

# HOME HEALTH QUALITY CAMPAIGN PROGRESS REPORT



## Report for MERCY HOME CARE - DUBUQUE 250 MERCY DRIVE, DUBUQUE

### QUALITY OF PATIENT CARE STAR RATING



1/1/18-12/31/18

### PATIENT SURVEY RESULTS STAR RATING



1/1/18-12/31/18

### REDUCTION OF HOSPITAL READMISSIONS

GOAL: 15.8%



**14.2%**  
AGENCY  
AVERAGE

**16.0%**  
IOWA  
AVERAGE

**15.8%**  
NATIONAL  
AVERAGE

1/1/17-12/31/17

### IMPROVEMENT OF MEDICATION TAKING

GOAL: 68% BY 2020; 70% BY 2021



**63.3%**  
AGENCY  
AVERAGE

**67.9%**  
IOWA  
AVERAGE

**68.5%**  
NATIONAL  
AVERAGE

10/1/17-9/30/18

### INCREASE IN PATIENT SATISFACTION

GOAL: 83% BY 2020; 85% BY 2021



**82.0%**  
AGENCY  
AVERAGE

**81.0%**  
IOWA  
AVERAGE

**78.0%**  
NATIONAL  
AVERAGE

1/1/18-12/31/18



## 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.