



J.L. MORGAN & Associates, Inc.

Preventative Care Case Analysis January 2014 – March 2016

Background

- For 2014, the Preventative Care program was implemented for a rural county hospital.
 - 70 bed facility with an average of 3,250 annual admissions
- In an effort to reduce cost, the hospital discontinued the Preventative Care program in December of 2014.
- By the end of CY 2015, they noticed a significant decrease in their HCAHPS scores.
- To combat this, the facility re-started the Preventative Care program in January 2016.
- The following results are based on the timeline from January 2014 to March 2016 YTD.

Summary

HCAHPS Comparison for 2014 Vs 2015

- CY 2014: 91% (10/11) at or above national average.
64% at or above 75th percentile.
- CY 2015: 82% (8/11) at or above national average.
18% at or above 75th percentile.
- March 2016 YTD: 10/11 measures have improved from 2015.
 - 82% at or above national average
 - Five Measures at 90th percentile
 - » Overall Rating, Nursing Comm., Doctor Comm., Comm. About Medications and Quietness)

CMS HCAHPS TOP BOX SCORES COMPARISON

January 2014 – March 2016

| CMS HCAHPS Top Box Percentile Rankings | Hospital Compare Jul14 - Jun15 | | | Hospital Results (Mode Adj.) | | | | | | | | | | |
|--|--------------------------------|------|------|------------------------------|------|------|------|---------|------|------|------|------|---------|------|
| | 50th | 75th | 90th | Q114 | Q214 | Q314 | Q415 | CY 2014 | Q115 | Q215 | Q315 | Q415 | CY 2015 | Q116 |
| Nursing Comm. | 79% | 83% | 86% | 84% | 86% | 85% | 85% | 85% | 84% | 82% | 80% | 82% | 82% | 86% |
| Doctor Comm. | 81% | 85% | 89% | 87% | 87% | 86% | 87% | 87% | 86% | 82% | 84% | 86% | 85% | 89% |
| Responsiveness | 67% | 73% | 81% | 74% | 74% | 75% | 74% | 74% | 76% | 75% | 67% | 70% | 72% | 79% |
| Pain Mgt | 71% | 74% | 78% | 78% | 81% | 81% | 81% | 80% | 80% | 74% | 70% | 74% | 75% | 72% |
| Comm. Meds | 64% | 68% | 74% | 71% | 69% | 70% | 72% | 71% | 73% | 65% | 63% | 67% | 67% | 81% |
| Clean | 73% | 79% | 84% | 75% | 76% | 75% | 77% | 76% | 76% | 77% | 72% | 69% | 74% | 78% |
| Quiet | 62% | 68% | 75% | 73% | 73% | 76% | 77% | 75% | 78% | 73% | 68% | 78% | 74% | 75% |
| D/C Instructions | 87% | 89% | 91% | 86% | 86% | 86% | 87% | 86% | 88% | 72% | 77% | 80% | 79% | 80% |
| Overall Rating | 71% | 77% | 82% | 79% | 81% | 80% | 80% | 80% | 77% | 71% | 68% | 68% | 71% | 83% |
| Would Recommend | 72% | 78% | 84% | 77% | 77% | 77% | 78% | 77% | 77% | 75% | 72% | 68% | 73% | 81% |
| Care Tx | 52% | 56% | 61% | 54% | 57% | 57% | 56% | 56% | 55% | 48% | 36% | 48% | 47% | 48% |

Utilized Preventative Care

Discontinued Preventative Care

PC

Red: < National Avg.
 Yellow: Between 50th and 75th
 Blue: Between 75th and 90th
 Green: At or above 90th
 N/A = No Response Given