Bamboo Health

**BAYADA HOME HEALTH CARE
CASE STUDY**

Leveraging Real-Time Patient Data to Keep In-Home Care in Home

INTRODUCTION

In 1975, the ambitious and passionate Mark Baiada founded BAYADA Home Health Care based on a simple belief that everyone deserves a safe home life with comfort, independence, and dignity. Since then, **BAYADA has become one of the nation's most trusted leaders in clinical care and support services at home, for both children and adults of all ages.**

By hiring compassionate home health care professionals who share that same belief, BAYADA now provides a comprehensive array of home care services to more than **145,000 clients a year in 24 states and 7 international countries and growing**. The foundation of its success is rooted in The BAYADA Way— the company's guidepost that expresses its mission, vision, beliefs, and core values of compassion, excellence, and reliability.

The Challenge

BAYADA CARES FOR AN EXTREMELY BROAD BASE OF CLIENTS WITH VARYING DIAGNOSES, AGES, AND STATUSES

Many BAYADA clients are on Medicare while others hold private insurance, and a large percentage have mild, yet chronic conditions while others have acute conditions. Because of this, managing their populations was challenging. Clients were being admitted to hospitals or going to emergency departments (EDs) for an array of issues, and **BAYADA didn't have real-time visibility into when and why those admissions occurred**. Furthermore, upon discharge from the hospital or ED, those patients may or may not have been referred to other home health providers affiliated with those hospitals versus back to BAYADA, affecting the patient's care continuity and quality.

BAYADA's staff had no easy way of tracking their clients' paths, making the efficient delivery of care and operations very challenging. At times, there would be a delay in hospital discharge, and the nurse would be deployed for follow-up care to find an empty home. At other times, nurses would be deployed to a client's home for regular routine care, only to find out that the client wasn't there because they had gone to the hospital for care. It then became a costly, time-consuming matter of tracking down the client by calling family members, hospitals, and other facilities, assessing the situation, and attempting to recapture the client as appropriate.

Moreover, the nationwide expansion of the Home Health Value Based Purchasing (HHVBP) program has only exacerbated these challenges and further highlights the need for real-time data and actionable insights for proper intervention. HHVBP relies on data coming from claims, Outcome and Assessment Information Set (OASIS), and Health Care Consumer Assessment of Healthcare Providers and Systems (HHCAHP) survey results. **The complicated nature of balancing the highest quality of care, capping the overall spend, and ensuring patients are receiving the appropriate care in a timely manner** further adds to caregivers' and care coordinators' plates and makes HHVBP success that much more of a challenge.

The Solution

BAMBOO HEALTH'S PINGS

Enter Bamboo Health's Pings, which deliver real-time notifications whenever patients experience care events, whether they are at a hospital, ED, or post-acute facility. First, BAYADA ran a pilot to test Pings in two offices in central North Carolina (towns of Guilford and Davidson), as a means of demonstrating value and ROI of Pings across the company's locations. There was an additional pilot in select parts of Florida, where BAYADA's challenge was magnified.

In order to support those in the HHVBP program, Bamboo Health's Pings solution enables continued patient engagement and care coordination when patients are discharged from home health services. The majority of HHVBP performance measures are linked to reducing unnecessary readmissions and ED presentations, so one of the most impactful ways home health agencies can increase HHVBP performance is through improving post-discharge care coordination and engagement.

For example, if a client presents at the ED, a BAYADA Clinical Manager is aware via a real-time notification that provides the where, when, and why. The 'Ping' also highlights if the patient is a multi-visit patient, which helps the Clinical Managers identify if different care is needed to reduce the likelihood of an unneeded admission, which in turn **helps improve HHVBP Total Performance Score (TPS).** After receiving a Ping, the clinical manager can communicate with the ED physician, helping to make the proper care decision, as well as reach out to the patient or their family directly to help ease concerns or educate them about BAYADA's in-home service offerings.

As an added benefit, home health agencies can strengthen referral relationships with their health system partners by providing visibility into patient care transitions received from Pings. This not only **improves continuity of care, but factors into better HHCAHP survey results, ultimately leading to a higher TPS, too.**

If a hospital admission is necessary for the patient, Pings also alerts BAYADA's Clinical Managers of that admission, as well as any transfers and discharges so that in-home, follow-up appointments can be scheduled promptly. **Receiving Pings provides new levels of informed awareness, proactive communication, and results**—all of which enable better quality performance under HHVBP.

The Results

BAYADA QUICKLY SAW
THE VALUE OF PINGS

Over a 90-day period in the North Carolina pilot, the Guilford office received 1,643 Pings and the Davidson office received 859 Pings. These real-time notifications allow BAYADA's Clinical Managers to follow the paths of their clients in real time, which enhances care quality and eliminates unnecessary costs. Pings also helps the staff retain significant revenue for the business.

In North Carolina, an area that comprises roughly 1,800 clients on service, 200 employees, and up to 500 admissions per week, BAYADA realized the following results:

103
Patients recaptured

over an 83-day period

$51,500
In revenue saved

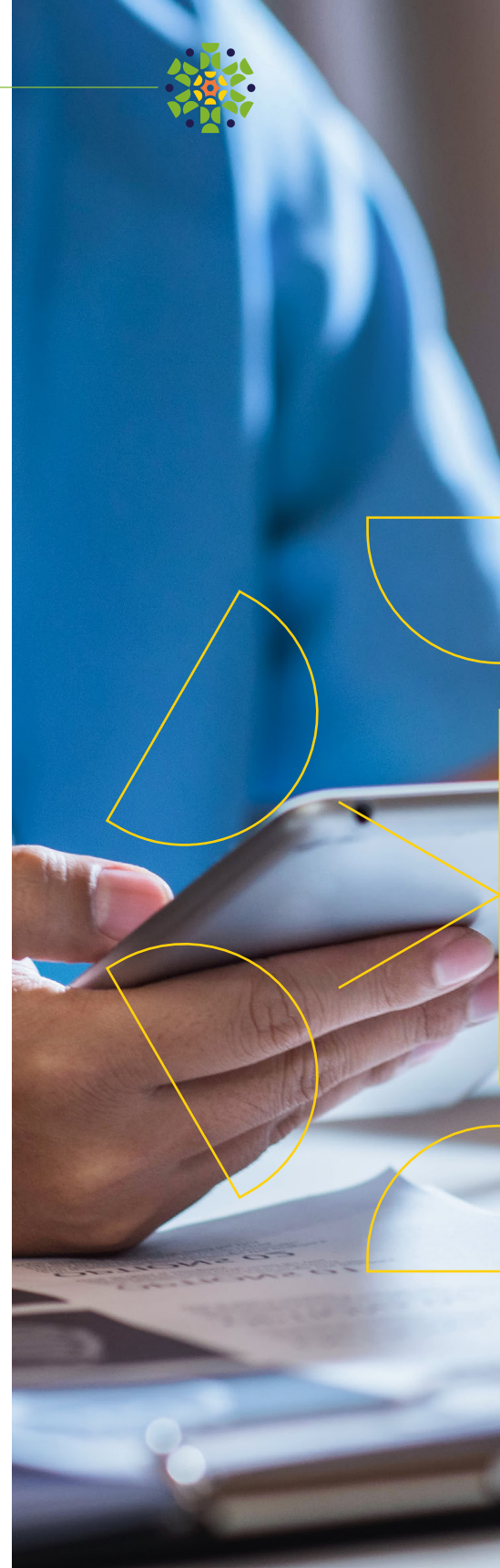over an 83-day period*

16%
Decrease

in missed care opportunities at Guilford over a 90-day period

19%
Decrease

in missed care opportunities at Davidson over a 90-day period

*103 patients multiplied by approximately $500

Due to such success, BAYADA expanded the use of Pings to all of North Carolina, South Carolina, and Pinellas County in Florida. In the first three quarters of 2022, BAYADA's 'Pinging' locations in North Carolina, South Carolina and Florida received over 18,000 Pings from Emergency Departments. **This translates to 46% of the total Pings volume received were due to their patients going to the ED, thus providing a key opportunity for effective care coordination and follow-up care.**

> ## The implementation of Pings was a breeze, so our pilot was up and running quickly without any hiccups.
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> Immediately, receiving real-time alerts about our clients was like a breath of fresh air. To me, one of the worst downfalls to have as a home health agency is when we don't get notified that a client has been discharged from the hospital, and that client is then home for days without anyone from BAYADA seeing them. That problem is eliminated by Pings and I can't tell you how relieved we were to finally be able to follow their journey through the care continuum, understand what's happening, and act. Having Pings has made us more efficient and effective in delivering care than ever before.

Jeanne Barton
BAYADA Division Director
Eastern North Carolina and Florida

About Bamboo Health

Bamboo Health, the leader in Real-Time Care Intelligence™, delivers actionable insights on a patient's physical, behavioral and social health—empowering healthcare professionals to provide the right care at the right time for the right outcomes. Delivered through our Smart Signals™ network—the largest and most interoperable care collaboration community in the nation—our insights improve more than 1 billion patient encounters a year across more than 2,500 hospitals, 8,000 post-acute facilities, 25,000 pharmacies, 32 health plans, 50 state governments and 1 million acute and ambulatory providers. Connect with Bamboo Health on **Twitter**, **LinkedIn** and **Facebook**. Visit **BambooHealth.com** to learn more.

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