,658	2,910,446	7,224,061	727	162,589	2,391	7,389,768
Intercompany Balances	22,456,293	-	2,189,275	(13,129,338)	11,516,180	(6,317,109)	(1,826,833)	(3,372,238)	-
Noncurrent Assets	35,787,444	-	38,465,771	7,662,355	81,915,570	165,830	123,890	3,650,173	85,855,463
Total Assets	\$ 68,554,510	\$ -	\$ 49,927,477	\$ 4,619,079	\$ 123,101,066	\$ (6,150,092)	\$ (1,447,794)	\$ 812,102	\$ 116,315,282
Current Liabilities	\$ 2,380,448	\$ -	\$ 990,766	\$ 1,619,731	\$ 4,990,945	\$ 1,317	\$ 156,912	\$ -	\$ 5,149,174
Non-current Liabilities (excluding bonds)	8,744,049	-	3,679,830	5,377,152	17,801,031	360,100	546,428	-	18,707,559
Bonds Payable	26,811,791	-	31,212,834	-	58,024,625	-	-	-	58,024,625
Total Liabilities	37,936,288	-	35,883,430	6,996,883	80,816,601	361,417	703,340	-	81,881,358
Fund Balance	30,618,222	-	14,044,047	(2,377,804)	42,284,465	(6,511,509)	(2,151,134)	812,102	34,433,924
Total Liabilities and Fund Balance	\$ 68,554,510	\$ -	\$ 49,927,477	\$ 4,619,079	\$ 123,101,066	\$ (6,150,092)	\$ (1,447,794)	\$ 812,102	\$ 116,315,282
INCOME STATEMENT									
Revenue	\$ 1,523,297	\$ 41,195	\$ 174,026	\$ 1,719,692	\$ 3,458,210	\$ -	\$ 54,950	\$ 23,845	\$ 3,537,005
Operating Expenses	1,205,992	114,626	133,702	1,275,462	2,729,782	5,000	86,135	1,260	2,822,177
Net Profit (Loss) before Noncash expense	317,305	(73,431)	40,324	444,230	728,428	(5,000)	(31,185)	22,585	714,828
Provision for Bad debts	(10,134)	-	-	(12,011)	(22,145)	-	-	-	(22,145)
Interest expense	(68,239)	-	(84,232)	-	(152,471)	-	-	-	(152,471)
Depreciation and Amortization	(86,800)	-	(229)	(14,775)	(101,804)	(377)	-	(7,620)	(109,801)
Current Month Income (loss)	\$ 152,132	\$ (73,431)	\$ (44,137)	\$ 417,444	\$ 452,008	\$ (5,377)	\$ (31,185)	\$ 14,965	\$ 430,411
YTD Income (loss)	\$ 353,316	\$ (668,637)	\$ 318,850	\$ 519,082	\$ 522,611	\$ (45,483)	\$ (165,656)	\$ 103,688	\$ 415,160

Professional Advisory Board – Quarterly Meeting

(no actual meeting conducted due to Covid – data emailed with summary. Medical Director reviewed in face to face meeting with Administrator)

Muscogee Home Health

February 1, 2021

AGENDA

- I. Call to Order - Meeting data sent out via email with summary of data
- II. Approval of Minutes – February 3, 2020
- III. Update – Board Membership List
- IV. Admission Review and Comparison FY 2021 vs 2020
- V. Visit Statistics Review – FY 2021
- VI. Home Health Quality Data Report – January – December 2020
- VII. Marketing Update
 - A. Caroline resignation
 - B. Hospital status
 - C. Ridgecrest Opening
- VIII. Covid – Staff protection, testing, vaccine
- IX. Adjournment

Professional Advisory Board – Quarterly Meeting
Muscogee Home Health
February 3, 2019

Meeting Minutes

The Quarterly Advisory Board meeting for Muscogee Home Health was called to order at 1245 by Woody Odell, RN Administrator. See attached list of attendees.

Minutes were reviewed from the October 28, 2019 meeting. Minutes were approved as read by Lee Brantley and seconded by Ronnie Mack.

Board Membership

Two new board members were introduced to the Advisory Board. The new members include:

Willam Massey – LCSW – Bill is a home health social worker and brings expertise to our Advisory Board regarding home health and the impact on Social Services to our clients.

Anastacia Connell- Stacey is a hospice liaison with Columbus Hospice and is important to our board as many home health patients are potential for hospice referral.

Staffing Update

It was announced that Stephanie Vaughn has moved into a position at Orchard View. Stephanie has been responsible for verification of insurance referrals and for billing and collection of these accounts. She will continue to work 10 hours a week for us as we make a decision regarding replacement or other potential options.

Kimberly Noel as also introduced to the Board. She has been on board since September 2019 but was unable to attend or previous board meeting.

Admission/Visit Statistical Review

Visits and admissions were reviewed for the 2nd Quarter of FY 2020 (October 1, 2019 – December 31, 2019). A comparison of admission statistics with the previous quarter and previous year was shared and it was noted that the agency had an increase in admissions from 72 in the first quarter to 74 in the first quarter. It was pointed out that the agency had a high number of referrals (175) but only converted 43% into admissions. In reviewing reasons for non admission it was noted that the agency had 51 referrals who had insurance that was out of network. There were 101 total non admissions which was the highest number in 3 years. Many of the out of network referrals were patients with Medicaid or UCH Dual complete which requires that patients have Medicaid. The agency is currently pursuing activation of the current Medicaid license to allow acceptance of these referrals.

A discussion was also held regarding the origin of referrals as the new payment structure (PDGM) monitors the origin of referrals with higher payment to referrals coming from institutions. 77% of the agencies referrals came from institutions in the 2nd quarter FY 2020.

A monthly breakdown of admissions was reviewed and it was noted that the agency had 29 October admissions, 21 November admissions and 24 December admissions. Budgeted admissions for 2020 is 32 so agency is well below budgeted number of admissions.

To increase admissions the agency continues to cultivate the ownership relationship with Orchard View, Muscogee Manor and Azalea Trace. The percentage of referrals remains low from Muscogee Manor at 13/8% with only 4 referrals out of 29 home health discharges. Orchard View has discharged 108 patients to home health in FY 2020 and 25 of them came to our agency. 37%. This is an improved percentage. Regarding Muscogee Manor, we had two meetings with leadership staff regarding referrals to discuss patient choice, use of our agency and any barriers that may be in place. We will continue to work on this concern. Azalea Trace has a high Medicaid population and has very few opportunities to refer to our agency.

Next a breakdown of monthly visits, admissions and census was presented. The agency had a total of 732 visits in October which is the highest number of monthly visits for the FY. PT and SN visits continue to make up 37% each of our monthly visits and the home health aide percentage of visits averages around 19%. This is a high percentage of visits for the home health aide and an indicator that the agency is admitting patients with more debility thus requiring the assist of the home health aide. The average daily census the second quarter was 44 patients compared to an average daily census of 42 in the first quarter.

Home Health Quality Data Review

The home health quality data for the period of 4/1/2019 – 1/30/2020 was presented to the board. It was noted that the Care and Service Measures which include “Likeliness to Use Services Again” were at 100% during this period which exceed the State measure of 95.2% and the National measure of 93.6%. The Global Measures were then reviewed and it was noted that the Agency has a Summary Star Rating of 5 stars in the global measures. These measures include the following:

- Rating of Patient care – 93.9% compared to 90.1% State and 85.2% National
- Would recommend agency – 95.8% compared to 85.7% State and 77.7% National
- Composite Measures – 97.4% compared to 91.8% State and 88.2% National
- Communication between providers and patients -97.7% compared to 89.5% State and 85.6% National
- Specific Care Issues – 94.3% compared to 82% State and 82.7% National

A breakdown of each component measure was presented and it was noted that the agency did have a drop in scores in the specific care measures and the drop occurred in September 2019 and was in regard to patient medications. It was noted that the agency had no complaints during the period and there was no recall of any staff regarding any patient complaints and medications. The agency will continue to monitor this specific issue.

PDGM

The new patient billing model for Medicare became effective on January 1, 2020. The focus of this change at agency level includes a variety of steps that are specific to monitoring the patient length of stay with focus on care exceeding 30 days, completion of the 8 Oasis items that accurately document patient functional impairment, correct primary diagnosis, supporting documentation and addition of comorbidities and finally documentation of referrals from facilities compared to referrals from the community. The impact of PDGM remains to be seen.

Marketing Update

There was continued discussion regarding referrals from agencies within the Hospital Authority network and the Board was notified of an upcoming opportunity to participate with the Orthopedic hospitals in a bundling project that both Jack Hughston and Hughston Clinic have elected to participate. More information is to follow as the Agency has a scheduled meeting with the plan manager on 2/11/2020.

Open Floor

It was announced that the next board meeting is scheduled for April 27, 2020.

There was no further discussion and the meeting adjourned at 1400.

Submitted by:

Woody ODeil, BSN RN
Administrator, Muscogee Home Health

Date : 02/01/2021

Time 9:33 AM

Group : Management

Name : Admission Statistics - Carry Over

Muscogee Home Health Agency

Primary Payor :ALL PAYOR

Date From : 07/01/2020 To :12/31/2020

Admission	Payer	Number of Admission	Number of P:
ALL PAYOR			
Clinic or Physicians Office			3
Non-Health Care Facility Point of Origin			24
Transfer from an SNF			13
Transfer from another health care facility			2
Transfer from hospital			86
	Payor Total :		128
	Grand Total :		128

Date : 02/01/2021

Time 9:34 AM

Group : Management

Name : Admission Statistics - Carry Over

Muscogee Home Health Agency

Primary Payor :ALL PAYOR

Date From : 07/01/2019 To :12/31/2019

Admission	Payer	Number of Admission	Number of P:
ALL PAYOR			
Clinic or Physicians Office		8	
Non-Health Care Facility Point of Origin		17	
Transfer from an SNF		36	
Transfer from hospital		85	
	Payor Total :	146	
	Grand Total :	146	

Muscogee Home Health
Orchard View and Muscogee Manor Admissions

	FY 2020				FY 2021				
	Orchard View		Muscogee Manor		Orchard View		Muscogee Manor		
	To MHH	Total HH	%	To MHH	Total HH	%	To MHH	Total HH	%
July	6	21	28.6%	-	8	0.0%	1	8	12.5%
August	6	16	37.5%	-	3	0.0%	4	8	50.0%
September	6	20	30.0%	2	3	66.7%	1	7	14.3%
October	5	11	45.5%	-	5	0.0%	3	7	42.9%
November	7	19	36.8%	1	4	25.0%	1	6	16.7%
December	7	13	53.8%	1	6	16.7%			#DIV/0!
January	8	10	80.0%	1	7	14.3%			#DIV/0!
February	7	20	35.0%	1	9	11.1%			#DIV/0!
March	5	21	23.8%	3	5	60.0%			#DIV/0!
April	4	18	22.2%	2	3	66.7%			#DIV/0!
May	3	11	27.3%	1	2	50.0%			#DIV/0!
June	2	6	33.3%	-	-	#DIV/0!			#DIV/0!
Total	66	186	35.5%	12	55	21.8%	10	36	27.8%
Avg/month	5.50	16		1.00	5		2.00	7	

Muscogee Home Health

Visits Tracking FY 2021															
	SN	%	PT	%	OT	%	ST	%	HHA	%	MSW	%	Total	Census	Admissions
July	204	32.4%	227	36.0%	76	12.1%	17	2.7%	106	16.8%	-	0.0%	630	49	21
August	177	27.3%	264	40.7%	73	11.2%	16	2.5%	119	18.3%	-	0.0%	649	50	23
Sept	175	26.6%	257	39.1%	88	13.4%	23	3.5%	114	17.4%	-	0.0%	657	49	17
Oct	250	34.2%	298	40.8%	47	6.4%	22	3.0%	112	15.3%	2	0.3%	731	56	31
Nov	204	35.5%	222	38.7%	55	9.6%	15	2.6%	78	13.6%	-	0.0%	574	52	20
Dec	184	36.7%	216	43.0%	28	5.6%	11	2.2%	62	12.4%	1	0.2%	502	48	17
January		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
Feb		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
March		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
April		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
May		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
June		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
FY 2021 (total)	1,194	31.9%	1,484	39.6%	367	9.8%	104	2.8%	591	15.8%	3	0.1%	3,743	51	129
annualized	2,388		2,968		734		208		1,182		6		7,486		
FY 2020 (total)	2,495	34.7%	2,467	34.4%	714	9.9%	210	2.9%	1,289	18.0%	5	0.1%	7,180	43	271

HHCAHPS Analytics

Muscogee Home Health
Client: Muscogee Home Health
2020 (1/1/2020 - 12/31/2020)

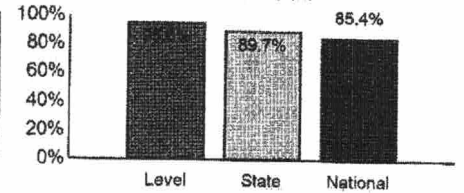
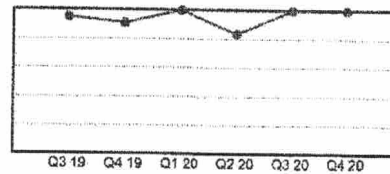
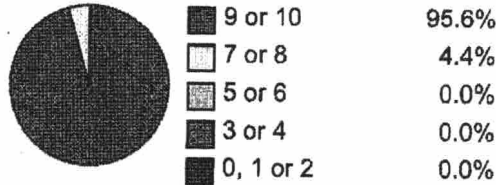
Results based on all surveys reported by survey return date.

Interim results. Only CMS-published results are official.

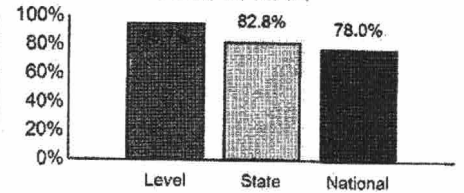
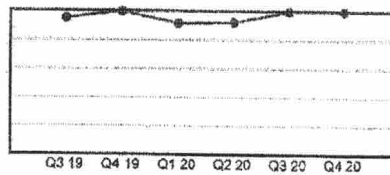
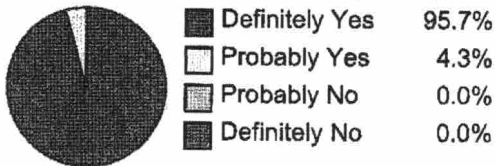
GLOBAL MEASURES

HCF Summary Star Rating: ★★★★★★

Rating of patient care (# 20)

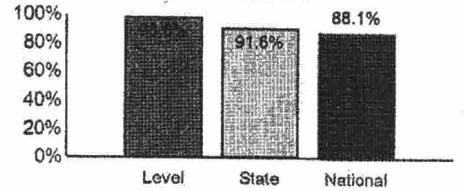
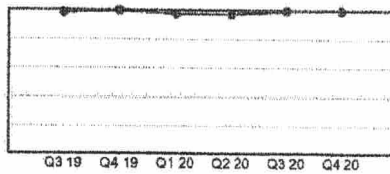


Would recommend this agency (# 25)

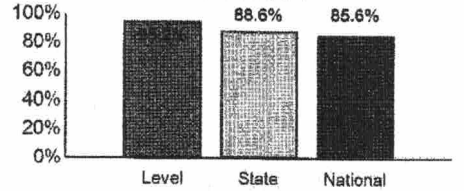
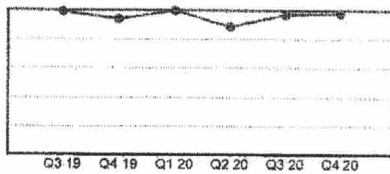
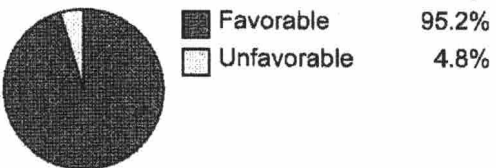


COMPOSITE MEASURES

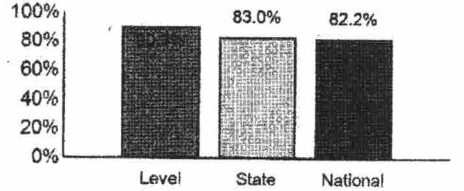
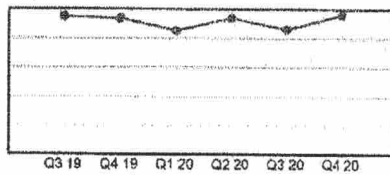
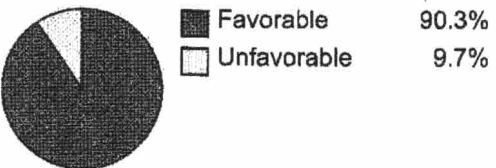
Care of patients (# 9, 16, 19, 24)



Communication between providers and patients (# 2, 15, 17, 18, 22, 23)



Specific care issues (# 3, 4, 5, 10, 12, 13, 14)



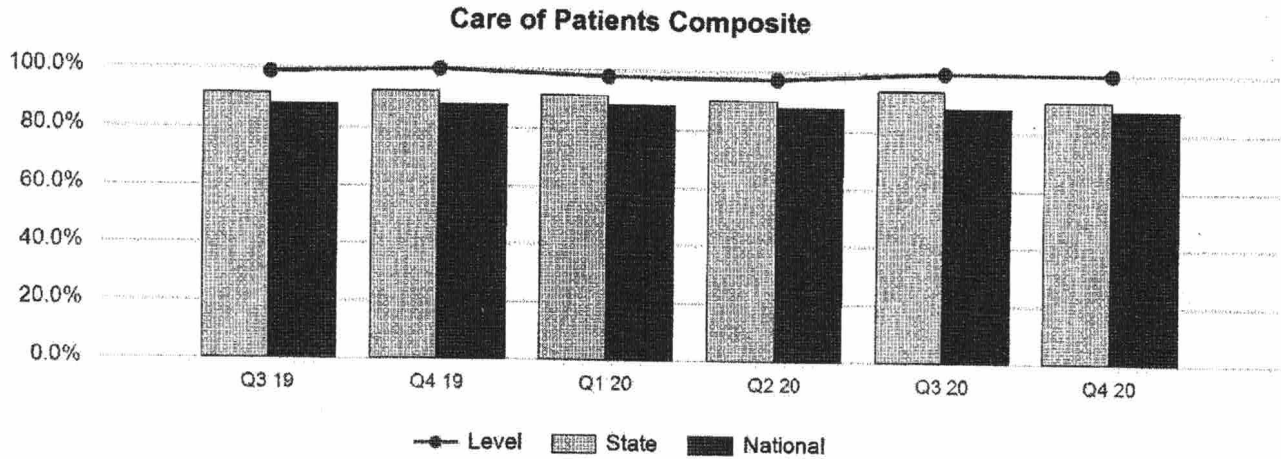
SURVEY PARTICIPATION

Survey volumes and return rate calculations require data to be reported by sample month.

Results based on all surveys reported by survey return date.

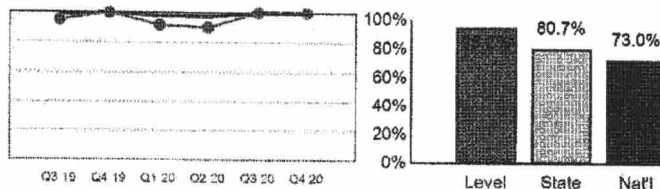
Interim results. Only CMS-published results are official.

COMPOSITE MEASURE TREND

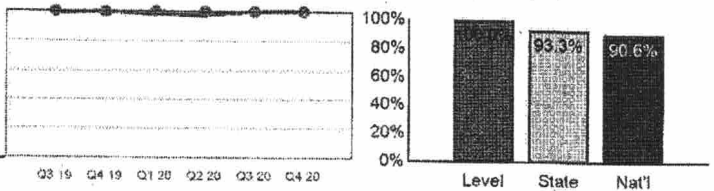


COMPONENT MEASURES

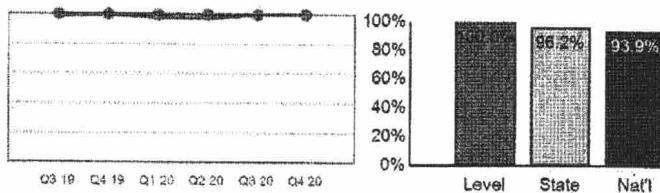
9. Providers were informed and up-to-date (Always)



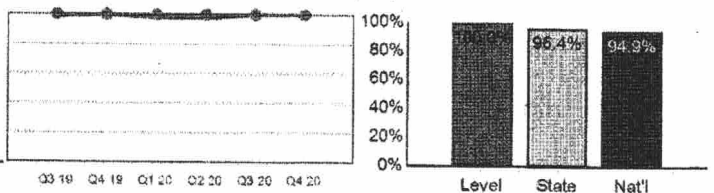
16. Treated you as gently as possible (Always)



19. Treated you with courtesy and respect (Always)



24. Had problems with care (No)

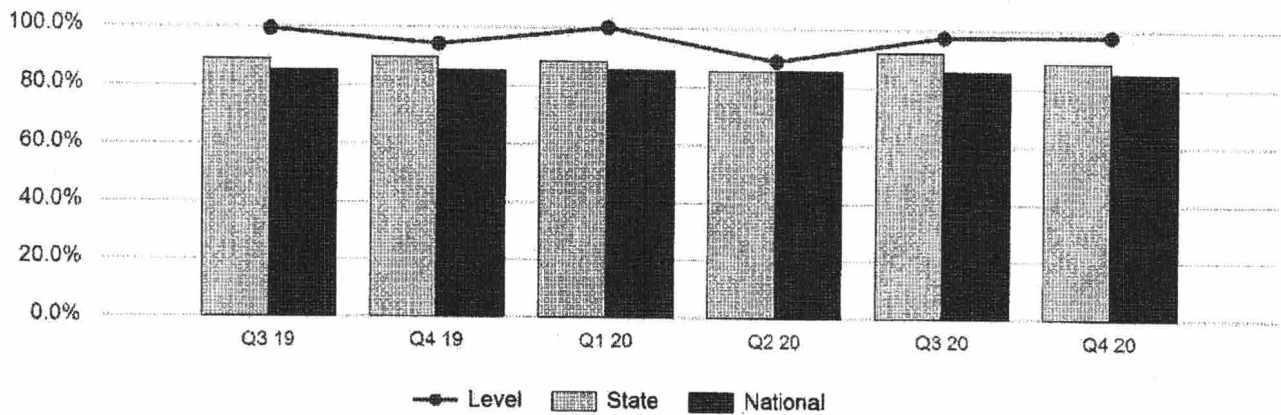


Results based on all surveys reported by survey return date.

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COMPOSITE MEASURE TREND

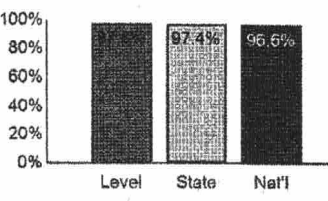
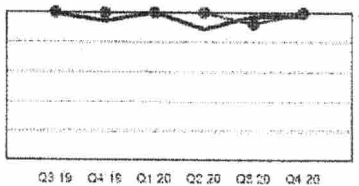
Communication Between Providers and Patients Composite



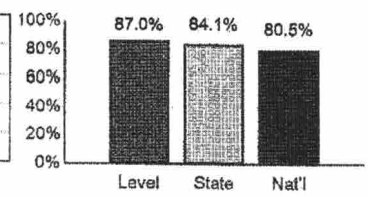
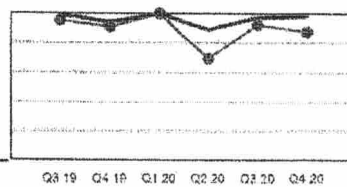
COMPONENT MEASURES

— Composite — Component question

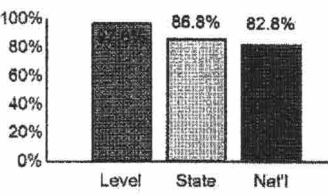
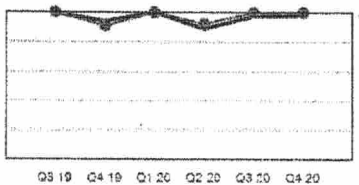
2. Told you about care and services (Yes)



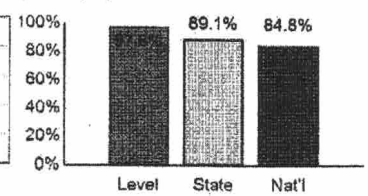
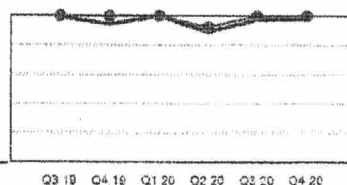
15. Informed about arrival time (Always)



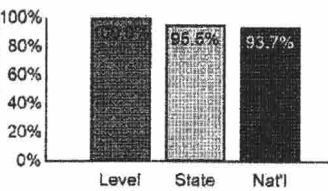
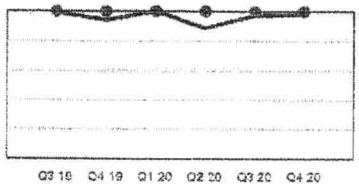
17. Explained in a way you understand (Always)



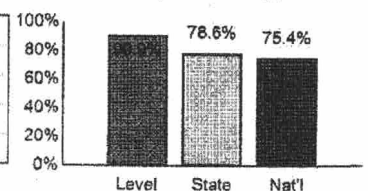
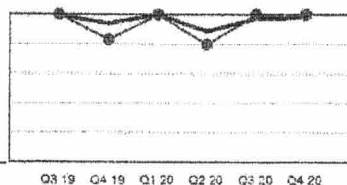
18. Listened carefully to you (Always)



22. Received help or advice when contacting office (Yes)



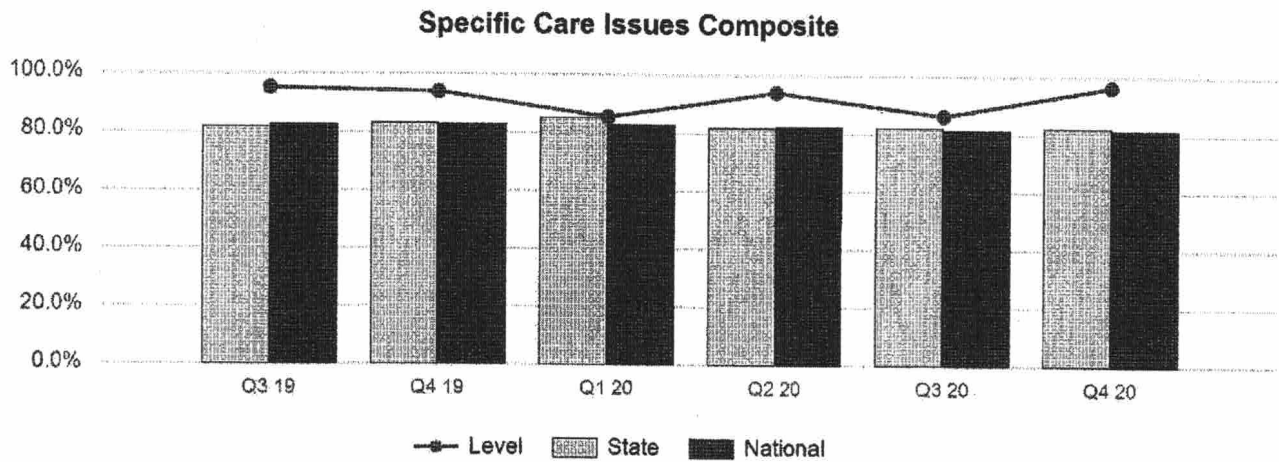
23. Amount of time to get help or advice (Same day)



Results based on all surveys reported by survey return date.

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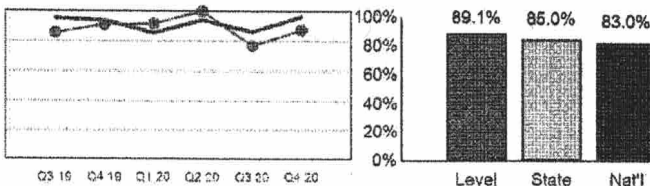
COMPOSITE MEASURE TREND



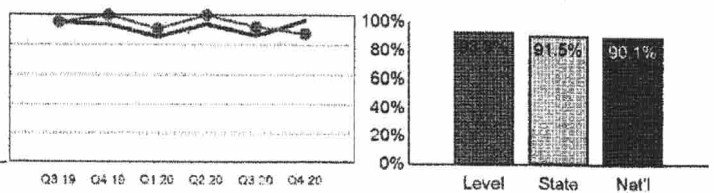
COMPONENT MEASURES

— Composite —●— Component question

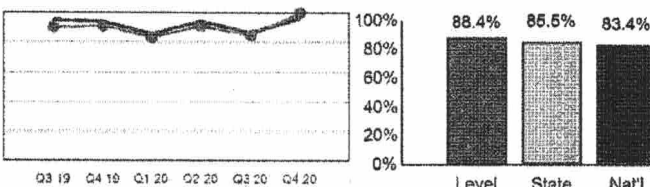
3. Talked about how to set up home (Yes)



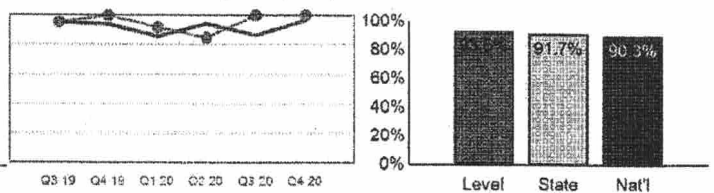
4. Talked about medicines you are taking (Yes)



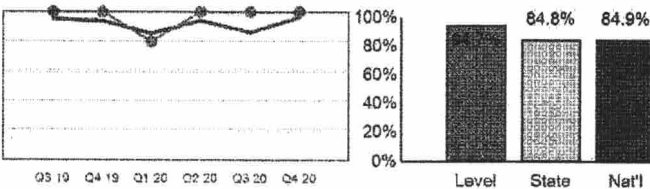
5. Asked to see medicines (Yes)



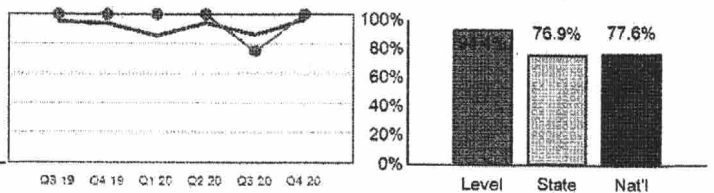
10. Talked about pain (Yes)



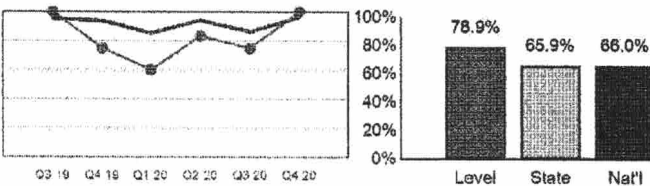
12. Talked about purpose for medicines (Yes)



13. Talked about when to take medicines (Yes)



14. Talked about side effects of medicines (Yes)



HCAHPS Analytics

Results based on all surveys reported by survey return date.

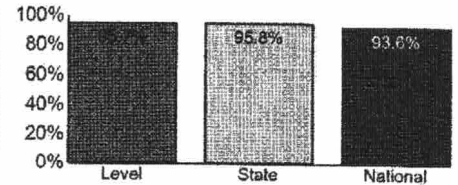
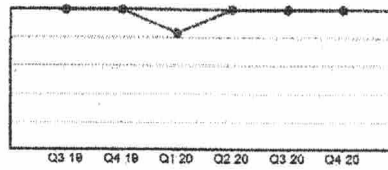
Interim results. Only CMS-published results are official.

CARE & SERVICE MEASURES

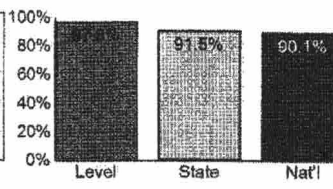
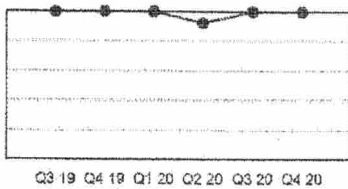
Likelihood to use services again
(Very likely or Somewhat likely)



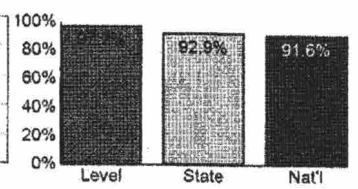
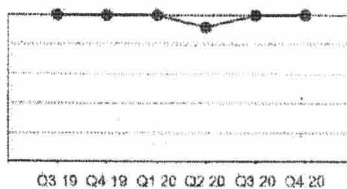
- Very likely 95.7%
- Somewhat likely 0.0%
- Undecided 0.0%
- Somewhat unlikely 0.0%
- Very unlikely 4.3%



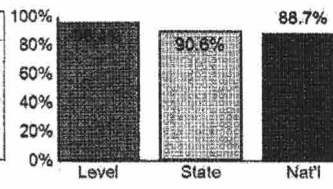
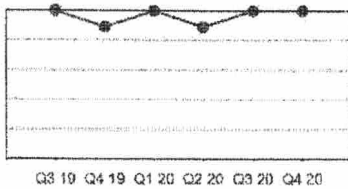
Service of person who scheduled care
(Excellent or Very good)



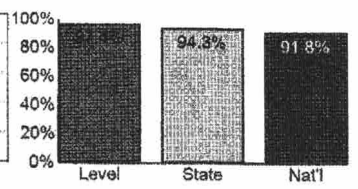
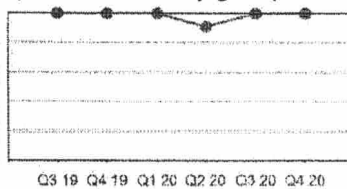
Concern shown by nurses
(Excellent or Very good)



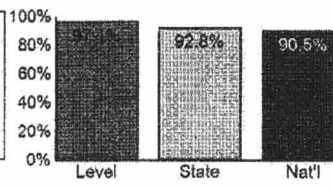
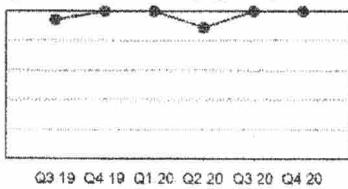
Concern shown by aides
(Excellent or Very good)



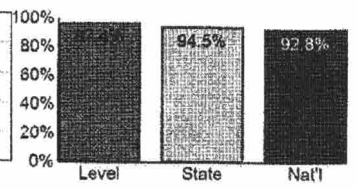
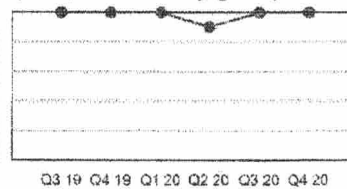
Concern shown by therapists
(Excellent or Very good)



Respect shown for personal privacy
(Excellent or Very good)



Respect shown for personal items
(Excellent or Very good)



HCAHPS Analytics

Results based on all surveys reported by survey return date.

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Positive
 Question or Suggestion
 Negative
 Serious
 Call Back
 Unassigned

Survey ID: 502544421 **Patient Name:** ██████████ **Mail Date:** 03/19/2020
Sample Month: Feb 2020 **Patient ID:** 2956 **Return Date:** 04/17/2020
Location/Team: Muscogee Home Health
 I HAD EXCELLENT CARE AND HELP.

Survey ID: 502548421 **Patient Name:** ██████████ **Mail Date:** 03/19/2020
Sample Month: Feb 2020 **Patient ID:** 2934 **Return Date:** 05/26/2020
Location/Team: Muscogee Home Health
 MARIE, P.T.A., BROUGHT THE BEST OUT OF MY DAD, NOT ONLY PHYSICAL, BUT MENTALLY. SHE WAS REALLY ABLE TO GIVE MY DAD THE MIND SET T REALLY TRY HARD.I SAW A CHANGE IN MY DAD THAT WE HAVE NOT SEEN IN A LONG TIME. SHE IS ONE OF THE BEST. SHE NEEDS A PAY RAISE!

Survey ID: 502549421 **Patient Name:** ██████████ **Mail Date:** 03/19/2020
Sample Month: Feb 2020 **Patient ID:** 2952 **Return Date:** 04/13/2020
Location/Team: Muscogee Home Health
 NURSE NEKISHA BURT KNOWS HER JOB AND SHE IS VERY PROFESSIONAL.

Survey ID: 502559421 **Patient Name:** ██████████ **Mail Date:** 03/19/2020
Sample Month: Feb 2020 **Patient ID:** 2968 **Return Date:** 04/13/2020
Location/Team: Muscogee Home Health
 MY REHAB LADY WAS GREAT!

Survey ID: 502568421 **Patient Name:** ██████████ **Mail Date:** 03/19/2020
Sample Month: Feb 2020 **Patient ID:** 2982 **Return Date:** 04/06/2020
Location/Team: Muscogee Home Health
 THE PHYSICAL THERAPIST WAS EXCELLENT, KNOWLEDGEABLE AND PATIENT.


Survey ID: 677591421 **Patient Name:** ██████████ **Mail Date:** 04/15/2020
Sample Month: Mar 2020 **Patient ID:** 2986 **Return Date:** 04/24/2020
Location/Team: Muscogee Home Health
 KIMBERLY, OUR NURSE, WAS THE ABSOLUTE BEST. SHE ALWAYS TALKED THING THROUGH WITH ME AND WA VERY RESPONSIVE TO MY QUESTIONS AND EXTREMELY KNOWLEDGEABLE.

Survey ID: 1023240421 **Patient Name:** ██████████ **Mail Date:** 06/19/2020
Sample Month: May 2020 **Patient ID:** 3018 **Return Date:** 07/16/2020
Location/Team: Muscogee Home Health
 WE APPRECIATE THIS SERVICE AND OUR NURSE AND THERAPISTS, RHONDA, MARIE, AND LIZ. EXCELLENT SERVICE. THANK YOU.


HHCAHPS Analytics

Results based on all surveys reported by survey return date.

Interim results. Only CMS-published results are official.


Survey ID: 1023240421 **Patient Name:** [REDACTED] **Mail Date:** 06/19/2020
Sample Month: May 2020 **Patient ID:** 3018 **Return Date:** 07/16/2020
Location/Team: Muscogee Home Health

RHONDA, MY NURSE, IS EXCELLENT. ALL THE PEOPLE HAVE BEEN EXCELLENT.


Survey ID: 1023247421 **Patient Name:** [REDACTED] **Mail Date:** 06/19/2020
Sample Month: May 2020 **Patient ID:** 3062 **Return Date:** 08/11/2020
Location/Team: Muscogee Home Health

DON'T KNOW WHAT I WOULD DO WITHOUT THEM. THANKS FOR EVERYTHING DONE AND DOING. GOD BLESS.


Survey ID: 1023260421 **Patient Name:** [REDACTED] **Mail Date:** 06/19/2020
Sample Month: May 2020 **Patient ID:** 3048 **Return Date:** 08/04/2020
Location/Team: Muscogee Home Health


WE THOROUGHLY ENJOYED AND APPRECIATED LIZ BLOODGOOD'S HELP. SHE WAS ALWAYS PATIENT AND KNOWLEDGEABLE WITH MY HUSBAND'S PARKINSON'S.


Survey ID: 1172527421 **Patient Name:** [REDACTED] **Mail Date:** 07/20/2020
Sample Month: Jun 2020 **Patient ID:** 3084 **Return Date:** 08/13/2020
Location/Team: Muscogee Home Health

SPECIAL THANKS TO RHONDA, WHO CAME EVERY DAY.


Survey ID: 1172527421 **Patient Name:** [REDACTED] **Mail Date:** 07/20/2020
Sample Month: Jun 2020 **Patient ID:** 3084 **Return Date:** 08/13/2020
Location/Team: Muscogee Home Health

I HOPE TO SEE KIMBERLY AND VERISHA AGAIN.


Survey ID: 1172545421 **Patient Name:** [REDACTED] **Mail Date:** 07/20/2020
Sample Month: Jun 2020 **Patient ID:** 3080 **Return Date:** 09/08/2020
Location/Team: Muscogee Home Health

MARIE, MY THERAPIST.


Survey ID: 1172550421 **Patient Name:** [REDACTED] **Mail Date:** 07/20/2020
Sample Month: Jun 2020 **Patient ID:** 3061 **Return Date:** 08/11/2020
Location/Team: Muscogee Home Health

THE NURSES AND STAFF WAS GREAT.



Survey ID: 1172550421 **Patient Name:** [REDACTED] **Mail Date:** 07/20/2020
Sample Month: Jun 2020 **Patient ID:** 3061 **Return Date:** 08/11/2020
Location/Team: Muscogee Home Health


HCAHPS Analytics


Results based on all surveys reported by survey return date.


Interim results. Only CMS-published results are official.


GREAT SERVICE AND GREAT PEOPLE. VERY PLEASED WITH THE SERVICE.



Survey ID: 1346166421 **Patient Name:** Not available **Mail Date:** 08/17/2020
Sample Month: Jul 2020 **Patient ID:** Not available **Return Date:** 09/08/2020
Location/Team: Muscogee Home Health
 VERY GOOD SERVICE. WILL RECOMMEND TO OTHERS.



Survey ID: 1346167421 **Patient Name:** [REDACTED] **Mail Date:** 08/17/2020
Sample Month: Jul 2020 **Patient ID:** 3110 **Return Date:** 09/03/2020
Location/Team: Muscogee Home Health
 WOODY, ELIZABETH, AND MARIA ARE WONDERFUL!


Survey ID: 1346177421 **Patient Name:** [REDACTED] **Mail Date:** 08/17/2020
Sample Month: Jul 2020 **Patient ID:** 3072 **Return Date:** 09/28/2020
Location/Team: Muscogee Home Health
 ON BEHALF OF SUE'S FAMILY, WE APPRECIATE EVERYTHING MUSCOGEE HOME HEALTH HAS DONE FOR AND WITH OUR MOM.


Survey ID: 1492981421 **Patient Name:** [REDACTED] **Mail Date:** 09/16/2020
Sample Month: Aug 2020 **Patient ID:** 3134 **Return Date:** 10/05/2020
Location/Team: Muscogee Home Health
 WE WERE VERY PLEASED W/ALL WHO CAME HERE! ALL WERE PLEASANT, DEVOTED AND CARING. KIMBERLY, CANDI, MARIE AND VERNA WERE ALL TOP NOTCH.


Survey ID: 1492981421 **Patient Name:** [REDACTED] **Mail Date:** 09/16/2020
Sample Month: Aug 2020 **Patient ID:** 3134 **Return Date:** 10/05/2020
Location/Team: Muscogee Home Health
 THE DAY PATIENT GOES HOME IT WOULD BE HELPFUL IF A WORKER COULD GO AT THAT TIME TO SEE IF THE HAD EVERYTHING THEY NEEDED. EX: TOILET CHAIR, SAFETY TIPS, ETC.


Survey ID: 1692823421 **Patient Name:** [REDACTED] **Mail Date:** 10/20/2020
Sample Month: Sep 2020 **Patient ID:** 3051 **Return Date:** 11/30/2020
Location/Team: Muscogee Home Health
 THANKS TO ALL PROVIDERS.


Survey ID: 1692854421 **Patient Name:** [REDACTED] **Mail Date:** 10/20/2020
Sample Month: Sep 2020 **Patient ID:** 3164 **Return Date:** 12/09/2020
Location/Team: Muscogee Home Health
 EVERYONE WHO CAME TO THE HOUSE WAS PLEASANT AND FRIENDLY. I FELT LIKE I WAS IN GOOD HANDS. A SPECIAL THANK YOU TO ROHDA REGISTER. SHE IS A GEM! MY DAUGHTER AND I WERE ESPECIALLY THANKFUL TO HAVE HER.

HCAHPS Analytics

Results based on all surveys reported by survey return date.

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Survey ID: 1692855421

Patient Name: [REDACTED]

Mail Date: 10/20/2020

Sample Month: Sep 2020

Patient ID: 3123

Return Date: 11/16/2020

Location/Team: Muscogee Home Health

NURSE NEKISHA BIVIT (SP?) IS EXTREMELY EFFICIENT AND PROFESSIONAL AT PROVIDING HER NURSING ABILITIES.