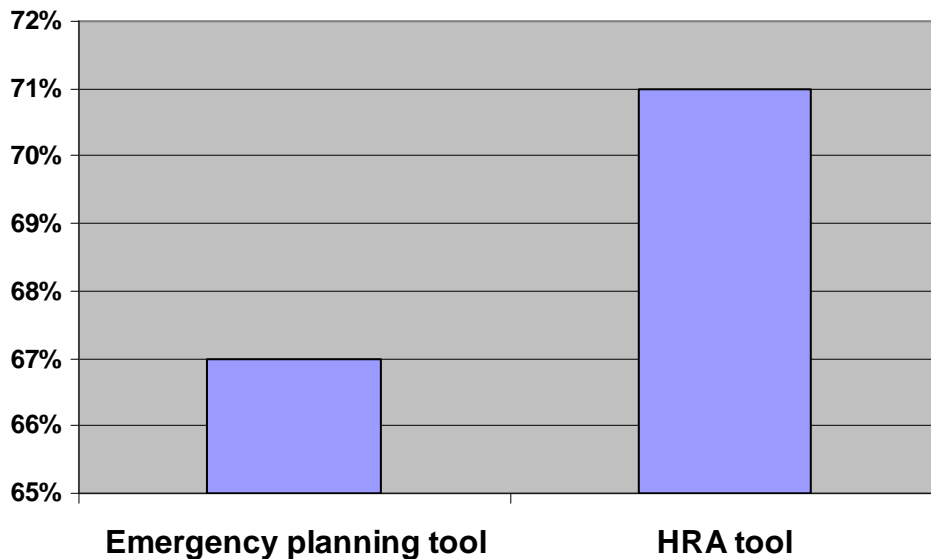


## Participating Agencies Give “Thumbs up” to Campaign Tools

More than two thirds of home health agencies reported using emergency planning and hospitalization risk assessment (HRA) tools in most patient care, according to a recent follow-up of agencies participating in the current national campaign. Almost 500 home health agencies responded to the customer satisfaction survey after downloading the Home Health Quality Improvement Campaign’s Best Practice Improvement Package on Acute Care Hospitalization (ACH).

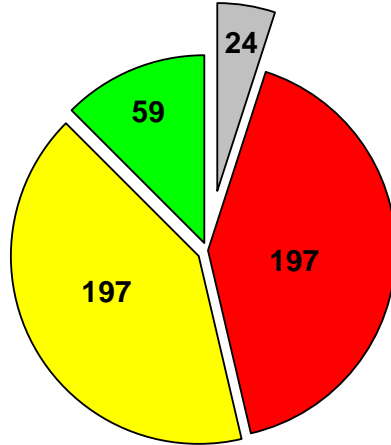
### Percent of Agencies Using Campaign Tools Frequently or All the Time



Many agencies reported beginning to use these tools during or after the first national campaign in 2008, but one third of the HRA users and one quarter of the emergency plan tool users said they’d started after this campaign began or modified their approach after receiving this campaign’s materials.

Nearly all agencies reported using at least one of the resources the campaign provided to help bring improvement, and one quarter used four or more of them. Over 100 agencies named additional improvement methods they adopted besides those that the campaign provided. Three quarters of the agencies set targets for reducing the ACH rate. Most agencies felt these materials had helped them prevent unnecessary hospitalization.

### Self-Reported Impact of Campaign Materials



- No impact at all.
- Helped us think about how to prevent ACH
- Helped change how we manage patients to avoid ACH
- Measurable reductions in ACH

The high response rate to the survey and high reported use rates of campaign materials and recommended practices augurs well for the campaign's ultimate success in reducing ACH rates. Campaign participants appear to be actively engaged in important, ongoing quality improvement work.