

Home Health (HH) Quality Reporting Program (QRP) Reports Activity Worksheet

Scenario

You are the Quality Manager at Happy Harbor Home Care, located in Baltimore, MD. Your role involves routinely accessing, analyzing, and using Certification and Survey Provider Enhanced Reports (CASPER) reports to support the work of your agency's quality program.

On a regular basis, you run the Review and Correct Report to validate the accuracy of your Outcome and Assessment Information Set (OASIS) data submissions. This allows you to identify and correct any potential errors within the correction period. You have analyzed the Quarter 3 2018 measure results displayed on your Review and Correct Report and confirmed that no errors exist.

Once the Quarter 3 2018 Quality Measure Reports are available, you review your agency-level and patient-level data in CASPER. During your comprehensive review of the Process Measures Report, you identify an opportunity for improvement.

Activity Instructions

Working in groups at your table, follow the steps below to identify and analyze the opportunity for improvement using the sample CASPER reports provided.

1. Review the **Process Measures Report** to identify which measure your agency should target for improvement. How does the report data support your conclusion?
2. Using the **Process Tally Report**, identify the patients who did not achieve the numerator for the quality measure identified for improvement.
3. Using the **OASIS Assessment Print Report**, summarize the findings for each patient who did not achieve the numerator for the identified quality measure. What conclusions can you make?
4. How will the information collected from these CASPER reports inform your next steps in the development of a performance improvement plan?