

How Patriot Homecare leveraged WellSky CareInsights to enhance operations and outcomes



Overview

Profile

Founded in 2011, Patriot Homecare is a veteran-owned, skilled home health provider based in Northeast Ohio, serving a census of approximately 600 patients.

WellSky solutions used

- WellSky® CareInsights for Home Health
- WellSky® Home Health
- WellSky® Value-Based Insights for Home Health
- WellSky® Business Intelligence



Opportunity

Patriot Homecare’s culture is focused on growth. **Greg Davis, Co-Founder and President of Business Operations**, highlights that their chief strength is having a highly motivated team that’s invested in enhancing the organization. As a veteran-owned, skilled home health provider in northeast Ohio, Patriot Homecare believes the best way to grow is by providing exceptional patient care, which requires running their operations like a well-oiled machine.

However, maintaining the agency’s disciplined care operations became increasingly challenging as the COVID-19 pandemic forced staff to suddenly work remotely and created new barriers to visiting patients in their home. **Jodi McHenry, Vice President of Operations**, recalls how care teams raced to come up with new methods to triage their typically elderly patients who were fearful and likely at higher risk of COVID. As the pandemic became more severe, Patriot Homecare saw their census drop by over 100 patients.

Solution

To enhance daily operations, improve outcomes, and leverage their data to build new opportunities for growth, Patriot Homecare utilized **WellSky CareInsights for Home Health**. Drawing on data from over seven million home health episodes, CareInsights provides predictive measures of hospitalization risk, care setting suitability, and the likelihood of improving activities of daily living. These predictions are updated in real-time for an agency’s entire census, helping the clinician team identify high-risk patients and prioritize resources. The solution integrates seamlessly within the team’s workflow, providing actionable insights to help reduce hospital readmissions, optimize visit utilization, and strengthen referral partnerships.



“Every day, we’re using CareInsights to track and follow up with patients at high-risk for hospitalization. Every day, we’re looking at CareInsights’ LUPA risk to align care plans appropriately.”

– **Jodi McHenry, RN, VP of Operations**, Patriot Homecare

Results

From the second quarter of 2020 to the second quarter of 2021, Patriot Homecare reduced their quarterly hospitalization rate by **18.95%**, from **18.89%** to **15.31%**. While facing new constraints, WellSky CareInsights empowered the team to supplement in-person visits with “tuck-in” calls for high-risk patients, reducing hospitalizations, strengthening care coordination, and improving the agency’s Star Rating. Specifically, Patriot Homecare’s telehealth coordinators use CareInsights every day to track patients at high-risk for hospital readmissions and proactively call those patients on Thursdays, Fridays, and Mondays.

“CareInsights supports our interdisciplinary approach. Our clinicians in the field know that they have support, because our telehealth coordinators are helping from the back office to track their high-risk patients too.”

– Jodi McHenry, Patriot Homecare

Over the same period, Patriot Homecare also reduced quarterly median visits per patient episode from **14** to **12**, a utilization improvement of **14.29%**. Patriot Homecare’s therapy managers use CareInsights’ visit utilization assessment to evaluate specific care plans, schedule in line with target visit frequencies, and monitor patients at risk for LUPA.

“We combined CareInsights data on visit utilization with our clinician experience to determine an appropriate number of visits per patient, per diagnosis, for each discipline, which our clinical and therapy managers incorporated into our daily operations.”

– Jodi McHenry, Patriot Homecare

Leveraging data to showcase operational and outcome improvements has paid off, as Patriot Homecare rebounded to grow their quarterly patient census by **25.98%**, from **485** to **611**. For example, Davis described how the team was instrumental in creating a relationship with a local hospital system and showing their agency’s hospitalization trend data, leading to new partnership and growth opportunities.

“CareInsights performance data is very powerful. It’s great information for sales



and marketing to separate ourselves from the pack. It’s great for improving reimbursement and succeeding in value-based care.”

– Greg Davis, Patriot Homecare

Outlook

Over time, using WellSky CareInsights and demonstrating outstanding performance, Patriot Homecare has capitalized on opportunities to expand their ventures, including building a new hospice practice and starting outpatient infusions to provide Regeneron’s antibody therapy for COVID patients. As home health increasingly transitions towards value-based care, agencies need easily accessible data and actionable predictive insights to drive performance and growth. With CareInsights supporting their strategy and operations, Patriot Homecare is equipped for continued success.

On average over the last year, agencies using WellSky CareInsights performed **11.45% better** on hospitalization rates and **15.99% better** on median visits per episode than agencies not using CareInsights.



Learn more! Contact your WellSky representative to see how WellSky CareInsights for Home Health can help transform your agency.