

HHG Professional Tutorial

Are there too many RNs in the home?

The Question

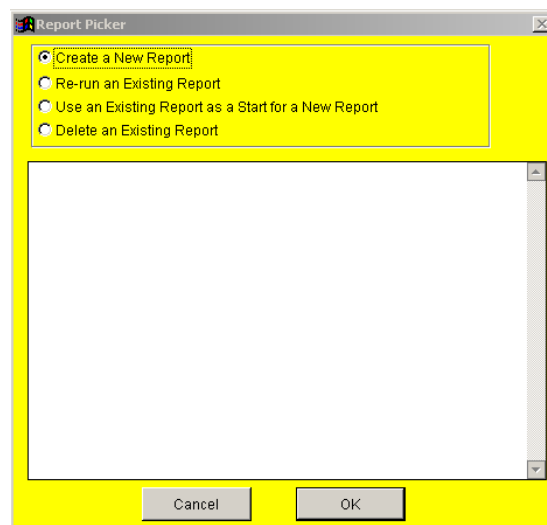
Patients and their families often complain that there are too many nurses participating in their care. If so, it may directly affect patient (and family) satisfaction. It may also have implications for efficiency and continuity of care. There are many reasons – covering weekends, vacations, and evenings; complex cases; difficult patients – why you might have several RNs going into a home. **HHG Professional** gives you the ability to see if this is a pervasive problem at your agency. It enables you in a matter of minutes to determine the incidence and to identify the outlier cases.

How to Use the Information

HHG Professional gives you the ability to do complex queries. However, it does not tell you how to interpret the results of those queries. Was the patient who had many RNs exceptionally difficult to work with? Perhaps you had to involve a number of providers so that some of them would not burn out. Regardless of the patient or staff wishes, it is inevitable that there will be more than one provider in the home at some point. How much is too much? You may want to trade notes with the managers in a sister organization. Or you may want to compare your agency with itself over time. **HHG Professional** lends itself to a classical performance improvement approach; because it gives you the ability to quickly generate statistics using an identical approach at different points of time. You can implement a plan to address those cases of “lotsanurseitis” and then easily see whether it makes a difference over time.

Step 1

Select **Query Billing Data** from the main menu. The Report Picker will appear:



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Step 2

Click **OK**. The Report Designer will appear.

Home Health Gold Report Designer

Patient Descriptors | Referral and Admission | Service Volume | Service Patterns

Provided by Any Provider Selected

Length of Visit All Below Between Above

Charged to Use HHG Categories Any Payer Selected

of RNs Visiting All Specified Amount or Dates

of HHAs Visiting All Specified Amount or Dates

Time of Day All Below Between Above

Day of the Week Any Day Selected

Supplies Delivered Any Supply Selected

Miles Driven - Unavailable

Cancel OK

Step 3

Click the tab **Service Patterns**. Select the option **Specified Amount or Dates** for the item **# of RNs Visiting**. The following window will appear:

Selection Window for Number of Nurses

At or Below for the Admission

At or Between **Nurses** During the Period

At or Above from

to

Remember: Patients Matching the Above Values Will Be Included.

OK

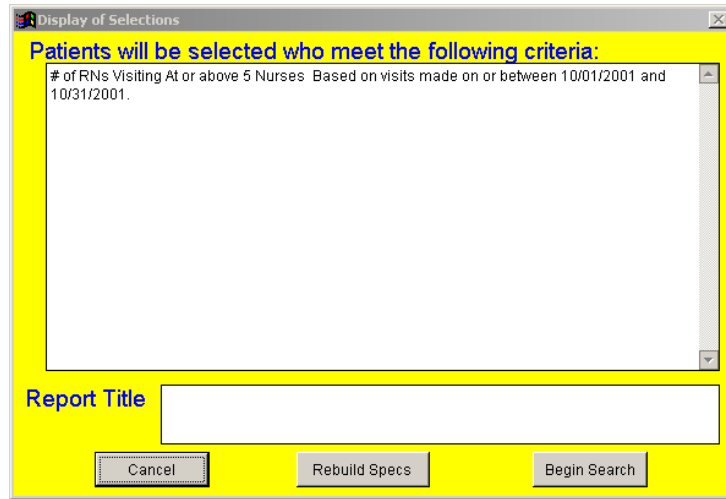
Step 4

Select **At or Above** then enter the number of RNs. Any patient with at least this many RNs in their home during the specified period will be selected. Select **During the Period** then enter the date range. In the example above, we are looking for any patient who had five or more different RNs in their home during the month of October in 2001. Click **OK** to return to the Report Designer.

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Step 5

Click **Ok** and the following form will appear, showing the selections you have made.



Display of Selections

Patients will be selected who meet the following criteria:

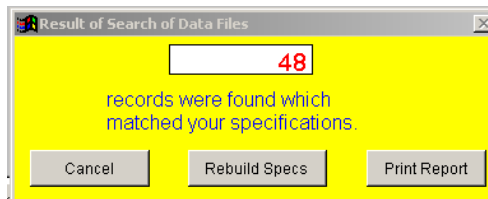
of RNs Visiting At or above 5 Nurses Based on visits made on or between 10/01/2001 and 10/31/2001.

Report Title

Cancel Rebuild Specs Begin Search

Step 6

Click **Begin Search**. After a moment the results form will display the number admissions that meet the criteria. (In theory, a patient might appear more than once if they had multiple admissions within the period each of which met the criteria.)



Result of Search of Data Files

48

records were found which
matched your specifications.

Cancel Rebuild Specs Print Report

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Step 7

Click **Print Report**. The Report Selection form will appear allowing you to format the report. Select **Visit-by-Visit Detail Report** from the Type of Report dropdown. On selection, an example of the report is displayed

Report Selections

General Report Format | **Sorting, Grouping, Title, etc.** | Services Selections

Type of Report

Visit by Visit Detail Report

E x a m p l e

Listing of Visits for Patients with HHA Visits of 4 Hours or More in 1998

Provided to HKGAROKA, CINDI (141611) Showing Visits Where the Length of Visit is At or Above 4.00 and Where the Date of Visit is On or Between 01/01/98 and 12/31/98 and Where Service Type = Home Health Aide

Visit Reason	Visit Date	Provider	Time of day	Duration	Charge	Paper	Issue, if apply	Units
Home Health Aide	01/01/98	YVESQUE, NANCY	07:30	9.00	143.00	MEDICAID (PO,PC)		1
Home Health Aide	01/03/98	QUINN, LISA	11:00	8.25	86.75	MEDICAID (PO,PC)		1
Home Health Aide	01/04/98	YVESQUE, NANCY	07:30	9.00	143.00	MEDICAID (PO,PC)		1
Home Health Aide	01/07/98	YVESQUE, NANCY	11:00	5.50	90.50	MEDICAID (PO,PC)		1
Home Health Aide	01/08/98	YVESQUE, NANCY	07:30	9.00	143.00	MEDICAID (PO,PC)		1
Home Health Aide	01/13/98	YVESQUE, NANCY	11:00	5.50	90.50	MEDICAID (PO,PC)		1
Home Health Aide	01/22/98	YVESQUE, NANCY	08:30	8.00	128.00	MEDICAID (PO,PC)		1
Home Health Aide	01/23/98	JEFF, SHALYN J.	08:30	4.50	75.50	MEDICAID (PO,PC)		1
Home Health Aide	01/26/98	YVESQUE, NANCY	11:00	5.50	90.50	MEDICAID (PO,PC)		1
Home Health Aide	01/28/98	YVESQUE, NANCY	11:00	8.50	90.50	MEDICAID (PO,PC)		1
Home Health Aide	01/29/98	YVESQUE, NANCY	07:30	7.75	124.25	MEDICAID (PO,PC)		1
Home Health Aide	01/30/98	YVESQUE, NANCY	07:30	8.00	0.00			1
Totals for Patient				12				

Cancel OK

Step 8

Click the tab **Sorting, Grouping, Title, etc.** Enter a title for the report as shown below.

Report Selections

General Report Format | **Sorting, Grouping, Title, etc.** | Services Selections

Print Averages/Totals ONLY Combine Admissions (Unduplicated List/Count)

Save data to a file for later use

List patients in order of [dropdown]

Within categories of the primary sort, list in order of [dropdown]

Within categories of the secondary sort, list in order of [dropdown]

Start a new page when [dropdown] changes.

Last Chance to Modify Report Title

Too many RNs

Cancel OK

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Step 9

Click **OK** to preview the report. The first page is a summary showing the report title and the search criteria. Use the arrows on the print preview toolbar to move through the report. From the following example, you can see the report will allow you to study the pattern of care for each patient who had five or more RNs in the home.

Too many RNs

Provided to **GOULET, EARL (389588A)** Showing Visits Where the Date of Visit is On or Between 10/01/2001 and 10/31/2001
Where Service Type = Skilled Nursing

Visit Reason	Visit Date	Provider	Time of day	Duration	Miles Driven	Charge	Payer	Item, if supply	
SKILLED NURSING	10/19/01	LYONS, DELORES	10:30	1.75	0	90.00	BLUE CROSS OF ALASKA		
SKILLED NURSING	10/19/01	ESTES, NATALIE	19:30	2.00	0	90.00	BLUE CROSS OF ALASKA		
SKILLED NURSING	10/20/01	RIVERA, MAUREEN	15:30	1.17	0	90.00	BLUE CROSS OF ALASKA		
SKILLED NURSING	10/21/01	ESTES, NATALIE	17:00	1.17	0	90.00	BLUE CROSS OF ALASKA		
SKILLED NURSING	10/22/01	DEVITO, ESTHER	12:30	2.00	0	90.00	BLUE CROSS OF ALASKA		
SKILLED NURSING	10/27/01	FLOURDE, GERTRUDE	24:00	0.75	0	90.00	BLUE CROSS OF ALASKA		
SKILLED NURSING	10/30/01	LYONS, DELORES	24:30	1.00	0	90.00	BLUE CROSS OF ALASKA		
Totals for Patient				7					

Variations

The patient with many RNs might be the one with BID dressing changes. You can filter out these cases by setting an additional condition. Select **Re-run an Existing Report** and select the **Too Many RNs** report. This will open the Report Designer with the previous reports settings. Click the tab **Service Volume** and select the option **Specific Amount or Dates** for the item RN Visits. The following form will appear:

Visit Selection Window

At or Below Visits

At or Between

At or Above

per Day

per Week

per Month

for the Admission

During the Period...

from 10/01/2001

to 10/31/2001

Remember: Patients Matching the Above Values Will Be Included.

OK

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Select **At or Below** and enter **10** for the number of visits. Select **During the period...** and enter the same date range as the one you entered for the Number of RNs condition. Redo the query and you will eliminate the patients who had many visits.

Do the same analysis for Home Health Aides by using the **# of HHAs visiting** item on the Service Patterns page.

Do the same query changing just the time. Are the results significantly different for summer months when you are adjusting to vacation schedules, or during winter months due to weather issues?

Caution

We have used the label **RN** in this tutorial. In actuality, **HHG Professional** will include in this analysis the provider of any service during the setup process mapped as **Skilled Nursing**. If LPNs are delivering skilled nursing in your agency, then they will be included among the “RNs” who are listed on these reports.

The period you select for analysis must be in your current database. If, early in May, you select the month of April, and you have not refreshed your data since mid-April, the number of “many-RN” cases will be distorted.

When you compare statistics for one month or quarter with those of another, think about what else occurred during those periods. Did a severe hurricane or ice storm cause a sudden spike in a month’s numbers? Do not compare a summer month with October or March without thinking about the implications of summer vacation schedules for continuity of care.