Health at Home

Annual Report to Joint Conference Committee

March 10, 2015
Mission

To provide high quality, culturally competent home health services to residents of SF, resulting in reducing reliance on institutionalization and supporting independent living in the community.

Regulatory Bodies

- Medicare Conditions of Participation for Home Health Agencies
- California Title XXII, CA Health and Safety Code
Program Highlights

- Served 1,230 clients and 18,872 home visits
- Increase in revenue of $335,105 which was 14% above the budgeted revenue projection.
- Achieved Medicare payer mix increase to 40%
- Received overall rating of Commendable/Exceeds Standards for the annual HIV CARE contract program compliance monitoring site visit.
- Successful Encore home health software server migration
- Implemented electronic signature for clinician documentation
- Initiated eCW and DocuSign to facilitate physician orders
- HAH staff were designated the LHH Employee Team of the Month for November 2014.
### Revenue and Expenses

<table>
<thead>
<tr>
<th>PAYER</th>
<th># of CLIENTS</th>
<th># of VISITS</th>
<th>TOTAL REVENUE</th>
<th>REVENUE/CLIENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medicare</strong></td>
<td>445</td>
<td>6623</td>
<td>$1,628,715</td>
<td>$3,660</td>
</tr>
<tr>
<td><strong>Medi-Cal</strong></td>
<td>168</td>
<td>1771</td>
<td>$126,328</td>
<td>$752</td>
</tr>
<tr>
<td><strong>Medi-Cal Managed Care</strong></td>
<td>391</td>
<td>6973</td>
<td>$550,851</td>
<td>$1,409</td>
</tr>
<tr>
<td><strong>HIV CARE Contract</strong></td>
<td>64</td>
<td>780</td>
<td>$412,003</td>
<td>$6,438</td>
</tr>
<tr>
<td><strong>HSF/SFPath</strong></td>
<td>87</td>
<td>1624</td>
<td>$52,045</td>
<td>$598</td>
</tr>
<tr>
<td><strong>Private/Others</strong></td>
<td>30</td>
<td>456</td>
<td>$28,248</td>
<td>$942</td>
</tr>
<tr>
<td><strong>Sliding Scale/MIA/Mcal Pending</strong></td>
<td>45</td>
<td>645</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>1230</td>
<td>18872</td>
<td>$2,798,190</td>
<td>$2,275</td>
</tr>
</tbody>
</table>
Revenue and Expenses

Funding Source

- General Fund 58%
- MediCare 24%
- Medi-Cal 2%
- Medi-Cal Managed Care 8%
- HIV CARE Contract 6%
- Private/Others 0.4%
- HSF 1%
<table>
<thead>
<tr>
<th></th>
<th>FY1213</th>
<th>FY1314</th>
<th>Inc (Dec)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical FTEs</td>
<td>28.5</td>
<td>25.4</td>
<td>-11%</td>
</tr>
<tr>
<td>Visits</td>
<td>19098</td>
<td>18872</td>
<td>-1%</td>
</tr>
<tr>
<td>Unduplicated Clients</td>
<td>1118</td>
<td>1230</td>
<td>10%</td>
</tr>
<tr>
<td>Monthly Admissions (avg.)</td>
<td>88</td>
<td>103</td>
<td>17%</td>
</tr>
<tr>
<td>Length of Stay (days)</td>
<td>44</td>
<td>37</td>
<td>-16%</td>
</tr>
</tbody>
</table>
STAFFING
(Total FTE filled = 41.66)

- Admin 26%
- Clinical Support 11%
- HHA 5%
- MSW 8%
- P103 2%
- PT 15%
- OT 4%
- RN 29%
- ST 0.2%
Primary Care Homes

Clients by Primary Care Homes
(n=1,230)

- SFGH (Specialty Clinics), 41%
- General Medical Clinic, 14%
- Tom Waddell Urban Clinic, 9%
- Family HC, 10%
- UCSF, 2%
- Other SFHN Primary Care Clinics, 13%
- Community/Others, 7%
- South of Market HC, 4%

SF HEALTH NETWORK
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
Client Demographics

Clients Served by Neighborhood

- Tenderloin & SOM: 29%
- Mission: 12%
- Fillmore & Western Addition: 14%
- Excelsior, Ingleside & Vistation valley: 16%
- Castro: 2%
- Chinatown & NB: 3%
- Bayview Hunter's Point: 12%
- Sunset & Richmond: 7%
- Potrero Hill: 3%
- Forest Hill & Glen Park: 1%
- Others: 1%

Clients by Race/Ethnicity

- Asian/PI: 20%
- African American: 28%
- Caucasian: 30%
- Hispanic/Latino: 21%
- Other: 0.4%
Access to Care

- Designated Home Health Provider for Healthy SF, Sliding Scale/MIA and Medi-Cal pending clients

- Preferred home health provider for Medi-Cal and Medi-Cal Managed Care clients with the San Francisco Health Network

- HIV Ryan White CARE Contract & Medication Treatment Adherence Program
Client Satisfaction

HAH Client Satisfaction Survey Score - Data from CMS Home Health Compare Report
(Nov 2014 Publication on HHCAHPS survey responses)

<table>
<thead>
<tr>
<th>AVERAGE</th>
<th>How often HAH gives care in a professional way</th>
<th>How well did HAH communicate w/ patients</th>
<th>Did HAH discuss meds, pain, &amp; home safety with pts</th>
<th>Overall rating of care</th>
<th>Would recommend agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAH</td>
<td>82%</td>
<td>77%</td>
<td>82%</td>
<td>77%</td>
<td>75%</td>
</tr>
<tr>
<td>CA</td>
<td>86%</td>
<td>83%</td>
<td>82%</td>
<td>80%</td>
<td>74%</td>
</tr>
</tbody>
</table>
Challenges and Opportunities

- Exploring other options for a new electronic home health software that is more efficient, cost effective and user friendly
- Balancing work flow volume from increased referrals with current staffing
- Implementation of ICD-10 and CMS Medicare Condition of Participation changes in 2015
- Inclusion of home health into SFHN’s Managed Care continuum
- Increase coordination and collaboration with SFGH discharge planning team to better serve patient needs and facilitate the most optimum referral process
Questions/Comments