

MINUTES OF MEETING
OF THE
HOSPITAL AUTHORITY OF COLUMBUS, GEORGIA

October 29, 2019

A regularly scheduled meeting of the Hospital Authority of Columbus, Georgia (HAC) was held at 11:00 a.m. on Tuesday, October 29, 2019. The meeting was held in the conference room at Orchard View on Whitesville Road, Columbus, Georgia. 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, October 28, 2019. Present at the meeting were Chairman, Ernie Smallman, Vice Chairman, Sarah Lang, Betty Tatum, Cynthia Jordan, Jennings Chester, Mike Welch and Verona Campbell. Susan McKnight and Dr. John Kingsbury were excused.

Frank Morast, President, Britt Hayes, Vice President, Rick Alibozek, CFO and Kenneth M. Henson, Jr., Secretary/Attorney were also present at this 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

Chairman, Ernie Smallman presided and determined that there was a quorum.

MINUTES

The Board Minutes from the September 24, 2019 Board Meeting were reviewed and on motion made by Mike Welch and seconded by Cynthia Jordan the Minutes were unanimously approved by the Board.

BOARD BUSINESS

Kenneth M. Henson, Jr. informed the Board that Jim Webster had passed away and that his funeral had been the previous week. Jim was the longest serving member on the HAC Board having served at least three different terms. He was Chairman during two of his terms. There was a moment of silence.

Annual Audit: Kelly Thrift/DHG. CEO Frank Morast asked Kelly Thrift, who is a CPA/Auditor with the firm of Dixon Hughes Goodman, LLP ("DHG") to present the audited financial statements of the HAC to the Board. The draft audit was distributed to the HAC Board and reviewed.

Kelly reported that the audit was a very smooth process. This is the fourth year the annual audit was done by Kelley Thrift/DHG.

ESR
JNH

Kelly went over the initial part of the report on pages 2, 3, 4 and 5. There were no existing policies that changed this year. However, next year, there will be new standard that will take effect fiscal year 2021. Interest from construction will no longer be capitalized but will be expensed. This will be reflected in the next audit. He reminded the HAC Board that some of their projections and portions of the audit are based upon estimates. He did not think any of the estimates were unreasonable. He reported there were no difficulties in preparing the audit and that there were no adjustments.

Kelly again informed the HAC Board that the trust account is not shown on the balance sheet because it is not an asset of the HAC.

There were no material weaknesses in internal controls. This was a clean and unmodified audit opinion.

Kelly went over the actual audit including the balance sheet and revenue. This report was very similar to last year's report. The census was down slightly but the daily rate increased. On page 23, he specifically pointed out to the HAC Board that the pension liability is very sensitive to the discount rate and this continued to be carried as a liability. However, the HAC had more than sufficient cash assets to cover this liability.

Kelly and Rick requested that the HAC Board email them with any questions and that Rick wanted to submit the report to the City by November 12, 2019.

PRESIDENT'S REPORT

CEO Frank Morast gave the President's Report.

Insurance Policies: There are two insurance renewals would be coming up yearend. The health plan is on a calendar year and Frank reported that the rate should be similar to last years. Some of the drugs have increased and some of the insureds have drugs that cost over \$20,000 a year. The workers compensation is also on a calendar year and it should renew and the rate should remain approximately the same.

Muscogee Home Health: The Muscogee Home Health Advisory Board met and Frank distributed these minutes to each Board Member. Attached to these Minutes are the Muscogee Home Health Advisory Board Minutes.

Construction Report / Orchard View II on Stevens Lane: Frank reported that construction at Orchard View II is progressing rapidly. The concrete had been poured for the footings. He expected the first building to be dried in in the next three or four weeks. He has projected that the completion of the entire home would take place in December 2020. He hoped to have it open by the end of 2020 or early 2021.

Annual Holiday BBQ: Frank announced that the Annual Holiday BBQ will be December 11, 2019 from 11:00 a.m. to 1:00 p.m.

Frank reminded everyone that there will be no meeting in November and December because they always fall during the Thanksgiving and Christmas holiday but he hoped that everyone would come to the Holiday BBQ.

CFO REPORT

Rick Alibozek gave the Statistical Report and the Financial Report to each Board Member.

Rick informed the Board that there was nothing significant or unusual with either report and that the income and revenues remained approximately the same and that the occupancy remained approximately the same.

STATISCAL REPORT

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

FINANCIAL REPORT

Attached to these Minutes is the Hospital Authority of Columbus Consolidated Summary Report Month Ended September 30, 2019.

NEXT MEETING

The next meeting will be Tuesday, January 28, 2020.

There being no further business the meeting was adjourned.


KENNETH M. HENSON, JR.
Secretary


ERNEST SMALLMAN, IV.
Chairman

HOSPITAL AUTHORITY OF COLUMBUS
 FY 2020 YTD Statistical Report
 Year Ended June 30, 2020

	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sept	August	July	Average	Prior Year
Orchard View														
% Occupancy										84.17%	86.50%	85.79%	85.47%	86.00%
Medicaid%										69.84%	67.37%	67.66%	68.29%	71.65%
Medicare%										11.19%	12.51%	15.55%	13.08%	11.95%
Private %										17.56%	13.63%	11.83%	12.63%	9.77%
Hospice %										4.58%	4.08%	2.74%	3.80%	3.52%
ADV %										1.83%	2.41%	2.16%	2.13%	3.12%
Daily Medicare and ADV Census										21.90	25.81	30.39	26.03	25.93
Employment (Full Time Equivalents)										231.17	229.83	234.68	229.89	234.63
Azalea Trace														
% Occupancy										81.62%	82.11%	82.02%	81.99%	86.31%
Medicaid%										87.37%	84.07%	90.20%	90.55%	84.99%
Medicare%										5.96%	5.25%	5.15%	5.45%	3.11%
Private %										2.78%	3.21%	1.11%	0.23%	-1.65%
Hospice %										3.89%	3.36%	3.54%	3.60%	3.53%
ADV %										0.00%	0.53%	0.00%	0.18%	0.05%
Daily Medicare and ADV Census										5.37	5.23	4.95	5.06	3.03
Employment (Full Time Equivalents)										85.73	82.68	83.99	84.13	90.60
Muscogee Manor														
% Occupancy										69.65%	68.13%	67.38%	67.72%	74.11%
Medicaid%										85.44%	78.74%	77.98%	80.72%	80.71%
Medicare%										7.35%	3.24%	4.82%	5.14%	6.80%
Private %										-1.10%	8.15%	8.48%	5.18%	2.32%
Hospice %										6.50%	8.41%	8.76%	7.89%	6.98%
ADV %										1.81%	1.46%	0.03%	1.08%	2.69%
Daily Medicare and ADV Census										10.83	5.29	5.49	7.20	11.97
Employment (Full Time Equivalents)										146.77	146.76	151.17	148.22	170.01
Cobles														
Average occupancy										12.70	12.52	12.00	12.41	13.94
Employment (Full Time Equivalents)										9.45	8.74	9.62	9.27	10.26
Muscogee Home Health														
Employment (Full Time Equivalents)										10.75	10.70	10.75	10.73	10.84

HOSPITAL AUTHORITY OF COLUMBIUS
 CONSOLIDATED SUMMARY REPORT
 MONTH ENDED SEPTEMBER 30, 2019

	Orchard View	Home Office	Azalia Trace	Muskegon Manor	Total Nursing Home	Cobles PCH	Muskegon Home Health	River Mill	Consolidated
BALANCE SHEET									
Cash	\$ 6,508,688	\$ -	\$ 5,606,973	\$ 4,798,034	\$ 16,913,675	\$ 38,703	\$ 115,905	\$ 480,051	\$ 17,548,334
Other Current Assets	3,656,284	-	1,312,196	2,235,394	9,203,874	19,755	145,913	10,756	3,380,298
Intercompany Balances	22,703,174	-	1,110,585	(12,273,500)	11,090,169	(6,113,091)	(1,604,840)	(3,372,238)	-
Noncurrent Assets	33,362,964	-	40,536,107	7,975,046	81,874,117	174,004	129,170	3,458,093	85,586,284
Total Assets	\$ 68,231,110	\$ -	\$ 48,565,841	\$ 2,235,784	\$ 125,032,735	\$ (5,880,629)	\$ (1,213,852)	\$ 576,662	\$ 112,514,916
Current Liabilities	\$ 1,785,188	\$ -	\$ 1,114,266	\$ 939,074	\$ 3,838,478	\$ 52,394	\$ 65,531	\$ 112	\$ 3,956,515
Non-current Liabilities (excluding bonds)	9,015,209	-	3,289,852	5,567,708	18,352,769	369,832	570,397	-	19,292,998
Bonds Payable	28,401,272	-	31,435,556	-	60,396,838	-	-	-	60,396,838
Total Liabilities	39,201,669	-	36,839,674	6,486,782	82,528,075	422,226	635,928	112	83,586,341
Fund Balance	29,029,441	-	11,726,167	(4,250,948)	36,504,660	(6,302,856)	(1,849,780)	576,550	28,928,575
Total Liabilities and Fund Balance	\$ 68,231,110	\$ -	\$ 48,565,841	\$ 2,235,784	\$ 119,032,735	\$ (5,880,629)	\$ (1,213,852)	\$ 576,662	\$ 112,514,916
INCOME STATEMENT									
Revenue	\$ 1,405,780	\$ 42,751	\$ 740,015	\$ 1,036,835	\$ 3,119,381	\$ 37,886	\$ 59,725	\$ 7,689	\$ 3,314,681
Operating Expenses	1,131,840	153,614	639,093	386,423	2,910,370	50,663	86,460	1,087	3,048,580
Net Profit (Loss) before Noncash expense	277,940	(110,263)	100,922	40,412	309,011	(12,777)	(26,735)	6,602	276,101
Provision for Bad debts	(10,434)	-	(3,276)	(5,463)	(19,173)	-	-	-	(18,173)
Interest expense	(72,038)	-	-	-	(72,038)	-	-	-	(72,038)
Depreciation and Amortization	(88,900)	-	(229)	(20,586)	(109,415)	(294)	-	(7,665)	(117,574)
Current Month Income (loss)	\$ 106,868	\$ (110,263)	\$ 97,417	\$ 14,363	\$ 108,385	\$ (13,071)	\$ (26,735)	\$ (1,083)	\$ 87,516
YTD Income (loss)	\$ 360,214	\$ (311,476)	\$ 428,054	\$ 62,129	\$ 538,811	\$ (34,402)	\$ (39,929)	\$ 27,433	\$ 471,913

Professional Advisory Board – Quarterly Meeting

Muscogee Home Health

October 28, 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 August 5, 2019 meeting. Minutes were approved as read by Randy Bell and seconded by Max Brabson.

Board Membership

There was one change to board membership. Shamekia Averette is no longer affiliated with Columbus Hospice but is now working with Thrive Senior Living. She will continue to serve on our Advisory Board.

Staffing Update

It was announced that the agency was able to hire a new nurse, Kimberly Noel on 9/9/2019. It was also announced that Shannon Brooks resigned and is no longer working with home health. We are currently trying to replace her nursing position.

Admission/Visit Statistical Review

Visits and admissions were reviewed for the 1st Quarter of FY 2020 (July 1 – Sept 30, 2019). A comparison of admission statistics with the previous quarter and previous year was shared and it was noted that the agency had a decrease in admissions over the 1st quarter but the number of non admissions was not decreased. A review was conducted of the reasons for non admission with an extended discussion of insurance that are not in network and the increasing difficulties with insurance approvals for home health. Stephanie explained how Humana has now gone to a system of only approving a set number of visits and then requiring extensive and burdensome documentation for additional or increased services. Max asked what percentage of patients were Humana and Woody shared that it is less than 5 % but that other agencies are moving to this type of approval for services.

Next a breakdown of monthly visits, admissions and census was presented and it was noted that admissions for July, August and September were 25, 22 and 25 which is lower than our average of 31 per month for the previous FY. The referrals from both Orchard View and Muscogee Manor were reviewed and it was noted that the admissions from both facilities have declined and are below the previous year numbers. A continued discussion was held as to how an impact can be made to increase referrals from our owned agencies and it was shared that a

meeting with Hospital Authority Administration is being planned with the purpose making a positive change for these specific referrals. Caroline shared the concerns she has with impacting referrals from the local hospitals and MD offices and some reasons include the volume of referral development staff employed by competing agencies, the pre-surgery strategy of one agency with the orthopedic surgeons and the discharge planners failure to include home health in the patient selection for services.

In the review of home health discipline visits and a breakdown of the percentage of visits by discipline, it was noted that the home health aide percentage has significantly increased more so than any other discipline. Woody shared that he has been able to get part time home health aide assistance with patient visits.

Woody also shared a breakdown of the percentage of Medicare patients being admitted to home health with the percentage of Medicare admissions in the most recent quarter being 57% compared to 61% in the previous quarter.

Home Health Quality Data Review

A review of the home health quality data was reviewed for the most recently available quarter being July 1 – Sept 30, 2019. It was noted that the data is being presented in a new format but includes all of the previously used patient satisfaction data. The agency has a summary 5 star rated in patient satisfaction with 5 star ratings in Rating of Patient care, 5 star rating in Would Recommend this agency, 5 star rating in Care of Patients, 5 star rating in Communication between Providers and Patients and a 3 Star rating in Specific Care Issues. A breakdown was conducted of each specific measure and then there was a review of specific patient comments. It was also noted that we are now receiving an annual summary of the Top 5 Drivers of Satisfaction and annual summary of the Top 5 Opportunities for Improvement.

A further discussion was held regarding the Patient Satisfaction rating compared to the Home Health Compare data which measures the improvement in patient care as it relates to the collection of Medicare OASIS data. Home health currently has a 2 Star rating in Home Health compare and the only way to influence this data is thru patients who actually have the ability to improve. Nursing education has been conducted to insure the OASIS data is correct and when appropriate that it show patient improvement. Woody shared that the agency would continue to work toward a more efficient method of improvement of these quality scores.

PDGM

The agency continues toward preparation for PDGM and has received several inservice education sessions on the impact. However the true impact will be seen once the new payment model goes into effect on January 1, 2020.

Marketing Update

Much discussion was held throughout the meeting regarding marketing efforts and how to increase referrals from potential referral sources. Max asked if we had knowledge as to how other agencies are able to get into programs in the hospitals that promote their agencies and Shamekia shared that in her experience, when they had a patient who needed home health services and was at the MD office, the office generally had predetermined the agency they would be referring the patient and that the patient often was not aware that they had a choice. Caroline stated she was aware of this concern and visited MD offices, discharge planners at hospitals and other potential referral sources. The discussion moved back around to the impact that we could potentially have in increasing the referrals from our own owned service lines and it was agreed that this would be a focus for immediate growth.

Annual BBQ Invitation

Woody announced that the Annual BBQ would be held at Orchard View on December 11th and that all board members would be receiving an invitation to this event.

Open Floor

Woody announced that it is flu season and all employees are being offered the flu vaccine and encouraged to get the vaccine. Board members were encouraged to also get the vaccine.

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


The next board meeting is scheduled for January 27, 2020




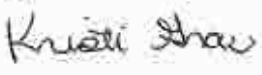

Submitted by:



Woody Odell, BSN RN
Administrator, Muscogee Home Health

**Professional Advisory Committee Members
 August 5, 2019
 Attendance Roster**

<p>Name: Woody O'Dell Title: Administrator, Muscogee Home Health Address: 1725 William s Rd Columbus, Ga 31904 wodell@hacga.com (706)561-0855</p>	<p>Present</p>
<p>Dr. Joseph Lewis Address: 6801 River Rd Suite 301 Columbus, Ga 31904-3352 (706) 494-0694/(706) 494-0695</p>	
<p>Name: Mr. Charles K. Hecht, III Title: Physical Therapist, Muscogee Home Health Address: 1725 Williams Rd Columbus, Ga. 31904 706-561-0588 checht3@aol.com</p>	
<p>Name: Greg Allmendinger Title: Sr. Vice President Wells Fargo Address: 101 13th St Columbus, Ga. 31901 (706) 571-6556 greg.allmendinger@wellsfargo.com</p>	
<p>Name: Mr. Ronald Mack Title: Attorney Address: PO Box 1525 Columbus, Ga. 31902 (706) 324-7171 Email address: ronaldmmack@yahoo.com</p>	
<p>Name: Mr. Dan Doleman Title: Physical Therapist Address: PO Box 12094 Columbus, Ga. 31907-2094 (706) 321-0130 Email Address: Rivertownrehab@hotmail.com</p>	
<p>Name: Pat Killough Address: 5073 Sedona Court Columbus, Ga. 31904 (706) 718-0990 kilo827@aol.com</p>	

<p>Name: Randy Bell Address: PO Box Waverly Hall, Ga. 31831 Cell (706) 332-5131 Email Address: <u>Randyb5888@gmail.com</u></p>	
<p>Name: Lee Brantley Address: 8193 Chapel Lake Midland, Ga. 31820 Email Address: <u>CIBACHROME9@yahoo.com</u></p>	
<p>Name: Shamekia Averett Title: Thrive 706-562-5952 <u>shameika.averett@thriveatgreenisland.com</u></p>	
<p>Name: Richard Saunders Address: 9324 Comanche Rd Columbus, Ga. 31904 (706) 322-6479 <u>Fr2magoo2@aol.com</u></p>	
<p>Name: Kristi Graw Address: 7914 Shallowford Rd. ^{6337 GA Hwy 208} Upatoi, Ga. 31829 ^{waverly Hall} <u>kristen.graw@pw.utc.com</u> ³¹⁸³¹</p>	
<p>Name: Michael Greenblatt Address: PO Box 6369 Columbus, Ga. 31917-6369 (706) 689-1361 <u>Mag18575@aol.com</u></p>	
<p>Name: Max Brabson 1217 Munro Ave Columbus Ga 31907 (706) 661-9875 ³⁹²⁻³²⁰² <u>max.brabson@gmail.com</u></p>	
<p>Name: Beverly Lewis St Francis Hospital Case Management 706-325-9110 <u>Bell1691@att.net</u></p>	

Professional Advisory Board – Quarterly Meeting
Muscogee Home Health
October 28, 2019

AGENDA

- I. Call to Order
- II. Approval of Minutes – August 5, 2019 Board Meeting
- III. Update – Board Membership List
- IV. Staffing Update - New RN
- V. Admission/Visit Statistics Review
- VI. Home Health Quality Data Review
- VII. PDGM – Implementation January 1, 2020
- VIII. Marketing Update
- IX. Annual BBQ Invitation
- X. Open Floor
- XI. Adjournment

Professional Advisory Board – Quarterly Meeting
Muscogee Home Health
August 5, 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 April, 2019 meeting. Minutes were approved as read by Max Brabson and seconded by Richard Saunders (Dicky).

Board Membership

There were no changes to board membership.

Staffing Update

It was announced that Evette Derrickson has transferred to Orchard View. Her position will not be filled at this time and her duties will be absorbed into other staff duties.

Admission/Visit Statistical Review

Visits and admissions were reviewed for the 4th quarter of FY 2019 (April 1, 2019 – June 30, 2019). A comparison of admission statistics with the previous quarter was shared and it was noted that the agency had an increase in quarterly admissions to 93, compared to 74 in the previous quarter. Data was presented regarding reasons for non admissions and it was noted that there was a significant increase in self pay referrals (20 compared to 2 in previous quarter), patients with insurance out of network (22 compared to 5 in previous quarter) and patients who chose another agency (14 compared to 2 in the previous quarter). Woody stated that he did ask Fran to recheck the numbers as the increases were significant. The agency will continue to monitor these numbers to see if there is a developing trend.

Next a breakdown of monthly admissions was provided and reviewed noting that the month of April had the second largest number of admissions in this FY. April admissions were 36 compared to 28 in May and 29 in June. Annual admissions for the agency totaled 345.

A breakdown of referrals that come to us from both Muscogee Manor and Orchard View was conducted. For the FY, Muscogee Home Health received 25 of the 108 discharges from Muscogee Home Health for a 23% discharge rate. The previous year Muscogee Manor discharged 25 referrals to Muscogee home health of the 108 discharges (23%). Orchard View discharged 60 referrals to Muscogee Home Health of the 203 home health discharges. (30%). This was a decline from 40% in FY 2018. This still remains an area of potential improvement for home health referrals/admissions.

A spreadsheet was then presented of a breakdown of visits, census and admissions on a monthly basis and a discussion was held regarding the impact of needing an additional nurse to improve home health admission and visit numbers. The agency provided a total of 8,737 visits in FY 2019 compared to 7,194 in FY 2018 for an 18% increase in visits. The highest number of monthly visits was in the month of October with a total of 961. Nursing visits were consistent at 38% of total visits but PT visits declined and made up 36% of total visits compared to 40% in FY 2018. All other percentages remain consistent with OT at 11%, ST at 3%, and home health aide 12%.

Home Health Quality Data Review

Reviewed data for home health quality for the all 4 quarters in calendar year 2018 and for the last quarter of calendar year 2018. It was noted that the agency has a summary 5 star rating for the calendar year and a summary 5 star rating for the months of October – December 2018. In reviewing a breakdown it was noted that for the calendar year there was 1 unfavorable rating in willingness to recommend agency. The agency did not receive specific notification as to who this patient was or the rationale for not being willing to recommend. There was also one negative rating under Care of Patients composite as one individual stated they did not feel that they were informed and kept up to date.

As was done in the previous board meeting, a discussion was held regarding the difference in the OASIS data used in the home health compare information and star ratings and the public reporting quality data information required by Medicare.

State Home Health/Home Care License Survey Results

The State License survey plan of corrective action was submitted to the Georgia Department of Community Health on 4/24/19 following the state survey conducted on March 25 – 26, 2019. Staff education was conducted on May 2, 2019 regarding the plan of corrective action and chart audits are ongoing regarding the plan of corrective action.

PDGM

Information was shared with the Board regarding the upcoming changes in reimbursement for home health services that will be implemented January 1, 2019. Staff will receive education in October regarding the change in payment by Medicare for services but Fran has been researching and making preparation for Medicare billing as it relates to PDGM.

Ability Ease

The Board was notified that Home Health will convert all billing to electronic during the current fiscal year. The agency has been billing Medicare electronically, but will now bill all services via electronic submission with the exception of workers compensation claims.

Marketing Update

Caroline is out on medical leave so no formal marketing update was presented. The agency continues to work toward increased referrals for owned agencies which includes Muscogee Manor and Orchard View.

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

The next board meeting is scheduled for January 27, 2020.

Submitted by:

Woody ODeil, BSN RN
Administrator, Muscogee Home Health

1ST QUARTER ADVISORY BOARD REPORT

FY 2020

JULY 1, 2019 – SEPTEMBER 30, 2019

OCTOBER 28, 2019

Total Patients Referred	148
Total Patients Admitted	72
Total Patients Discharged	73
Total Non-Admits	76
September 30, 2019 Census	42

Non Admission Referrals/Reasons

14	Unable to meet patient needs
4	Refused services
11	Out of service area
4	Unable to contact patient
1	Transferred to Rehab
29	Insurance not in network
10	Chose another agency
1	Deceased prior to admission
3	Chose Hospice
76	TOTAL

4th QUARTER ADVISORY BOARD REPORT

FY 2019

APRIL 1, 2019 – JUNE 30, 2019

AUGUST 5, 2019

Total Patients Referred	169
Total Patients Admitted	93
Total Patients Discharged	94
Total Non-Admits	76
June 30, 2019 Census	43

Non Admission Referrals

4	Unable to meet patient needs
8	Refused services
3	Out of service area
1	Unable to contact patient
20	Self pay (no payment source)
4	Patient went to Rehab
22	Insurance not in network
14	Chose another agency

1st QUARTER ADVISORY BOARD REPORT
FY 2019

Muscogee Home Health
July 1, 2018 – September 30, 2018

September 30, 2018

Total Patients Referred:	126
Total Patients Admitted:	85 (68% conversion)
Total Patients Discharged:	91
Total Non-Admitted:	41
June 30, 2018 Census:	55

Non-Admission Patients

- 7 not in network
- 4 unable to meet patient needs
- 1 expired before being admitted
- 12 refused home health services
- 3 out of service area
- 7 chose another agency
- 1 not home appropriate
- 3 chose inpatient rehabilitation
- 2 chose hospice
- 1 chose outpatient services

Date : 10/24/2019

Time : 5:36 AM

Group : Management

Name : Admission Statistics - Carry Over

Muscogee Home Health Agency

Primary Payor : ALL PAYOR

Date From : 07/31/2019 To :09/30/2019

Admission	Payer	Number of Admission	Number of P:
ALL PAYOR			
Clinic or Physicians Office			5
Non-Health Care Facility Point of Origin			8
Transfer from an SNF			18
Transfer from hospital			41
	Payor Total :		72
	Grand Total :		72

Date : 10/24/2019

Time : 5:37 AM

Group : Management

Name : Admission Statistics - Carry Over

Muscogee Home Health Agency

Primary Payor : Medicare Part A

Date From : 07/01/2019 To : 09/30/2019

Admission **Payer** **Number of Admission** **Number of P:**

<i>Medicare Part A</i>	
Clinic or Physicians Office	2
Non-Health Care Facility Point of Origin	4
Transfer from an SNF	13
Transfer from hospital	22
Payor Total :	41
Grand Total :	41

Date : 10/24/2019

Time : 6:04 AM

Group : Management

Name : Admission Statistics - Carry Over

Muscogee Home Health Agency

Primary Payor : ALL PAYOR

Date From : 07/01/2018 To : 09/30/2018

Admission Payer Number of Admission Number of P:

ALL PAYOR	
Clinic or Physicians Office	3
Non-Health Care Facility Point of Origin	4
Transfer from an SNF	25
Transfer from another health care facility	2
Transfer from hospital	51
Payor Total :	85
Grand Total :	85

Date : 10/25/2019

Time : 10:15 AM

Group : Management

Name : Admission Statistics - Carry Over

Muscogee Home Health Agency

Primary Payer : Medicare Part A

Date From : 07/01/2018 To : 09/30/2018

Admission Payer Number of Admission Number of P.

<i>Medicare Part A</i>	
Clinic or Physicians Office	2
Non-Health Care Facility Point of Origin	3
Transfer from an SNF	17
Transfer from hospital	30
Payor Total :	52
Grand Total :	52

Visits Tracking FY 2020															
	SN	%	PT	%	OT	%	ST	%	HHA	%	MSW	%	Total	Census	Admissions
July	265	37.5%	241	34.1%	50	7.1%	39	5.5%	111	15.7%	-	0.0%	706	47	25
August	226	38.4%	179	30.4%	62	10.5%	39	6.6%	82	13.9%	-	0.0%	588	36	22
Sept	197	34.4%	181	31.6%	54	9.4%	21	3.7%	119	20.8%	1	0.2%	573	42	25
Oct		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
Nov		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
Dec		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!	-		
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!	-		
														40	972
Y 2019 (total)	3,319	38.0%	3,110	35.6%	939	10.7%	271	3.1%	1,079	12.3%	19	0.2%	8,737	52	345
Y 2018 (total)	2,883	38.9%	2,925	39.5%	853	11.5%	133	1.8%	600	8.1%	16	0.2%	7,410	36	363
Y 2017 (total)	2,092	43.8%	2,202	46.1%	298	6.2%	26	0.5%	158	3.3%	1	0.0%	4,777	34	287

Muscogee Home Health
Admissions from Orchard View and Muscogee Manor

	FY 2019						FY 2020					
	Orchard View			Muscogee Manor			Orchard View			Muscogee Manor		
	To MHH	Total HH	%	To MHH	Total HH	%	To MHH	Total HH	%	To MHH	Total HH	%
July	7	15	46.7%	3	6	50.0%	6	21	28.6%	-	8	0.0%
August	8	19	42.1%	4	8	50.0%	6	16	37.5%	-	3	0.0%
September	4	14	28.6%	2	9	22.2%	6	20	30.0%	2	3	66.7%
October	4	19	21.1%	-	10	0.0%			#DIV/0!			#DIV/0!
November	5	21	23.8%	1	16	6.3%			#DIV/0!			#DIV/0!
December	6	16	37.5%	3	8	37.5%			#DIV/0!			#DIV/0!
January	3	13	23.1%	1	7	14.3%			#DIV/0!			#DIV/0!
February	8	22	36.4%	1	6	16.7%			#DIV/0!			#DIV/0!
March	2	13	15.4%	4	9	44.4%			#DIV/0!			#DIV/0!
April	7	18	38.9%	3	10	30.0%			#DIV/0!			#DIV/0!
May	2	19	10.5%	3	9	33.3%			#DIV/0!			#DIV/0!
June	4	14	28.6%	-	10	0.0%			#DIV/0!			#DIV/0!
Total	61	303	29.6%	25	108	23.1%	18	57	31.6%	2	14	14.3%
Average	5.00			2.08			6.00			0.67		

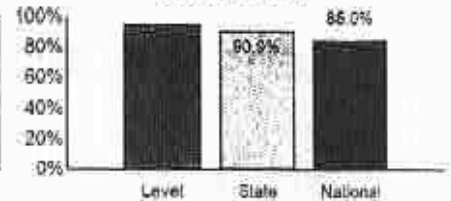
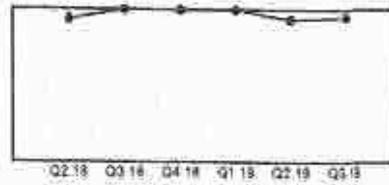
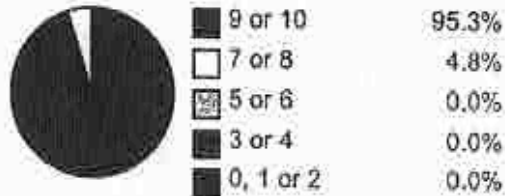
Results based on only CMS Complete surveys reported by survey return date

Interim results. Only CMS-published results are official.

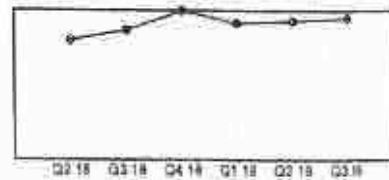
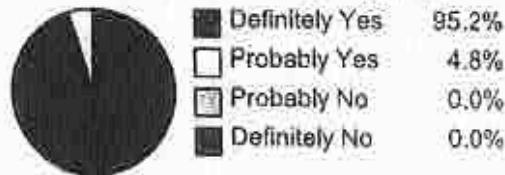
GLOBAL MEASURES

HCF Summary Star Rating: ★★★★★

Rating of patient care (# 20)

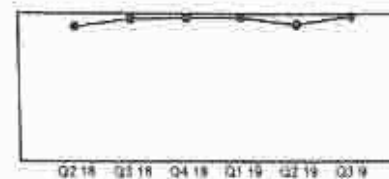


Would recommend this agency (# 25)

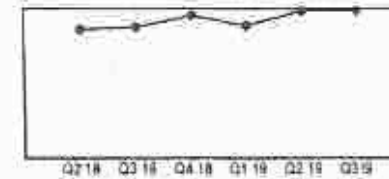
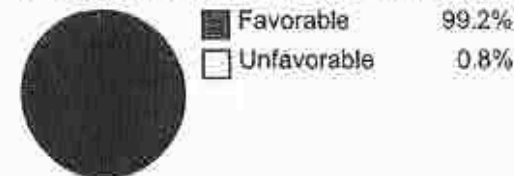


COMPOSITE MEASURES

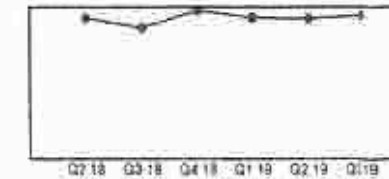
Care of patients (# 9, 16, 19, 24)



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 only CMS Complete surveys reported by survey return date.

Interim results. Only CMS-published results are official.

#	Comparison Group: HCF National	National	Overall Total
GLOBAL MEASURES			
20	Rating of patient care (9 or 10)	81.2%	88.2%
25	Would recommend this agency (Definitely yes)	85.0%	90.9%
		77.5%	85.6%
CARE OF PATIENTS			
9	Providers were informed and up-to-date (Always)	88.2%	91.9%
16	Treated you as gently as possible (Always)	73.2%	80.3%
19	Treated you with courtesy and respect (Always)	90.8%	94.5%
24	Had problems with care (No)	93.9%	96.0%
		94.9%	96.9%
COMMUNICATION BETWEEN PROVIDERS AND PATIENTS			
2	Told you about care and services (Yes)	85.6%	89.1%
15	Informed about arrival time (Always)	96.5%	97.0%
17	Explained in a way you understand (Always)	79.3%	81.2%
18	Listened carefully to you (Always)	82.9%	87.5%
22	Received help or advice when contacting office (Yes)	84.8%	88.7%
23	Amount of time to get help or advice (Same day)	93.8%	97.6%
		76.3%	82.9%
SPECIFIC CARE ISSUES			
3	Talked about how to set up home (Yes)	82.7%	82.5%
4	Talked about medicines you are taking (Yes)	83.9%	85.6%
5	Asked to see medicines (Yes)	90.2%	91.8%
10	Talked about pain (Yes)	83.6%	87.2%
12	Talked about purpose for medicines (Yes)	90.9%	91.2%
		84.9%	84.9%

Statistical comparison indicator identifies if your score is statistically significantly higher (↑) or lower (↓) than the National.

Results based on only CMS Complete surveys reported by survey return date

Interim results. Only CMS-published results are official.

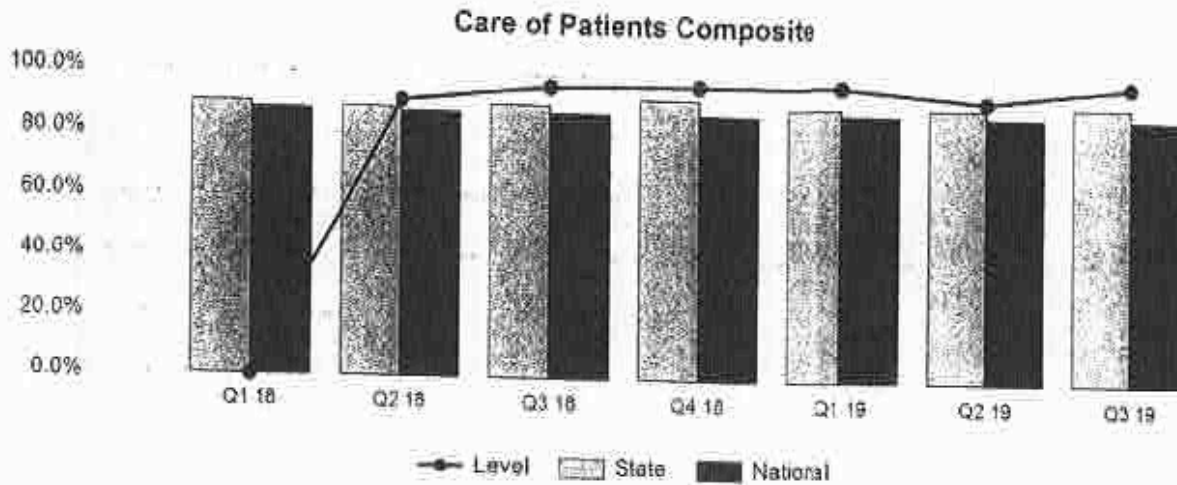
13	Talked about when to take medicines (Yes)	78.1%	73.7%	100.0%
14	Talked about side effects of medicines (Yes)	66.9%	63.3%	100.0%
CARE AND SERVICE MEASURES				
a	Service of person who scheduled care (Excellent or Very good)	89.8%	92.3%	100.0%
b	Concern shown by nurses (Excellent or Very good)	91.4%	92.6%	100.0%
c	Concern shown by aides (Excellent or Very good)	88.4%	92.7%	100.0%
d	Concern shown by therapists (Excellent or Very good)	92.0%	95.4%	100.0%
e	Respect shown for personal privacy (Excellent or Very good)	90.4%	91.5%	94.1%
f	Respect shown for personal items (Excellent or Very good)	92.7%	95.0%	100.0%
g	Likelihood to use services again (Very likely or Somewhat likely)	93.7%	94.2%	100.0%

Statistical comparison indicator identifies if your score is statistically significantly higher (↑) or lower (↓) than the National

Results based on only CMS Complete surveys reported by survey return date.

Interim results. Only CMS-published results are official.

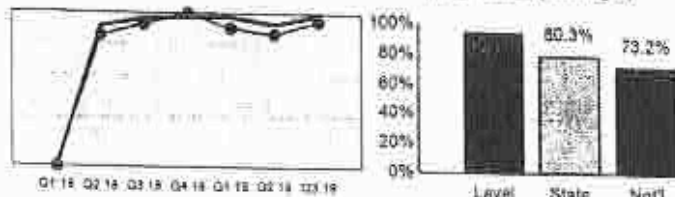
COMPOSITE MEASURE TREND



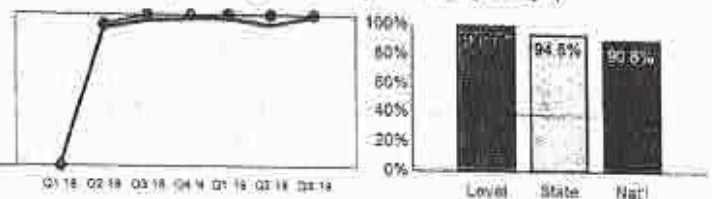
COMPONENT MEASURES

— Composite — Component question

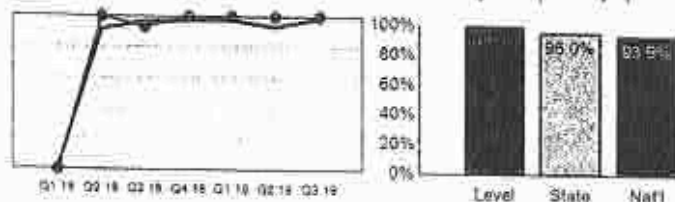
9. Providers were informed and up-to-date (Always)



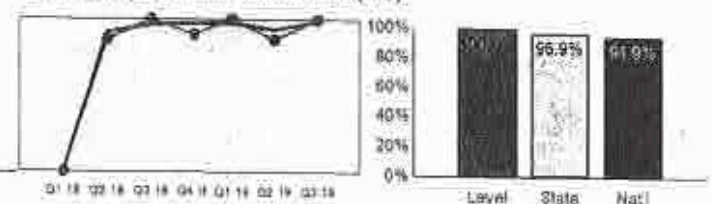
16. Treated you as gently as possible (Always)



19. Treated you with courtesy and respect (Always)



24. Had problems with care (No)

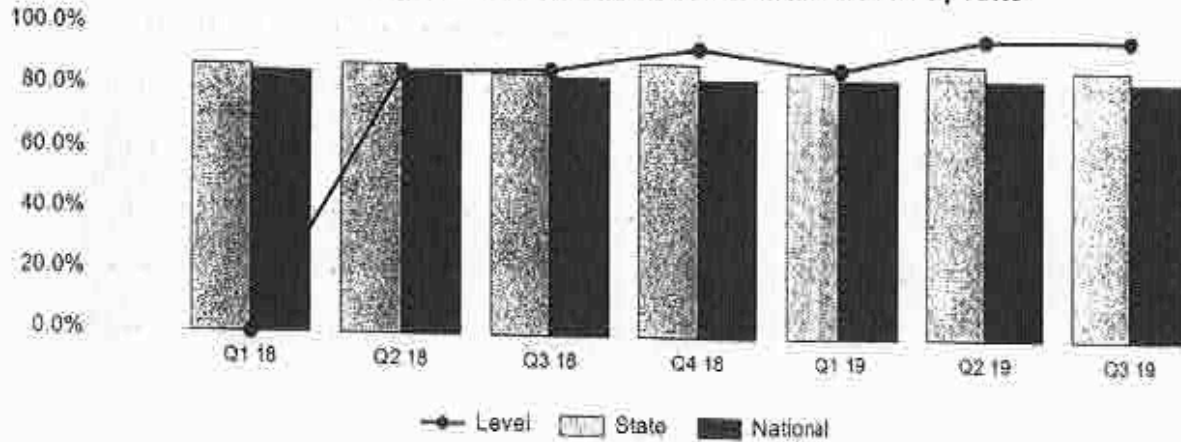


Results based on only CMS Complete surveys reported by survey return date.

Interim results. Only CMS-published results are official.

COMPOSITE MEASURE TREND

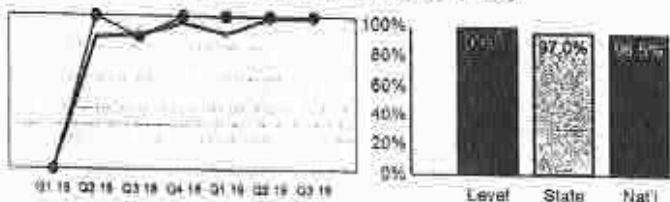
Communication Between Providers and Patients Composite



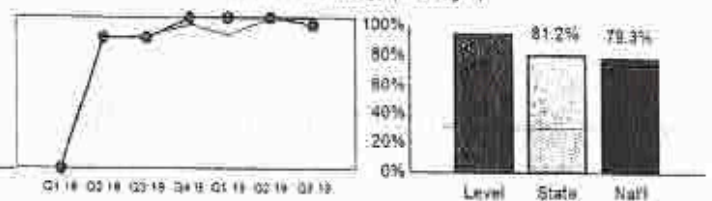
COMPONENT MEASURES

— Composite — Component question

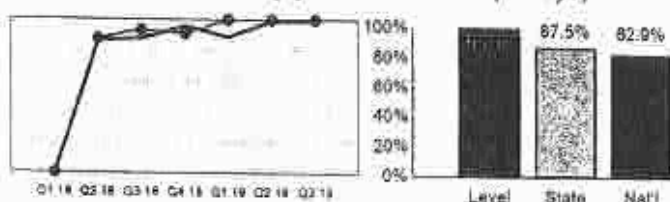
2. Told you about care and services (Yes)



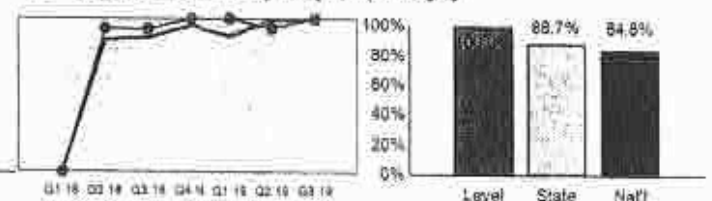
15. Informed about arrival time (Always)



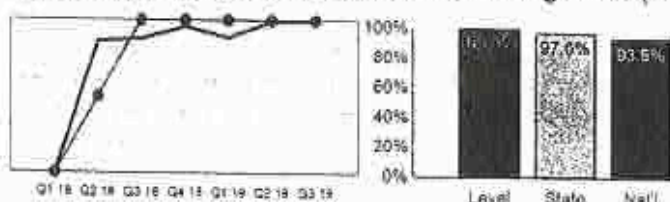
17. Explained in a way you understand (Always)



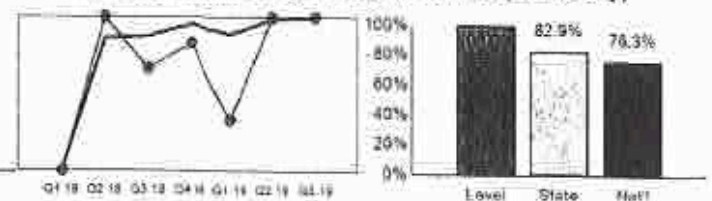
18. Listened carefully to you (Always)



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



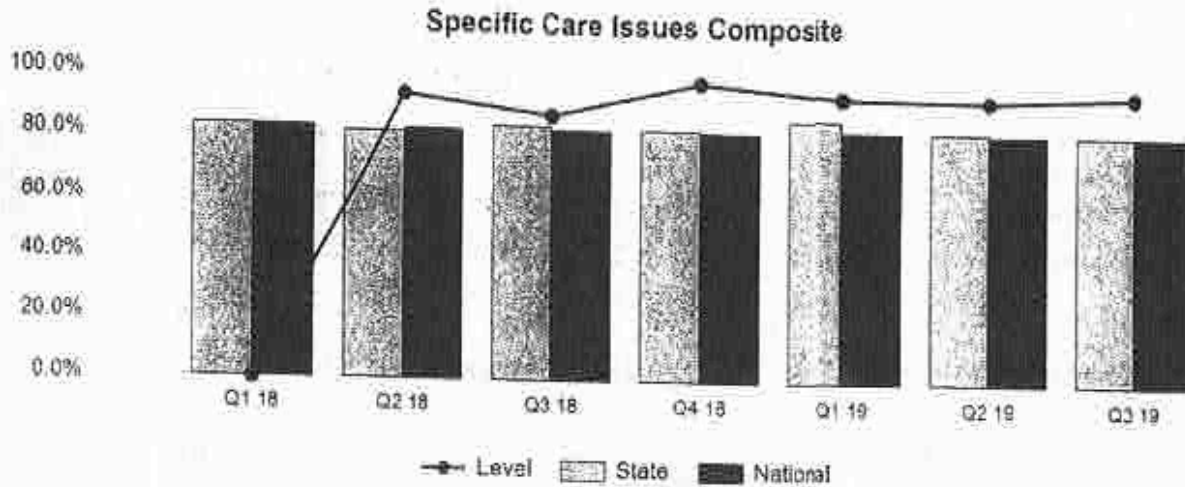
23. Amount of time to get help or advice (Same day)



Results based on only CMS Complete surveys reported by survey return date.

Interim results. Only CMS-published results are official.

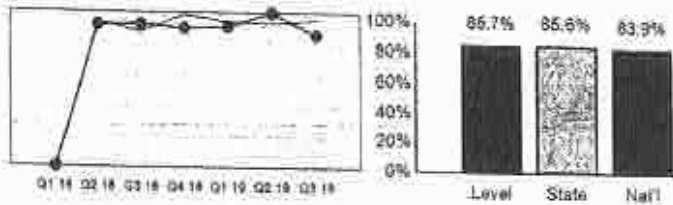
COMPOSITE MEASURE TREND



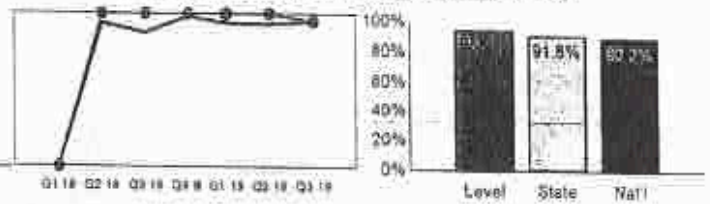
COMPONENT MEASURES

— Composite — Component question

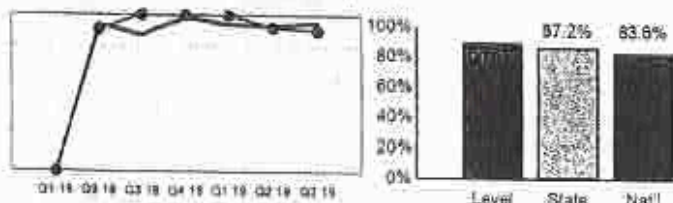
3. Talked about how to set up home (Yes)



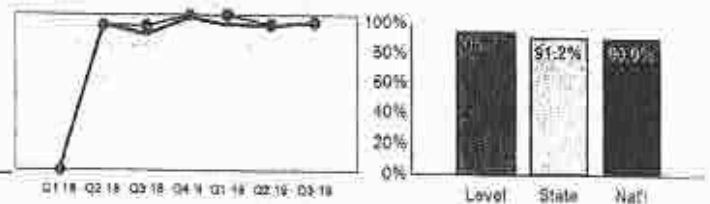
4. Talked about medicines you are taking (Yes)



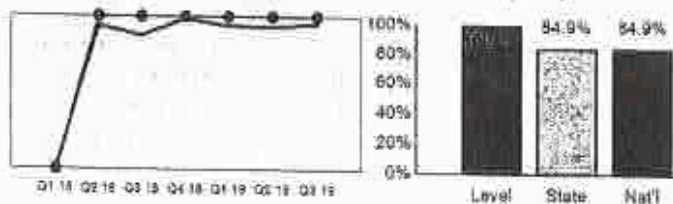
5. Asked to see medicines (Yes)



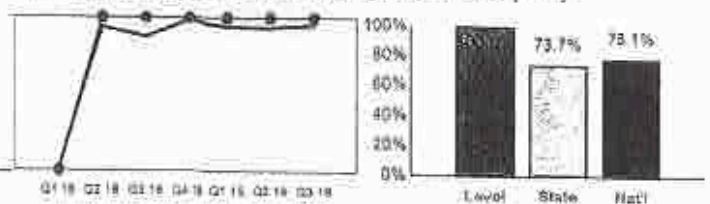
10. Talked about pain (Yes)



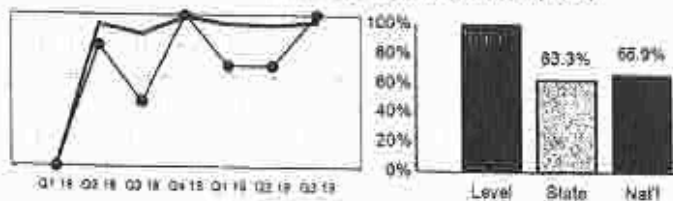
12. Talked about purpose for medicines (Yes)



13. Talked about when to take medicines (Yes)



14. Talked about side effects of medicines (Yes)



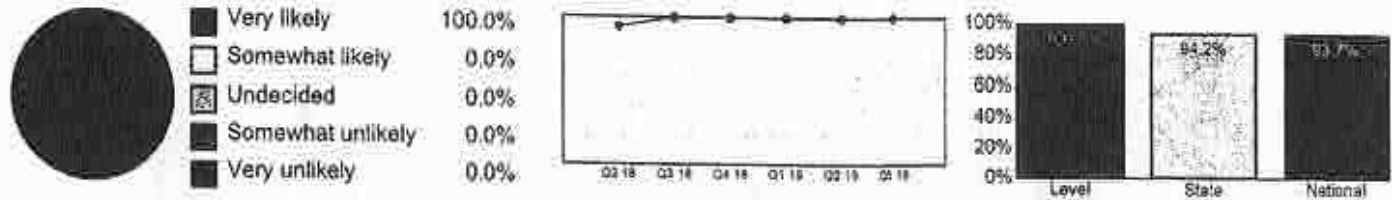
HCAHPS Analytics

Results based on only CMS Complete surveys reported by survey return date.

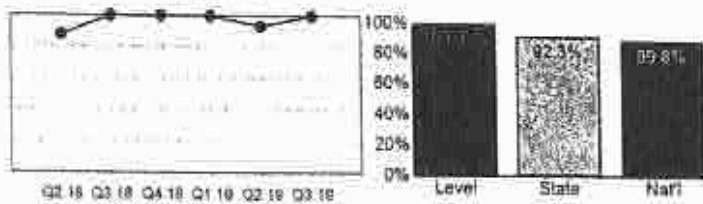
Interim results. Only CMS-published results are official.

CARE & SERVICE MEASURES

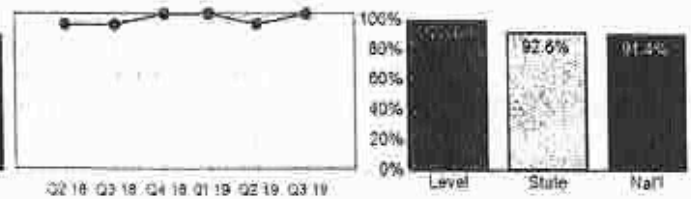
Likelihood to use services again
(Very likely or Somewhat likely)



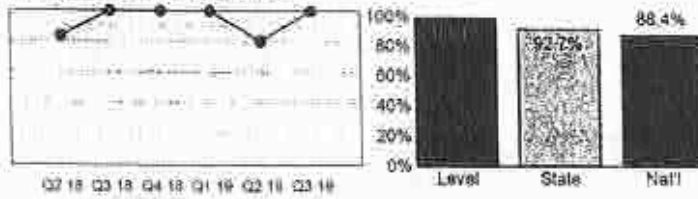
Service of person who scheduled care
(Excellent or Very good)



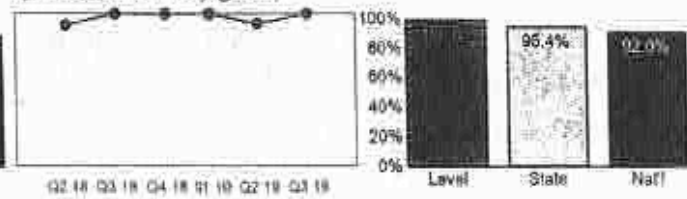
Concern shown by nurses
(Excellent or Very good)



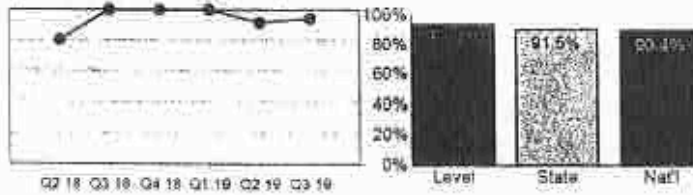
Concern shown by aides
(Excellent or Very good)



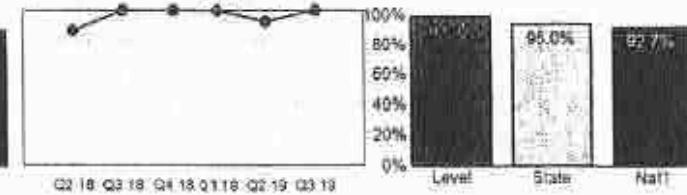
Concern shown by therapists
(Excellent or Very good)



Respect shown for personal privacy
(Excellent or Very good)



Respect shown for personal items
(Excellent or Very good)



HHCAPHS
Results based on only CMS Complete surveys reported by sample month.
Interim results. Only CMS-published results are official.
TOP 5 DRIVERS OF SATISFACTION

These HHCAPHS questions represent the top drivers of satisfaction for your agency as they have the strongest relationship, or correlation, with each of the Global Measures. The strength of the relationship is determined through statistical analysis of your agency's performance scores based on the parameters selected when generating this report.

20	Rating of patient care (9 or 10)
15	Informed about arrival time (Always)
18	Listened carefully to you (Always)
9	Providers were informed and up-to-date (Always)

25	Would recommend this agency (Definitely yes)
9	Providers were informed and up-to-date (Always)
18	Listened carefully to you (Always)

Relationship Strength Large Medium Small

TOP 5 OPPORTUNITIES FOR IMPROVEMENT

The HHCAPHS questions listed below have the greatest opportunity for improvement based on the comparison of your agency's performance scores and those of the top performing agencies in the data set.

CMS Complete Surveys: 56	National	Top Performers	Your Score	Difference
23 Amount of time to get help or advice (Same day)	76.1%	94.7%	86.7%	8.0%
14 Talked about side effects of medicines (Yes)	66.7%	90.9%	84.2%	6.7%
24 Had problems with care (No)	94.9%	99.7%	94.3%	5.4%
3 Talked about how to set up home (Yes)	83.9%	95.2%	90.2%	5.0%
5 Asked to see medicines (Yes)	84.0%	98.5%	93.8%	4.7%

Performance Categories > 80th percentile 40th - 80th percentile 20th - 40th percentile < 20th percentile

For more information about how to utilize this report, refer to the Top 5 Report Guide available in the User & Report Guides section of the HEALTHCAREfirst HHCAPHS Resource Library.

HCAHPS Analytics

Muscogee Home Health
Client: Muscogee Home Health
Q3 2019 (7/1/2019 - 9/30/2019)

Results based on only CMS Complete surveys reported by survey return date.

Interim results. Only CMS-published results are official.

⊕ Survey ID: 1448611420 Patient Name: [REDACTED] Mail Date: 07/16/2019
Sample Month: Jun 2019 Patient ID: 2729 Return Date: 08/02/2019
Location/Team: Muscogee Home Health

ALL MY RN'S, P.T., AND O.T., WERE GREAT! VERY CARING HOME HEALTH AGENCY! BEST IN COLUMBUS.

⊕ Survey ID: 1646400420 Patient Name: [REDACTED] Mail Date: 08/15/2019
Sample Month: Jul 2019 Patient ID: 2753 Return Date: 08/26/2019
Location/Team: Muscogee Home Health

I WOULD HIGHLY RECOMMEND USING THE AGENCY FOLLOWING KNEE SURGERY FOR NURSING AND PHYSICAL THERAPY. CONVENIENT AND PERSONALIZED WAY TO RECOVER AT HOME.

⊕ Survey ID: 1646401420 Patient Name: [REDACTED] Mail Date: 08/15/2019
Sample Month: Jul 2019 Patient ID: 2745 Return Date: 09/03/2019
Location/Team: Muscogee Home Health

I HAVE BEEN COMPLETELY HAPPY WITH ALL WHO HELP ME. THANK THEM FOR ME.

⊕ Survey ID: 1646401420 Patient Name: [REDACTED] Mail Date: 08/15/2019
Sample Month: Jul 2019 Patient ID: 2745 Return Date: 09/03/2019
Location/Team: Muscogee Home Health

I WAS VERY PLEASED WITH MY TREATMENTS, AND THE CONCERN ALL THE PEOPLE HAD. I WAS VERY PLEASED WITH EVERYONE FOR THEIR KINDNESS, RESPECT, AND INTEREST, AND HELP. WHEN THE TREATMENTS WERE OVER, I MISSED THEM VERY MUCH AND THANK THEM.

⊕ Survey ID: 1646405420 Patient Name: [REDACTED] Mail Date: 08/15/2019
Sample Month: Jul 2019 Patient ID: 2757 Return Date: 09/23/2019
Location/Team: Muscogee Home Health

I COULD NOT ASK FOR BETTER SERVICE FROM HOME HEALTH.

⊕ Survey ID: 1646407420 Patient Name: [REDACTED] Mail Date: 08/15/2019
Sample Month: Jul 2019 Patient ID: 2758 Return Date: 08/23/2019
Location/Team: Muscogee Home Health

MARIE, CANDI, RHONDA, THANK YOU!

Ⓢ Survey ID: 1646416420 Patient Name: [REDACTED] Mail Date: 08/15/2019
Sample Month: Jul 2019 Patient ID: 2744 Return Date: 09/16/2019
Location/Team: Muscogee Home Health

I WAS NOT DISABLED.

HHCAPHS Analytics

Results based on only CMS Complete surveys reported by survey return date.

Interim results. Only CMS-published results are official.

Positive
 Question or Suggestion
 Negative
 Serious
 Call Back
 Unassigned

- Survey ID:** 1023272420 **Patient Name:** [REDACTED] **Mail Date:** 05/20/2019
Sample Month: Apr 2019 **Patient ID:** 2644 **Return Date:** 07/02/2019
Location/Team: Muscogee Home Health
- MY MOTHER IS IN AN ADVANCED STAGE OF DEMENTIA. THEREFORE I HAVE RELAYED MY EXPERIENCE WITH THE STAFF AT MUSCOGEE HOME HEALTH. I'M HER DAUGHTER AND CAREGIVER. I APPRECIATE THE KINDNESS AND PROFESSIONAL CARE SHOWN TO MY MOTHER. THANK YOU!
- Survey ID:** 1251765420 **Patient Name:** [REDACTED] **Mail Date:** 06/20/2019
Sample Month: May 2019 **Patient ID:** 2655 **Return Date:** 07/25/2019
Location/Team: Muscogee Home Health
- WOODY. EXCELLENT PERSON AND NURSE.
- Survey ID:** 1251768420 **Patient Name:** [REDACTED] **Mail Date:** 06/20/2019
Sample Month: May 2019 **Patient ID:** 2692 **Return Date:** 07/01/2019
Location/Team: Muscogee Home Health
- WE WERE VERY HAPPY WITH MUSCOGEE HOME HEALTH CARE.
- Survey ID:** 1251778420 **Patient Name:** [REDACTED] **Mail Date:** 06/20/2019
Sample Month: May 2019 **Patient ID:** 2677 **Return Date:** 07/01/2019
Location/Team: Muscogee Home Health
- WOODY ODELL, RN, WAS EXCEPTIONALLY COMPETENT, HELPFUL. I WOULD HOPE THAT IF I EVER NEED HOME HELP AGAIN, I COULD REQUEST THE SAME CARE.
- Survey ID:** 1251791420 **Patient Name:** [REDACTED] **Mail Date:** 06/20/2019
Sample Month: May 2019 **Patient ID:** 2666 **Return Date:** 07/29/2019
Location/Team: Muscogee Home Health
- I HAD A VERY GOOD EXPERIENCE. THANK YOU.
- Survey ID:** 1251780420 **Patient Name:** [REDACTED] **Mail Date:** 06/20/2019
Sample Month: May 2019 **Patient ID:** 2678 **Return Date:** 07/29/2019
Location/Team: Muscogee Home Health
- GREAT TEAM OF NURSES AND THERAPISTS. THANKS FOR ALL THAT YOU DO.
- Survey ID:** 1448599420 **Patient Name:** [REDACTED] **Mail Date:** 07/16/2019
Sample Month: Jun 2019 **Patient ID:** 2721 **Return Date:** 08/05/2019
Location/Team: Muscogee Home Health
- I WAS VERY BLESSED TO HAVE WOODY O'DELL AS MY NURSE. HE IS ALWAYS SO CARING AND FULL OF KNOWLEDGE. MARIE JONES IS A DOLL. MARIE IS FULL OF ENERGY, LOVE, AND ENCOURAGING WORDS. I CAN'T THANK THEM ENOUGH FOR ALL OF THEIR LOVE AND SUPPORT.