



**2026 ANNUAL
CONFERENCE & EXPO**
Celebrating 60 Years
Then. Now. Next.



Habits of Ineffectual Outcome Management
(Or, How to destroy your HHVBP and Star Rating)

Thursday, June 25, 2026 10:15am-11:45am

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Presenters
Lisa Selman-Holman and Annette Lee



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**No final DC assessment
Bad Habit- No matter what you call it!
DDC, NVDC, BODC**

Discharges without a visit to complete the OASIS

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What's the Requirement?

Discharge from agency services requires an *in person visit* to complete the assessment.

A Discharge (DC) OASIS is required within 2 days of discharge.

- Agency policy may dictate the date of discharge, e.g., date of the last visit or, 2 days after last visit in the case of a required notice of discharge to the patient or request for discharge.

In the case of an unplanned discharge, CMS still requires the DC OASIS to be based on an assessment. There is no OASIS guidance allows for a "non-visit" discharge OASIS assessment.



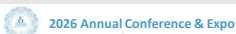
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Benefits of Completing a Compliant DC OASIS

An accurate discharge OASIS assessment and a timely discharge are essential to keeping that patient safe at home.

An effective discharge is even more important with the Discharged to Community—Post Acute Care VBP claims-based outcome (and impacts MSPB, too).

You need a real end timepoint for the outcomes (Improvement in Oral Med Management, Improvement in Dyspnea, DC Function)



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Should We Recertify or Discharge the Patient?

• *Discharge*

- | | | |
|--|---------------|---|
| <ul style="list-style-type: none"> • Of course I'm going to recert her. Who will take care of her if we don't? • I think we should recert him because he doesn't want us to go. • I need to recert, because I get extra money if I don't discharge. • If I discharge, I have to complete that LONG OASIS. • She is my favorite patient. | <i>Recert</i> | <ul style="list-style-type: none"> • I say we discharge. He keeps refusing all my visits even after we agree on a day & time. • She keeps hiding her meds and saying that she took them. • I'm coming to the end of the first 30 days (or 60 days). I have to discharge. • He lives 27 miles beyond my next farthest-away patient and I'm tired of driving that much. |
|--|---------------|---|



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From Bad to Worse

The patient refused another visit, so the decision was made to do an NBDC. The PT was the last qualified clinician that saw the patient, but she doesn't do OASIS, so the RN who saw the patient 3 weeks ago will complete the DC OASIS.

No communication with the patient regarding DC plans or arrangements for seeing the physician or getting her meds from the pharmacy

No good way to determine how to answer the GG items or other items at DC.



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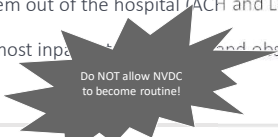
Impact of BODC

No real discharge plan

Were goals met? Was the patient set up for success?

DTC-PAC—for 31 days after that patient's discharge from your care, you need to keep them out of the hospital (ACH and LTCH) and alive.

MSPB—counts most inpatient and observation stays within 30 days of DC



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What to Do

DC planning from the first visit, emphasizing the patient's goal.

Get a *meaningful* "Patient Centered Goal"

Emphasize with the patient ready to be discharged the importance of completing the DC OASIS in person

- It helps to tell the patient that it is a Medicare requirement.


Keep in touch with that patient after discharge.

- Care calls
- Ensure the patient knows how to reach the agency with questions

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Not Using the AMA DC Status Code



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Here's where DTC is on your VBP reports.

CY 2025 Measure Set: Final Achievement Thresholds and Benchmarks

Measure	Data Period [b]	Achievement Threshold [c]		Benchmark [c]	
		Smaller-volume Cohort	Larger-volume Cohort	Smaller-volume Cohort	Larger-volume Cohort
OASIS-based Measures					
Discharge Function (DC Function)	12-31-2023	51,355	62,350	91,426	83,179
Improvement in Discharge	12-31-2023	89,340	89,492	106,000	99,423
Improvement in Management of Oral Medications	12-31-2023	73,666	85,175	99,997	98,746
Claims-based Measures					
Discharge to Community - Post Acute Care (DTC-PAC)	12-31-2023	75,665	85,163	93,536	95,089
Potentially Preventable Hospitalizations (PPH)	12-31-2023	10,066	10,003	7,565	6,302
HCAHPS Survey-based Measures					
Care of Patients	12-31-2023	-	89,507	-	94,585
Communications Between Providers and Patients	12-31-2023	-	86,821	-	93,192
Specific Care Issues	12-31-2023	-	82,373	-	91,267
Overall Rating of Home Health Care	12-31-2023	-	86,328	-	94,687
Willingness to Recommend the Agency	12-31-2023	-	80,226	-	93,391

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Discharge to Community-PAC

Care Compare simplifies it

- Numerator**
 - Number of home health stays for patients who have a Medicare fee-for-service claim with patient discharge status codes 01 and 81, don't have an unplanned admission to an acute care hospital or LTCH in the 31-day post-discharge observation window, and who remain alive during the post-discharge observation window.
- Denominator**
 - Number of home health stays that begin during the 2-year observation period.

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Exclusions

Home health stays discharged:

- to psychiatric hospital,
- against medical advice,
- to disaster alternative care sites or federal hospitals, court/law enforcement, or hospice;
- enrolled in hospice in the post-discharge observation window;
- not continuously enrolled in Medicare Parts A and B or enrolled in Part C;
- a short-term acute care stay or psychiatric stay for non-surgical treatment of cancer in the 30 days prior to PAC admission
- discharge to another home health agency; or
- baseline nursing facility residents who return to nursing home as place of residence.

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Against Medical Advice Discharges

3. Discharges against medical advice

Rationale: Patients who discharge themselves against medical advice are excluded because their care plan may not have been fully implemented, and the discharge destination may not reflect the agency's discharge recommendation. Additionally, patients discharged against medical advice may potentially be at higher risk of post-discharge admissions or death, depending on their medical condition, or due to potential non-adherence or non-compliance with care recommendations.

Disappears off the face of the Earth

Refused further visits

Discharge because of non-compliance

Document discussion with the provider!!

Patient's right to self-determination or autonomy while attempting to do what you think is best for the patient

Inadequately treated medical problems can result in the need for readmission

NOMNC

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When is 07 appropriate?

The patient voluntarily terminates services before the planned discharge date without clinician agreement.

The patient refuses further skilled care, despite education on risks and benefits.

The patient leaves the home health plan of care abruptly, and the agency has made reasonable efforts to:

- Educate the patient on consequences.
- Offer alternatives or adjustments to care.
- Engage caregivers or family if appropriate.

The provider who ordered home health care should also be consulted.

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When is 07 not appropriate?

- The patient is discharged due to completion of care goals or stabilization.
- The patient is transferred to another provider or care setting (e.g., SNF, hospice).
- The patient is non-compliant but continues to receive care.
- The discharge is initiated by the agency due to safety concerns, ineligibility, or lack of skilled need.

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Documentation Tips:

1

Clearly state who initiated the discharge and why.

2

Include date/time of last contact, patient statements, and staff actions.

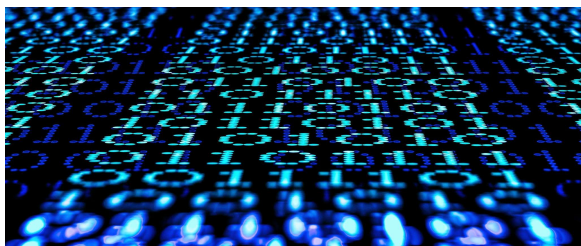
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If the patient refuses to sign an AMA form, document the refusal and witness statements.

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Using ANA Codes Inappropriately



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Activity Not Assessed/Attempted (ANA)

Code 09. Not applicable: if the patient did not perform this activity prior to the current illness, exacerbation, or injury.

Code 88. Not attempted due to medical condition or safety concerns: New condition

Code 10. Not attempted due to environment or lack of equipment

Code 7. Patient refused and no other activity or not attempted code applies

Dash. No information is available – should be rare

09 = Baseline

88 = Brand New State

Code the reason activity was not attempted only if:
A patient does not attempt the activity AND
A helper does not complete the activity AND
The patient's status cannot be determined based on patient/caregiver report.

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New 2025 Achievement and Benchmarks

What is your improvement threshold? (IPR Tab, CY2025 Baseline)

Measure	Weighting	25th Percentile	50th Percentile	75th Percentile	90th Percentile	99th Percentile
DASIS-based Measures						
Discharge Function (DC Function)	20%	51.180	62.350	70.090	83.179	91.260
Improvement in Dyspnea	6%	81.109	89.672	94.382	99.422	100.00
Improvement in Management of Oral Medications	9%	75.179	85.176	91.280	98.476	100.00
Claims-based Measures						
Discharge to Community - Post Acute Care (DIC - PAC)	9%	73.550	80.510	84.980	90.123	92.670
Potentially Preventable Hospitalizations (PPH)	26%	11.720	9.760	8.110	6.081	5.080
IHCAMPS Survey-based Measures						
Care of Patients	6%	87.076	89.597	91.524	94.585	96.319
Communication Between Providers and Patients	6%	82.649	86.821	89.265	93.192	95.123
Specific Care Issues	6%	77.812	82.373	86.020	91.297	93.984
Overall Rating of Home Health Care	6%	82.336	86.328	89.659	94.687	97.805
Willingness to Recommend the Agency	6%	74.880	80.226	84.714	91.391	95.268

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Where do you stand?

CY 2025 Measure Set: Performance Summary							
Measure	Performance Year Data Period [a]	Your HHA's Performance Year Measure Value	Your HHA's Percentile Ranking Within Your HHA's Cohort [c]	Your HHA's Cohort Statistics [d]			
				25th Percentile	50th Percentile	75th Percentile	99th Percentile
DASIS-based Measures							
Discharge Function (DC Function)	03-31-2025	87.222	275	54.157	67.487	76.738	95.290
Claims-based Measures							
Discharge to Community - Post Acute Care (DIC-PAC)	12-31-2024	93.961	-25	78.080	84.772	89.229	96.798
Potentially Preventable Hospitalizations (PPH)	12-31-2024	9.987	-25	12.017	10.371	8.442	5.345

CY 2025 Measure Set: Performance Summary							
Measure	Performance Year Data Period [a]	Your HHA's Performance Year Measure Value	Your HHA's Percentile Ranking Within Your HHA's Cohort [c]	Your HHA's Cohort Statistics [d]			
				25th Percentile	50th Percentile	75th Percentile	99th Percentile
DASIS-based Measures							
Discharge Function (DC Function)	03-31-2025	56.000	25-49	54.157	67.487	76.738	95.290
Claims-based Measures							
Discharge to Community - Post Acute Care (DIC-PAC)	12-31-2024	63.960	-25	78.080	84.772	89.229	96.798
Potentially Preventable Hospitalizations (PPH)	12-31-2024	24.008	-25	12.017	10.371	8.442	5.345

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Answering the GG Items is a BIG DEAL!

- Activity Not Assessed/Attempted (ANA) responses are IMPUTED to a 01 to 06 response
- Discharge responses are imputed (*what should the score be, based on the other info in the assessment?*) and compared to the agency response
- We do not want CMS guessing for us!



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DCF Coefficients

Costrate	GGH28M	GGH28B	GGH28C	GGH28A	GGH28E	GGH28D	GGH28F	GGH28G	GGH28H	GGH28I	Locumten 1 Week (GGH28M)	Locumten 2 Week (GGH28B)	Locumten 3 Week (GGH28C)
Unit Functioning - Self Care - Dependent	-0.1447	-0.1484	-0.1565	-0.0435	-0.1388	0.0623	-0.1892	-0.0205	0.1177	0.0951	-0.0477		
Unit Functioning - Self Care - Some Help	-0.0487	-0.0401	-0.0126	0.0422	-0.0164	0.0401	0.0102	0.0721	0.1061	0.0301	0.0208		
Unit Functioning - Inhome Assistance - Dependent	-0.2122	0.1168	-0.0688	-0.1494	-0.0797	-0.2142	-0.1070	-0.1685	-0.7771	-0.1101	-0.0719		
Unit Functioning - Inhome Assistance - Some Help	-0.2010	0.0727	-0.0102	-0.0004	-0.0004	-0.0000	0.0177	-0.0737	-0.1149	-0.1610	-0.0756		
Unit Functioning - State Navigation - Dependent	0.1414	-0.0041	-0.0042	0.0697	0.0297	-0.0270	0.0030	0.0261	0.0948	-0.0117	0.1210		
Unit Functioning - State Navigation - Some Help	0.0391	-0.0111	-0.0121	0.0112	-0.0137	-0.0120	-0.0270	0.0040	0.0704	-0.0223	0.0942		
Step 2 Primary Care	-0.0488	-0.0112	-0.1071	-0.0566	-0.0724	-0.0435	-0.0444	-0.0612	0.0132	0.0401	-0.0400		
Step 2 & 4 or Unassisted Primary Care/Injury	0.0120	0.0120	0.0071	-0.0726	-0.0636	-0.0174	-0.0010	-0.0104	-0.0410	-0.0410	-0.0113		
Medication Management - Medication Dependent	0.0101	-0.0171	0.0425	0.0101	-0.0170	-0.0101	-0.0101	0.0101	-0.0101	-0.0101	-0.0101		
Medication Management - Medication Dependent	-0.2481	-0.1148	-0.1101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101		
Medication Management - Medication Dependent	0.0270	-0.0007	-0.1001	0.0101	-0.0101	-0.0101	-0.0101	-0.0101	0.0101	-0.0101	-0.0101		
Medication Management - Medication Dependent	-0.0101	0.0444	-0.1001	0.0444	-0.0444	-0.0101	0.0101	-0.0101	0.0000	-0.0101	0.1424		
Medication Management - Medication Dependent	-0.0001	0.0010	-0.1101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101	-0.0101		
Medication Management - Medication Dependent	-0.0101	0.0101	-0.1101	0.0001	-0.0101	-0.0101	-0.0101	-0.0101	0.0101	-0.0101	-0.0101		

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Effect of Not Attempted Codes

Costrate	GGH28M	GGH28B	GGH28C	GGH28A	GGH28E	GGH28D	GGH28F	GGH28G	GGH28H	GGH28I	Locumten 1 Week (GGH28M)	Locumten 2 Week (GGH28B)	Locumten 3 Week (GGH28C)
Tubing (Upper GI/NGT) - Slip Pattern	-0.0114	0.0401	0.0114	-0.0401	0.0401	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Valid Score	-0.0114	0.0401	0.0114	-0.0401	0.0401	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Not Attempted	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Slip Pattern	0.0401	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Valid Score	0.0401	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Not Attempted	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Slip Pattern	-0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Valid Score	-0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Tubing (Upper GI/NGT) - Not Attempted	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114

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What should we do? Work our Magic!

- Educate on the GGs immediately.
- Work to improve the patients' function
- Use 09 and 88 when correct.
- Limit use of 10 and 07.
- Dash is trash.



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Not Scoring the Functionals Correctly



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Functional Ability

- Single biggest contributor to poor outcomes outside of dual eligibility
- Improved movement decreases rehospital
- Increases independence
- Decreases incidence of falls



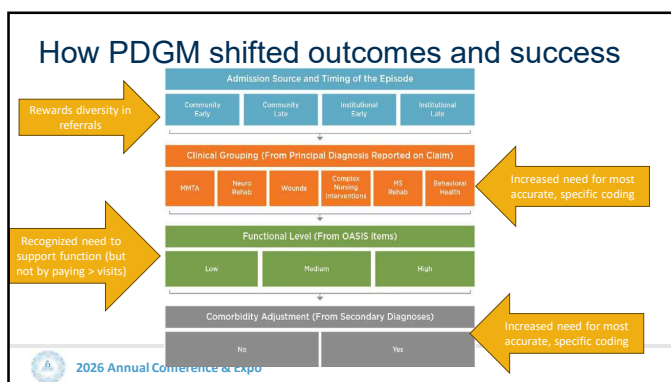
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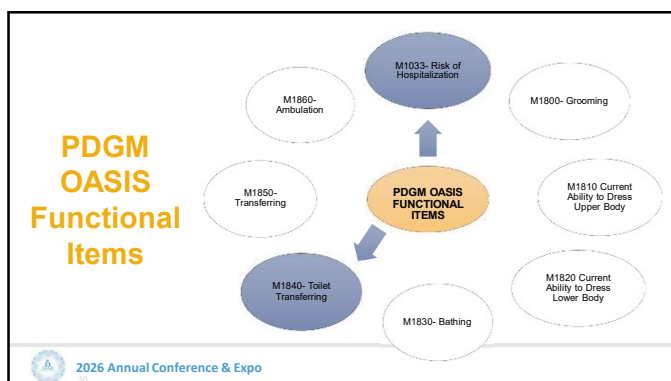
Which OASIS Items?

Measure	OASIS Items	Star Rating	PDGM	HHVBP 2026
Timely initiation of care	M0030/32, M0100, M0109	✓		
Hospitalization Risk	M1033 (if four or more risk indicators 1-7)		✓	
Improvement in Dyspnea	M1400	✓		✓
Improvement in Grooming	M1800		✓	
Improvement in Dressing Upper Body	M1810		✓	✓
Improvement in Dressing Lower Body	M1820		✓	✓
Improvement in Bathing	M1830	✓	✓	✓
Improvement in Toilet Transfer	M1840		✓	
Improvement in Toileting Hygiene	M1845			
Improvement in Bed Transferring	M1850	✓	✓	
Improvement in Ambulation/Incontinence	M1860	✓	✓	
Improvement in Eating	M1870			
Improvement in Management of Oral Medications	M2020	✓		✓
Discharge to the Community	M2430			
Self-Care and Mobility GG Items	G0610/11 + G0610/12			✓

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Functional Adjustment Payment

~\$250 increase in average payment from *low* to *medium* adjustment

~\$250 increase in average payment from *medium* to *high* adjustment


~\$500 increase in average payment from *low* to *high* adjustment

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Change in Functional Level

HIPPS Code	Case Weight	Standard Rate	Wage Adjustment	Payment For 30-Day Episode			
Timing and Admission Source	Clinical Group	Functional Level	Comorbid Adjust	HIPPS	Case Mix Weights	CY 2025 Standard Rate	Estimated Reimbursement Amount
Early - Community	Neuro	Low	no	18A11	1.0424	\$2057.35	\$2144.58
Early - Community	Neuro	Medium	no	18B11	1.1558	\$2057.35	\$2377.89
Early - Community	Neuro	High	no	18C11	1.2950	\$2057.35	\$2664.27

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Payment – Reimbursement Time Points

SOC

Recertification

ROC can provide an update to payment

Other follow-up (SCIC) can provide an update to payment

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Risk Adjustment Models (M1800s)

Functional Impairment Levels: Based on PDGM calculated functional impairment score/level.

- Medium (reference)
- Low
- High

SOC, ROC, DC



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Key Is Accuracy

Is therapy warranted?

If not therapy, what else can we do?

Can we show real improvement?

- Important during care
- Important after care



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Not Owning Up to Injuries from Falls



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Key Findings by the OIG

Underreporting of Falls

55% of falls with major injury and hospitalization among Medicare home health patients were not reported in OASIS assessments as required.

These assessments are used by CMS to calculate fall rates and inform the public via the Care Compare website.

<https://oig.hhs.gov/reports/all/2023/home-health-agencies-failed-to-report-over-half-of-falls-with-major-injury-and-hospitalization-among-their-medicare-patients/>



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Key Findings by the OIG

Younger patients and those identifying as Black, Hispanic, or Asian were less likely to have their falls reported.

For-profit HHAs had lower reporting rates compared to nonprofit and government-owned agencies.



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Key Findings by the OIG

Agencies with low fall rates on Care Compare were often those least likely to report falls, suggesting that the data may not reflect actual performance.

This undermines the reliability of Care Compare as a consumer-facing quality tool.



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Comparison

Original
The original version of the measure has been consistent across post-acute care and home health settings, such that an FMI is identified when both a fall and major injury are indicated on the patient assessment (i.e., numerator includes item J1800 identifying that there was a fall indicated on the assessment and item J1900C identifying that there was a major injury indicated on the assessment).

New

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Data Sources & Considerations

OASIS	Medicare fee-for-service (FFS) claims	Medicare Advantage encounter data
Medicaid claims and encounter data	No risk adjustment!	Only typical OASIS exclusions: <ul style="list-style-type: none"> • Under 18 • Maternity • Unskilled care only

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Detail on Calculation

- Identify the population**
Quality episodes are created by matching SOC/ROC and EOC assessments.
- Link Medicare and Medicaid Claims & Encounter Data**
For each quality episode, search for claims submitted during the episode.
- Identify Falls with a Major Injury**
Using the quality episodes and linked claims & encounter data.
- Calculate the provider-level FMI rate**

Episode	J1800 (Fall)	J1900C (Injury)	Claim Injury	Claim Fall	FMI
1					No
2					No
3					Yes
4					Yes
5					Yes
6					Yes
7					Yes

$$FMI = \frac{\text{\# of episodes with FMI}}{\text{\# of quality episodes}}$$


SOC = Start of care; ROC = Resumption of care; EOC = End of care

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New Calculation Shows a Different Story

Numeration Calculation Step	Data Source	Mean FMI Rate	Percent Providers with No FMI Events
Numerator Calculation Step 1 (Assessment data only)	Assessment	1.053	28.1%
Numerator Calculation Step 2 (Assessment + Major Injury in Claims)	Assessment, Claims	1.73	17.6%
Numerator Calculation Step 3 (Assessment + Fall or Major Injury in Claims)	Assessment, Claims	2.37	14.5%

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Preventing Falls With Major Injury – Clinical Focus Areas

Medication Review: Evaluate medications that impact balance, cognition, sedation, or blood pressure (e.g., antihypertensives, opioids, psychotropics, diuretics).

Orthostatic Hypotension: Routinely assess for orthostatic changes and address symptomatic drops in blood pressure.

Visual Impairment: Identify vision deficits that limit hazard recognition and depth perception, increasing fall risk.

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Preventing Falls with Major Injuries (continued)

Mobility & Strength Deficits: Assess for muscle weakness, gait instability, impaired coordination and limited endurance that compromise safe ambulation.


Risk-Taking & Unsafe Behaviors: Address behaviors such as rushing, improper footwear, refusal or misuse of assistive devices, and nonadherence to safety recommendations.

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What to Do


Ensure Clinicians Know/Do the Following:




New Definitions of Fall




Balance challenge with major injury counts as a fall




Assess the risk



Make appropriate referrals



Safety teaching

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Not Initiating Care in Time



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Timely Initiation of Care

CMS requires that home health care begins within 48 hours of:

- The referral date
- The inpatient discharge date, or
- The physician-ordered start-of-care date, whichever is later.

This is tracked through the [Timely Initiation of Care \(TIOC\)](#) process measure, which affects public reporting and agency performance scores.

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Impact on Care

Patients who wait more than 2 days after hospital discharge for their first home health visit face a 12% higher risk of rehospitalization or emergency department visits.

Delays can lead to:


- Missed medication doses,
- Poor wound care,
- Lack of education on lifestyle changes,
- Increased risk of complications

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What's the Issue?


- ★ Star ratings are great, but there are still those acute hospitalizations in the first 5 days of care.
- 📞 Referral comes in on the 21st. Cannot be scheduled until the 25th so you ask the Dr. if that is OK.
- 🏥 Patient is either **hospitalized** before you get there or soon thereafter.
- 🕒 Did you really get there within 48 hours?

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What led to the TIF?
AND - What could have been done to prevent it?


Lack of coordination of Care
Lack of Appropriate Training / Education
Incomplete / Lack of Med Assessment / Education or follow up from Clinician
Lack of Timely Insurance Authorization (Missed Visits)
Not front-loading visits for high-risk patients
Could have done a better Baseline assessment
Missed visits
Lack of timely order from Provider
Failure of Hospital Processes
Missing and/or inappropriate Intervention / Orders

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4 Pillars of Transitional Care – the Stats


Dr. Eric Coleman



Patients are more likely to return to the hospital in days 1-5
Related to medications or diagnosis



Patients are more likely to return to the hospital in days 10-15
Related to SDoH

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4 Pillars of Transitional Care – the Solutions

Engage, Educate, Empower


Medication (Self) Management

Timely initiation of care / specialty follow up

- Front loading
 - 7 Touches in 7 Days
 - Tuck-in Thursdays

Knowledge of red flags that indicate a worsening in condition and how to respond

The Personal Health Record

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Missed Visits

Medically Necessary Care

Homebound

LUPAs








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Common Causes of Missed Visits

Potentially Avoidable Factors

- Medical Appointments 
- Too many visits from different clinical disciplines in a day/week or poor continuity of care 
- Difficulty reaching the patient/caregiver 
- Patient or caregiver lack of engagement with Home Health services

- Patient or caregiver may not see the value of Home Health services 
- Patient concerns about pain during therapy 
- Patient feels unwell or is experiencing symptoms of illness
- Staffing: Staff shortages or scheduling difficulties may lead to missed visits

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Impacts of Missed Visits: Compliance Issues

- **Regulatory Non-Compliance:**
 - Medicare requires visits to be made based on the frequency ordered by the physician or allowed practitioner and agreed upon by the patient.
 - If visits are missed, it can mean we don't meet these requirements, leading to compliance issues, sanctions, loss of accreditation, and even legal and liability issues if patients experience harm due to the lack of visits or services.
- **Documentation Gaps:**
 - Missed visits require accurate documentation to explain the reasons and the steps taken to reschedule. If documentation is unclear or incomplete, it can lead to audits, reimbursement denials, and challenges from Medicare or accrediting bodies.
- **Quality of Care Reporting:**
 - Missed visits affect the how well we report on the quality of care we provide, impacting our performance metrics, star ratings, and future referrals.



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Impacts of Missed Visits: Financial


- **LUPA Management Issues:** Missing visits can cause challenges in managing Low Utilization Payment Adjustment (LUPA) periods. 
- **Medicare Audits:** Higher LUPA rates may trigger survey work, leading to increased scrutiny and the potential for citations. Similarly, unnecessary recertifications can also prompt audits and claims denials, further impacting the agency's financial stability. Is this patient homebound? Is the care really medically necessary? 
- **Decreased Patient Satisfaction:** Missed visits can lead to lower patient satisfaction, which affects the agency's reputation, referrals, and overall financial viability. 

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Impacts of Missed Visits

• How It Affects Team Communication



- **Disrupted Care Coordination:**
 - Missed visits can breakdown communication between the care team and the patient. This can lead to:
 - ▶ Confusion about the care plan
 - ▶ Missing or incorrect information
 - ▶ Fragmented care delivery
 - ▶ Decreased patient satisfaction
 - ▶ ED Use
 - ▶ Hospitalizations

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References

The Geriatric Care Transition
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- <https://oig.hhs.gov/reports/all/2023/home-health-agencies-failed-to-report-over-half-of-falls-with-major-injury-and-hospitalization-among-their-medicare-patients/>

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Questions??



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Thank You!

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