

Home Health Care Providers of America

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Goals

- Determine the top 5 and bottom 5 states when it comes to patient reviews and surveys
- Display how every state compares to the rest
- Show the locations of every provider to determine if there is any meaning between provider location and scores
- Extract the top 25 Providers in the country and the bottom 25 Providers in the country based on score
- Explore the relationship between total score and median household income data

Provider Review Score

- Provider review scores were created for each provider and state. Each quality metric was scaled as a percentage. Positive metrics were added to the running score, and negative metrics were subtracted from it until all the metrics were calculated, resulting in the final score.
 - Percent of patients who reported that their home health team discussed medicines, pain, and home safety with them = Positive
 - How often patients developed new or worsened pressure ulcers = Negative

Positive Categories

- How often the home health team began their patients' care in a timely manner
- How often the home health team taught patients (or their family caregivers) about their drugs
- How often the home health team checked patients' risk of falling
- How often the home health team checked patients for depression
- How often the home health team determined whether patients received a flu shot for the current flu season
- How often the home health team made sure that their patients have received a pneumococcal vaccine (pneumonia shot)
- With diabetes, how often the home health team got doctor's orders, gave foot care, and taught patients about foot care

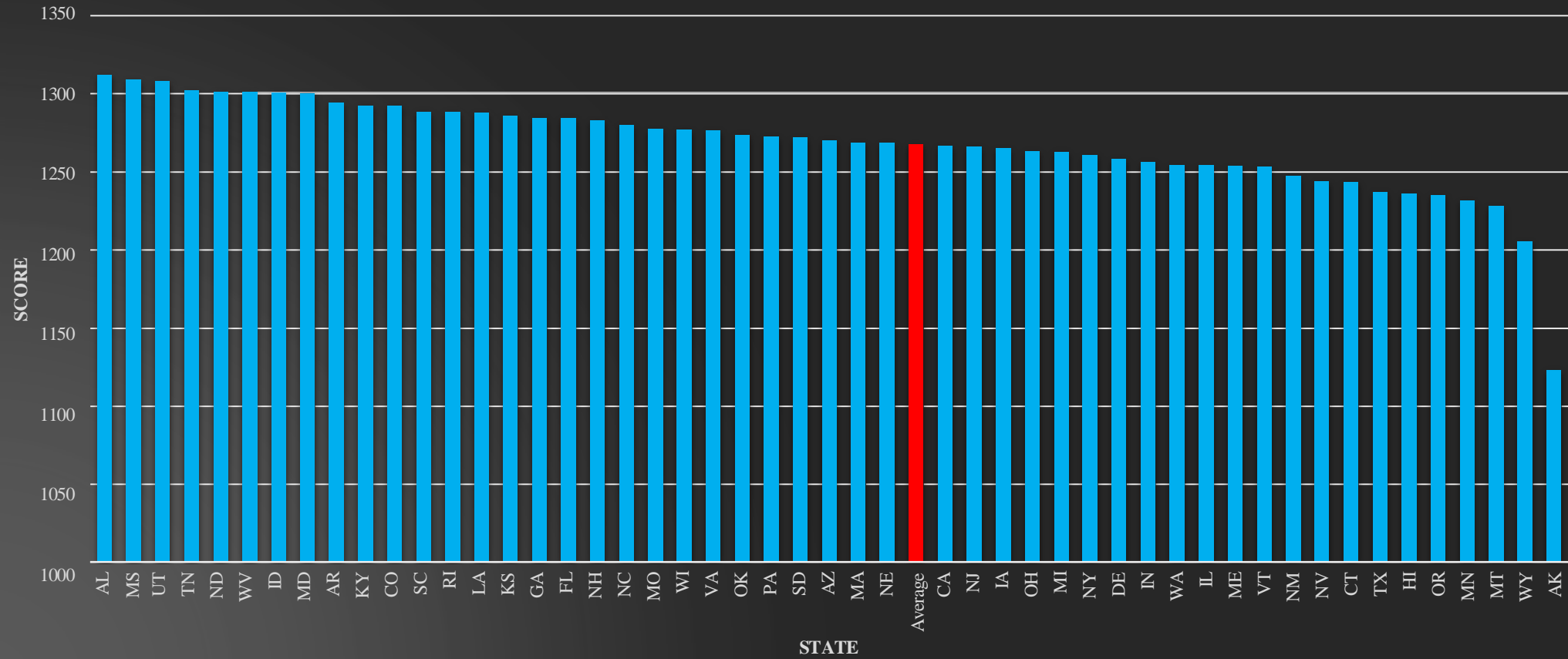
Positive Categories (cont.)

- How often patients got better at walking or moving around
- How often patients got better at getting in and out of bed
- How often patients got better at bathing
- How often patients had less pain when moving around
- How often patients' breathing improved
- How often patients' wounds improved or healed after an operation
- How often patients got better at taking their drugs correctly by mouth
- How often physician-recommended actions to address medication issues were completely timely

Negative Categories

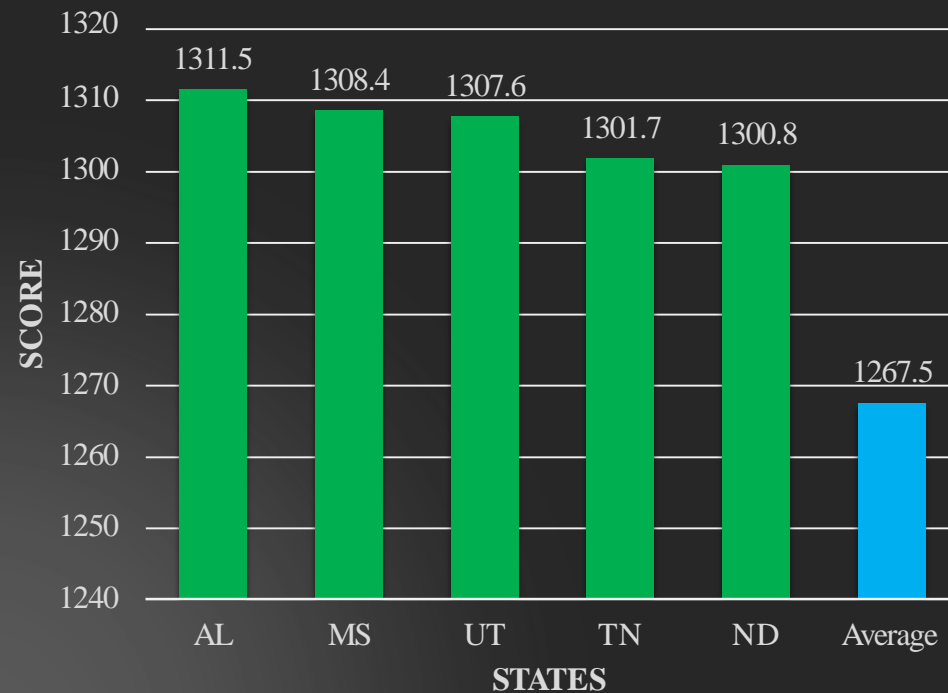
- How often home health patients had to be admitted to the hospital
- How often patients receiving home health care needed urgent, unplanned care in the ER without being admitted
- How often patients developed new or worsened pressure ulcers

All States and Their Scores

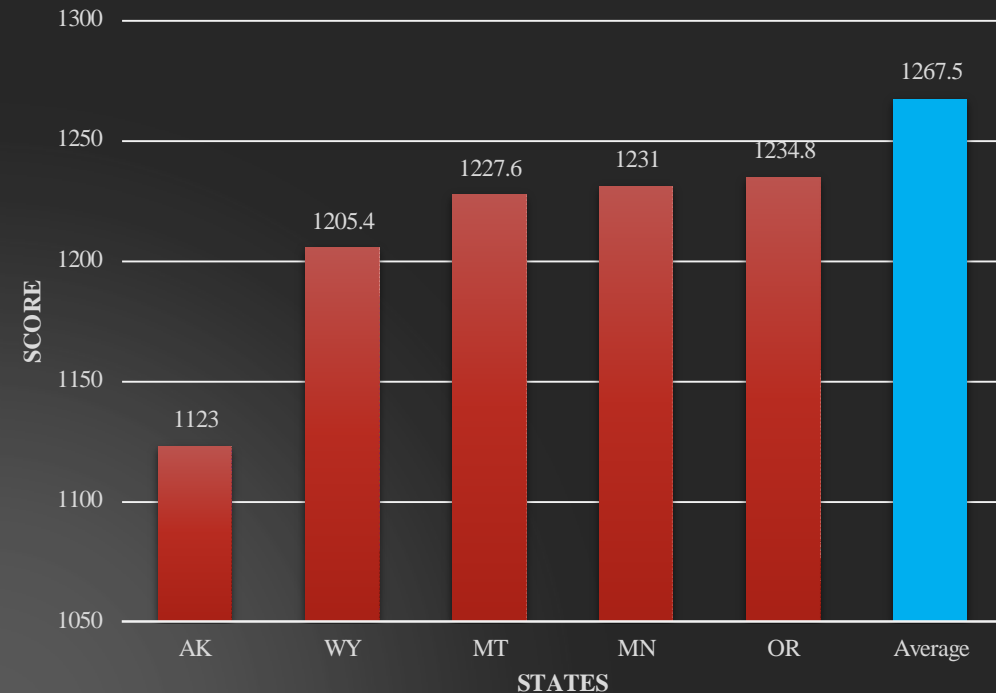


Best and Worst 5 States based on Score

Highest Scoring States in the US



Lowest Scoring States in the US



Map of the US Dashboard

https://public.tableau.com/profile/seth.remo#!/vizhome/CapstoneMaps_15767999950410/AverageScorebyState

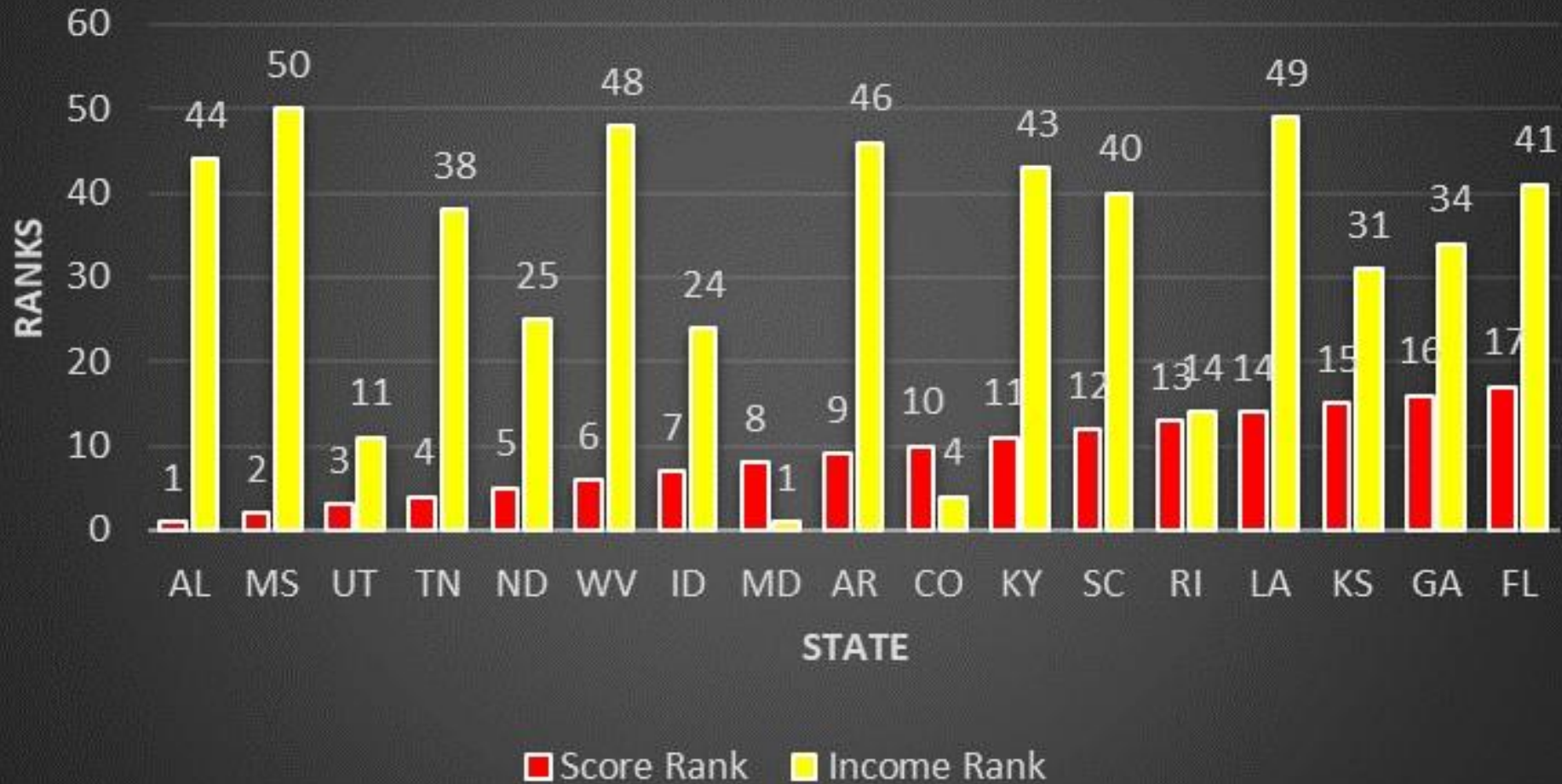
Income Rankings vs Score Rankings

- Income Rank is a ranking based on the median household income data from 2017, where #1 is the state with the highest median income and #50 is the lowest median income.
- Score Rank is a ranking based on the patient review score where #1 has the highest score and #50 has the lowest score.

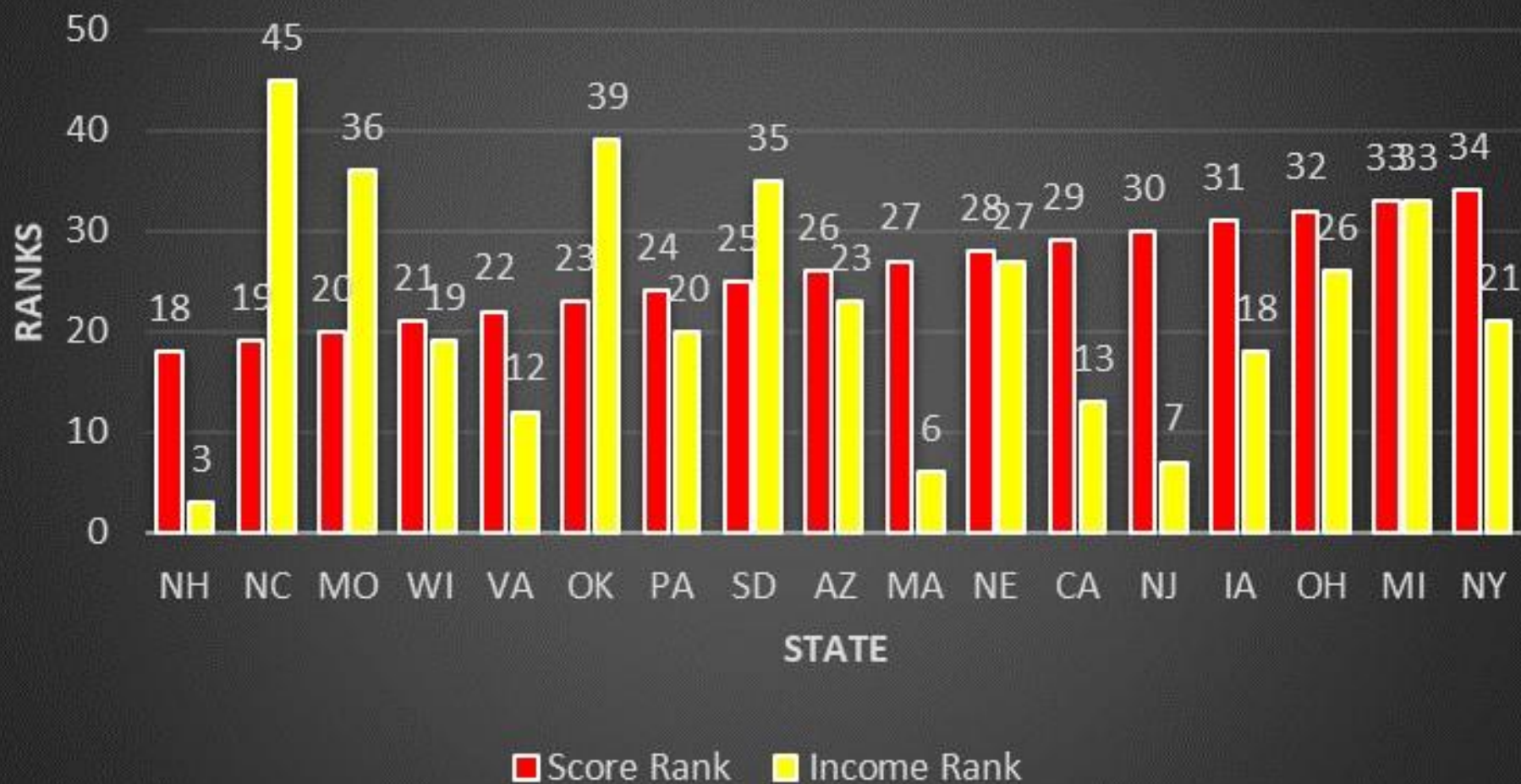
Income Rank vs Score Rank by State



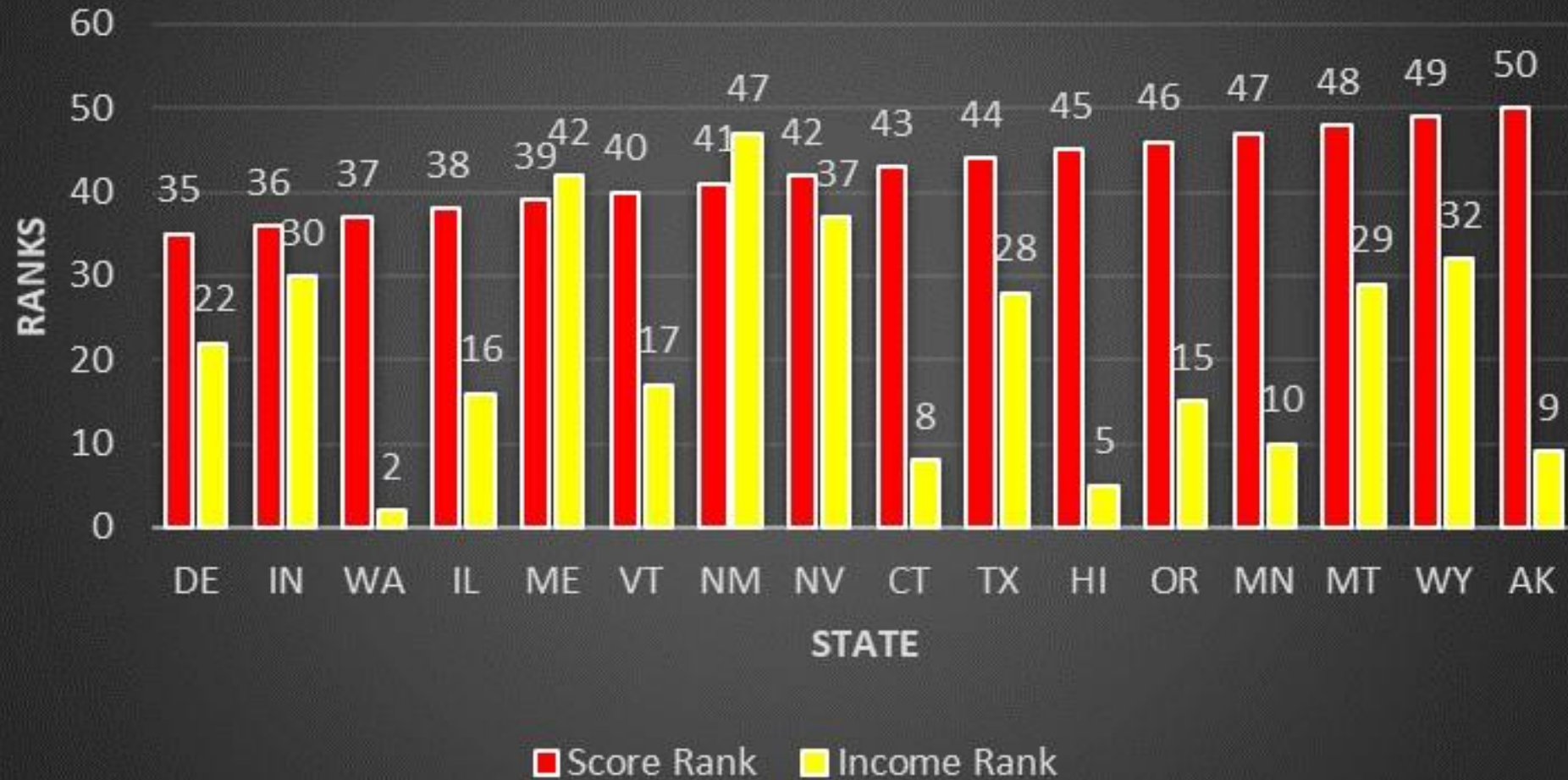
Score Rank vs Income Rank



Score Rank vs Income Rank



Score Rank vs Income Rank



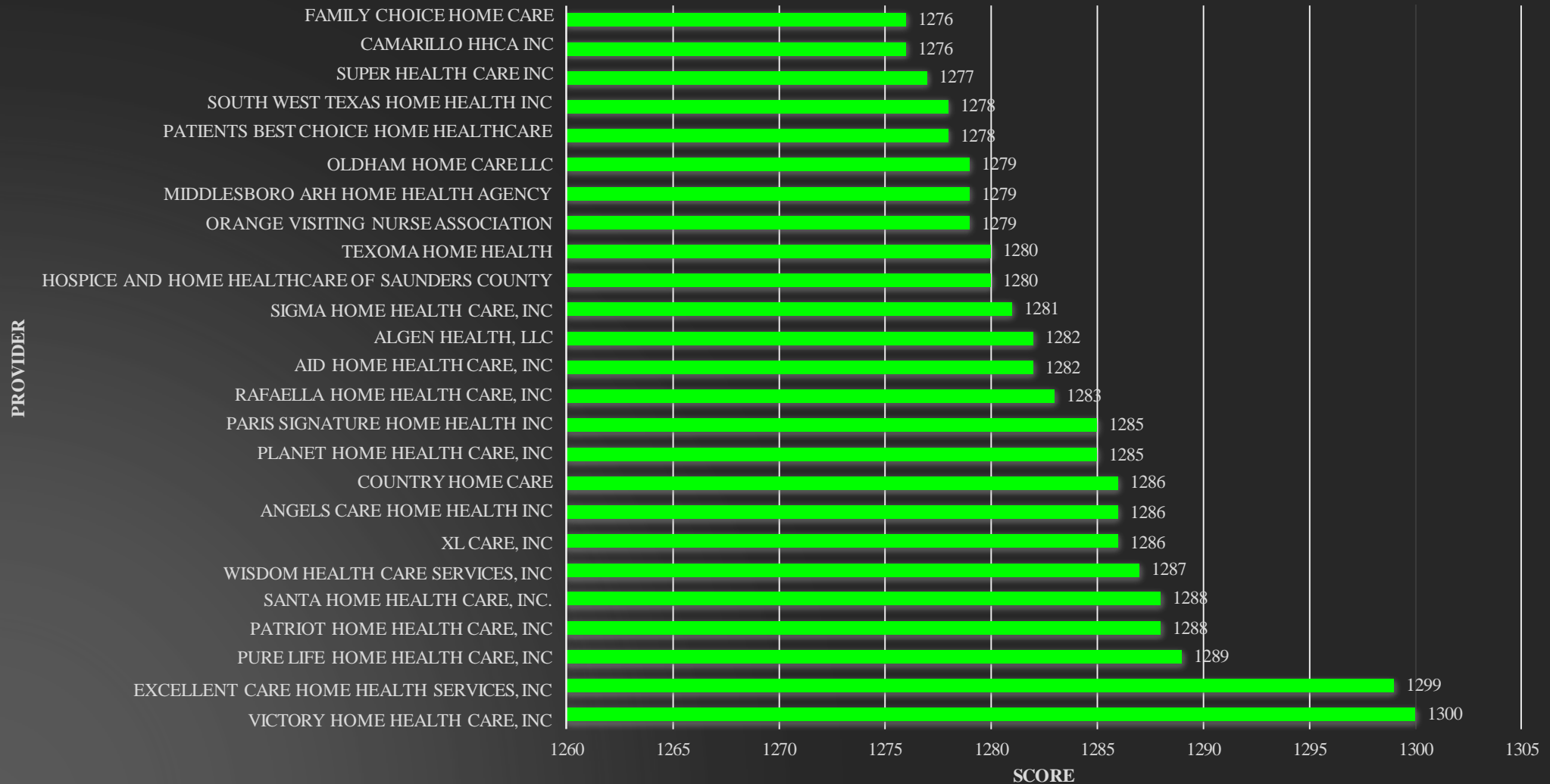
What These Charts Tell Us

- Alabama, Mississippi, and Louisiana have a very low median household income, but still show up with very high scores
- There is no correlation between median household income and patient review score
- Our very own state of Tennessee has a low Income Rank(#38), but still manages a high Score Rank(#4)

Highest Scoring Providers in the Country

- The patient review score was used to determine the 100 highest scoring and the 100 lowest scoring providers in the US
- Then, using provider location, a chart was created finding how many times each state contained a provider that was in that top 100 list or bottom list

Highest Scoring Providers in the Country



Lowest Scoring Providers in the Country

PROVIDER



Provider Dashboard

https://public.tableau.com/profile/seth.remo#!/vizhome/CapstoneMaps_15767999950410/ProviderInformationandLocation

90% Dashboard

https://public.tableau.com/profile/seth.remo#!/vizhome/CapstoneMaps_15767999950410/HowManyProvidersScored90inEveryCategory

References

- <https://data.medicare.gov/data/home-health-compare>
- [Home Health Care - Patient survey \(HHCAHPS\) State Data](#)
- [Home Health Care - State by State Data](#)
- [Home Health Care - Patient survey \(HHCAHPS\)](#)
- [Home Health Care Agencies](#)
- <https://data.world/garyhoov/household-income-by-state>