

HOME HEALTH QUALITY CAMPAIGN PROGRESS REPORT



Report for MERCYONE WATERLOO HOME HEALTH CARE 2101 KIMBALL AVENUE, SUITE 140, WATERLOO

QUALITY OF PATIENT CARE STAR RATING



7/1/18-6/30/19

PATIENT SURVEY RESULTS STAR RATING



7/1/18-6/30/19

REDUCTION OF HOSPITAL READMISSIONS

GOAL: 15.8%



12.4%

AGENCY
AVERAGE

15.8%

IOWA
AVERAGE

15.6%

NATIONAL
AVERAGE

1/1/18-12/31/18

IMPROVEMENT OF MEDICATION TAKING

GOAL: 68% BY 2020; 70% BY 2021



70.6%

AGENCY
AVERAGE

70.1%

IOWA
AVERAGE

70.7%

NATIONAL
AVERAGE

4/1/18-3/31/19

INCREASE IN PATIENT SATISFACTION

GOAL: 83% BY 2020; 85% BY 2021



89.0%

AGENCY
AVERAGE

80.0%

IOWA
AVERAGE

78.0%

NATIONAL
AVERAGE

7/1/18-6/30/19



ABOUT THE HOME HEALTH QUALITY CAMPAIGN

The Home Health Quality Campaign was developed by the Iowa Center for Home Care to provide free tools and resources to assist member home health agencies with Certificate of Participation requirements to develop, implement, evaluate and maintain an effective, ongoing, agency-wide data-driven Quality Assurance & Performance Improvement program. The campaign focuses on reducing hospital re-admission, improving patients' ability to take drugs by mouth and enhancing patient satisfaction ratings.