

COMPANY:
Guardian
Healthcare

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▲ Lisa Fallin
Customer Service Specialist
Guardian Healthcare

Raising the Bar on Care Delivery with Deyta's Comprehensive HHCAHPS Program

THE CHALLENGE

Having the right reporting insights for improving care delivery

Guardian Healthcare began using the HHCAHPS Survey in 2010 when HHAs were required to implement this CMS requirement. With having a high priority on service excellence within their own organization, customer service was one of the key criteria on which vendors were evaluated. **Guardian selected Deyta based on responsive customer service and the value provided in Deyta's Public Reporting Dashboards, Comment Alerts! and having agency branded surveys.**

While the HHCAHPS Survey was new for them, their focus on customer service was anything but. Guardian actually has a customer service department responsible for ensuring system-wide service excellence which at the time included internal satisfaction survey administration and reporting. In making the transition to the CMS required HHCAHPS Survey, Guardian gained a new toolset for proactively managing staff and operational processes as well as new perspectives on performance with valuable comparative analysis to Deyta's national benchmarks.

“With Deyta's reporting insights, the leadership team developed a greater understanding of how our results make a difference,” said Lisa Fallin, Customer Service Specialist. “This ushered in a whole new set of initiatives for how we improve processes and staff education.”

THE SOLUTION

Leveraging patient comments and reports for improvement

As a patient advocate, Fallin oversees HHCAHPS and worked with Guardian's leaders to institute a corrective action program using Deyta's Comment Alert! System. Anytime a negative or serious comment is received, Fallin and the branch managers are notified via an alert email. The branch manager works with appropriate staff to address any issues, and they are required to send Fallin a response on the corrective action taken within a week of receiving the notification. **“The patient comments have been really valuable for identifying staff issues and working with individuals to improve their performance,”** said Fallin.

Based on opportunities for improvement, Fallin works with a clinical education specialist who provides in-services to staff, teaching them ways to address various issues with patients. The branch manager then works with staff to reinforce what has been taught and ensure new process changes are followed. Like many HHAs, primary areas of focus for Guardian have been communication about the side effects of medications and home safety.

“I love Deyta's Public Reporting Dashboards because they allow us to easily see all of the publicly reported measures and easily drill into what questions may be influencing the overall composite scores. I've seen reports from other vendors and they are complicated. Deyta makes our data easy to understand and presents it in a way that it becomes actionable,” added Fallin.

THE RESULT

Raising performance on the HCAHPS global questions to above the national average

By instituting new processes and proactively engaging staff with patient feedback, **Guardian Healthcare saw measurable improvement over a one year period.** From Q1 2013 to Q4 2013, they **improved company wide performance on the Overall Rating of Care question by 2.3 percentage points** to exceed Deyta's national benchmark by almost a percentage point for Q4 2013.

For the same time period, they also **improved on the Willingness to Recommend question by an impressive 4 percentage points**, exceeding Deyta's national benchmark by 2 percentage points for Q4 2013.

Many agencies the size of Guardian find it extremely difficult to move the needle on performance more than a percentage point over a one year period. For Guardian, this kind of performance improvement represents an agency not only dedicated to providing high quality care but one that is agile enough to develop and execute meaningful system-wide processes with a real impact.

"Deyta's comment alerts, easy-to-read reports and responsive client service manager have been central to our improvement," said Fallin. "We've even requested custom reports to gain deeper insights into our data and Deyta has delivered."

Guardian Healthcare celebrates their success in many ways. One way is by sending congratulatory emails to branch managers to reward positive performance. The branch managers celebrate with their clinicians and case managers at weekly meetings. Patient satisfaction is a company-wide affair with the result being a higher standard for care delivery.

About Guardian Healthcare

Guardian Healthcare is an Evolution Health company providing interventional chronic disease management and care delivery, specializing in transitional care and customer focused skilled nursing and therapy services in the home. Headquartered in Dallas, TX, Guardian has over 1,100 employees managing a census of approximately 7,700 patients throughout 27 Medicare-certified home health agencies in Texas, Ohio, Indiana and Oklahoma.

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ABOUT DEYTA

Deyta's software and services for Home Health and Hospice agencies provide high definition answers with precision guidance derived from mountains of misleading and sometimes missing data. We eliminate indecision and uncertainty to clearly understand what is important and what to do about it.

- ◆ Improve total operational and clinical quality.
- ◆ Better satisfy patients and their families.
- ◆ Attract more high-value referrals.
- ◆ Create enterprise efficiencies and cost control.
- ◆ Elevate the success in every aspect of your organization.

Contact us to learn more about how Deyta can help you.

info@deyta.com
888.893.1937 x151

DEYTA.com

7400 New LaGrange Rd., Ste. 200
Louisville, KY 40222

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