

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



10/1/2018-9/30/2019

PATIENT SURVEY RESULTS STAR RATING



10/1/2018-9/30/2019

REDUCTION OF HOSPITAL READMISSIONS

GOAL: 15.8%



12.4%

AGENCY
AVERAGE

15.8%

IOWA
AVERAGE

15.6%

NATIONAL
AVERAGE

1/1/2018-12/31/2018

IMPROVEMENT OF MEDICATION TAKING

GOAL: 68% BY 2020; 70% BY 2021



72.5%

AGENCY
AVERAGE

71.4%

IOWA
AVERAGE

72.1%

NATIONAL
AVERAGE

7/1/2018-6/30/2019

INCREASE IN PATIENT SATISFACTION

GOAL: 83% BY 2020; 85% BY 2021



89.0%

AGENCY
AVERAGE

80.0%

IOWA
AVERAGE

78.0%

NATIONAL
AVERAGE

10/1/2018-9/30/2019



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.