

Using Analytics to Tackle Clinician Satisfaction





Agenda

- Introductions
- Commitment to Clinician Experience and Satisfaction
- HCHB Analytics' Clinician Satisfaction Dashboard
- Tips for Leveraging Satisfaction Data
 - Clinical Management & Operations
 - Recruiting & Retention
- Q&A

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Meet the Panelists



Brandy Sparkman-Beierle, MSN, RN

Chief Clinical Officer
Homecare Homebase



Jon Higginbotham, RN, BSN

VP of Business Development & Clinical Analyst
Homecare Homebase



Benjamin Hayes

Product Manager
Homecare Homebase



Our Commitment to Clinician Experience and Satisfaction

- Listening to the Voice of the Clinician
- Creating Resources and Interventions
- Product Enhancements



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HCHB Analytics – Clinician Satisfaction Dashboard

Clinician Satisfaction Scorecard for **MCLZZEAN, WILGA A (RN)**

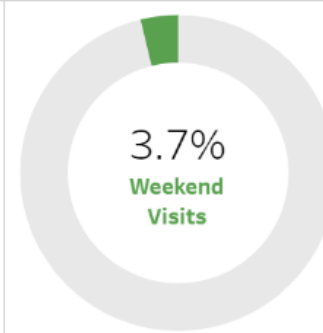
MCLZZEAN, WILGA ...

Employment Details

14.5 months
at your organization

Home Branch: **ACH**
Hire Date: **7/19/2021**
Worker Type: **EMPLOYEE**
Worker Category: **FULL TIME FIELD**
Payment Method: **SALARIED**

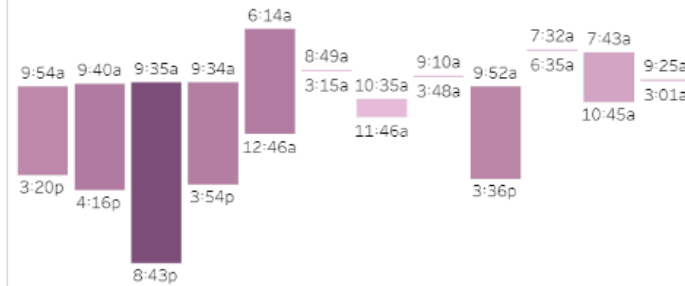
ClinSat Score



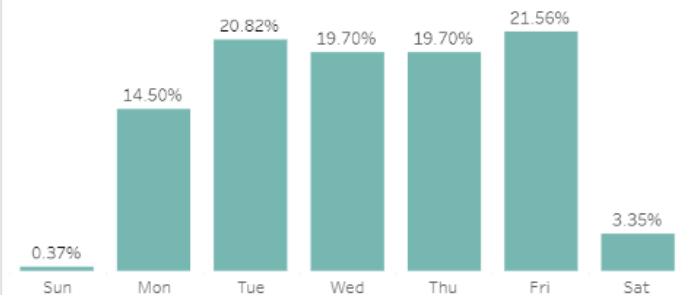
Metric Trending

Measure	Last 4 Weeks	Trend
After Hours Visits	3.6%	
Weekend Visits	1.4%	
Daily Doc Hours	0.5	
Daily Drive Hours	1.7	
Daily Miles Driven	49.8	
Workday Length	0.0	
Weekly Caseload	14.0	
Schedule Balance	745	

Workday Length



Schedule Balance



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Analyzing Clinician Satisfaction Data

Clinician Satisfaction Scorecard for **MCLZZEAN, WILGA A (RN)**

MCLZZEAN, WILGA ...



Employment Details



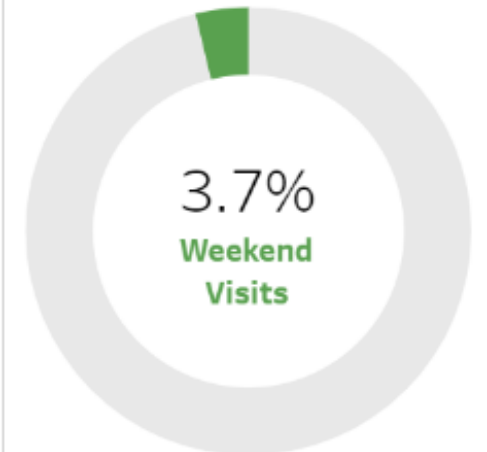
14.5 months
at your organization

Home Branch: **ACH**
Hire Date: **7/19/2021**
Worker Type: **EMPLOYEE**
Worker Category: **FULL TIME FIELD**
Payment Method: **SALARIED**

ClinSat Score



45



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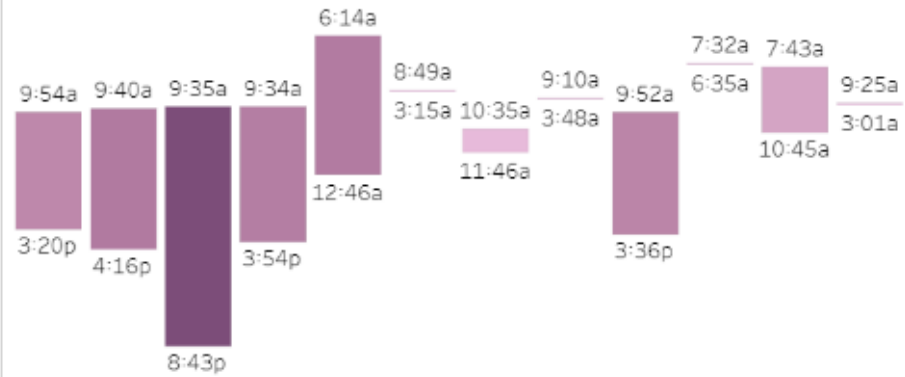


Analyzing Clinician Satisfaction Data

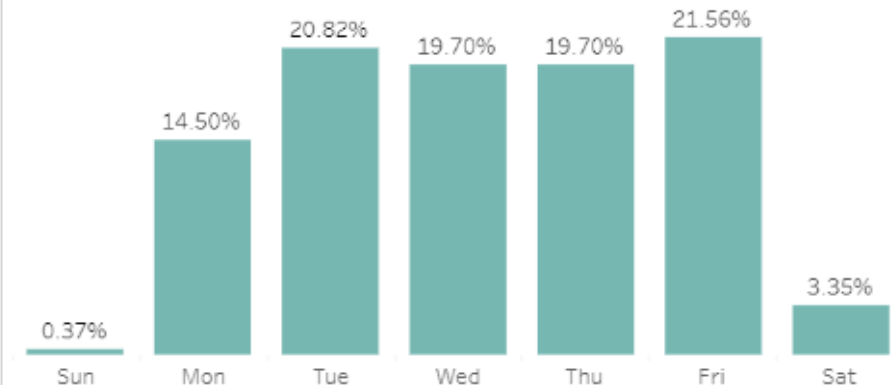
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Analyzing Clinician Satisfaction Data

Clinician Satisfaction - Branch Compare



Home Branch	Weekly Volume	Clinician Count	ClinSat Score	After Hours Visits	Weekend Visits	Daily Doc Hours	Daily Drive Hours	Daily Miles Driven	Workday Length	Weekly Caseload	Schedule Balance
(All)	10,210	718	44	1.9%	4.2%	0.7	1.4	39.9	5.0	11.8	930
ACH	36	4	51	4.9%	10.7%	0.3	1.0	31.4	2.1	7.5	825
ACR	140	8	45	2.3%	0.7%	1.4	1.3	34.0	5.3	11.5	873
BAK	104	6	53	0.2%	1.5%	1.0	1.5	47.6	5.3	14.0	895
BOI	10	13	83	0.0%	0.8%	0.3	0.6	21.8	0.9	1.8	480
BTE	108	14	65	0.7%	0.6%	0.7	1.0	39.6	3.8	7.6	845
BTH	67	5	50	1.0%	0.8%	0.8	4.3	253.9	4.6	10.6	915
BZH	178	17	41	3.3%	4.0%	0.7	1.2	47.2	4.4	10.5	795
BZM	338	25	52	0.8%	2.7%	1.0	1.4	40.8	4.7	11.7	892
CHH	39	4	67	3.3%	2.9%	0.4	0.6	14.4	2.3	9.4	855
CHY	368	21	60	0.2%	3.1%	0.5	1.1	34.6	5.9	15.4	936
CPH	55	4	55	1.5%	2.0%	0.4	0.9	26.5	5.2	13.1	822
CPR	178	12	62	0.4%	0.7%	0.4	1.2	34.4	5.4	12.5	855
FRH	37	4	43	2.1%	2.2%	0.3	1.7	67.8	5.4	8.7	867
FRU	99	9	47	1.3%	0.0%	0.8	1.7	49.3	4.7	9.8	735
GLN	207	11	51	0.2%	4.5%	0.7	1.7	45.2	5.0	14.4	947
HCH	74	5	40	3.4%	4.6%	0.6	1.2	45.8	4.8	12.3	835
HEB	113	12	51	1.7%	5.2%	0.6	1.0	30.6	3.6	9.4	822
HLH	75	6	64	1.1%	4.5%	0.4	0.8	23.4	3.4	8.9	867
HLN	216	13	55	1.1%	0.8%	0.8	1.2	28.4	5.8	12.7	855
HND	510	34	60	0.1%	1.8%	1.0	1.3	30.8	4.9	13.7	881
IDF	443	27	34	2.2%	8.0%	0.8	1.4	36.4	5.8	13.6	907
IFH	167	10	48	7.8%	4.3%	0.5	1.2	34.7	5.0	10.5	902
KPH	32	5	84	0.0%	0.0%	0.2	0.7	22.1	2.5	7.2	795
LAH	55	5	58	1.1%	2.9%	0.9	1.2	32.8	3.5	10.6	942
LAN	133	15	55	0.8%	2.9%	1.3	1.3	44.5	3.8	8.5	922
LGR	87	8	42	0.7%	2.1%	1.4	2.3	107.2	5.0	12.4	895
LME	226	16	70	0.2%	3.7%	0.4	0.8	17.5	5.2	11.9	951
LOG	221	16	47	4.0%	4.6%	0.5	1.1	34.3	5.3	11.1	915
LOH	43	6	51	0.7%	4.7%	0.6	1.3	54.1	4.1	10.0	855

Branch Service Line
(All) ▾

Home Branch
(All) ▾

Job Code
(All) ▾

Worker Type
(All) ▾

Worker Category
(All) ▾

Payment Method
(All) ▾

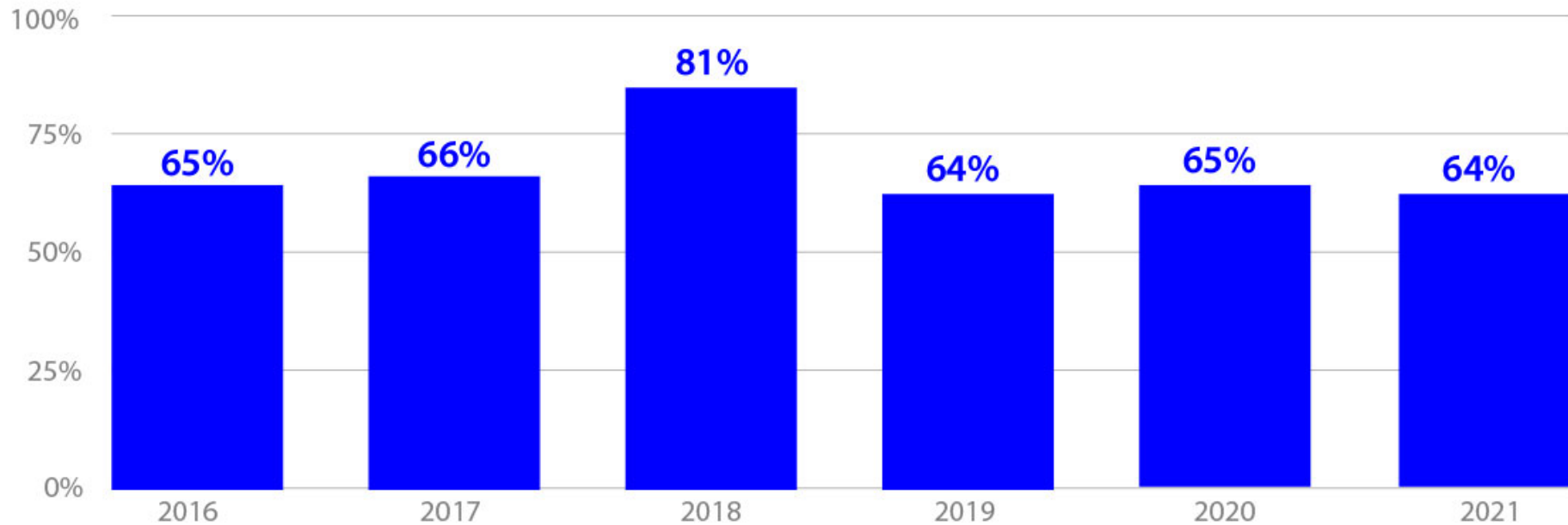
Tenure Group
(All) ▾

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Use Your Data to Tackle Retention

Caregiver Turnover Rates



Source: Home Health Care News, Robert Holly, ["Home Care Agencies in 2021 Saw Client Retention Turnover Spike, Caregiver Churn Stay Flat"](#)

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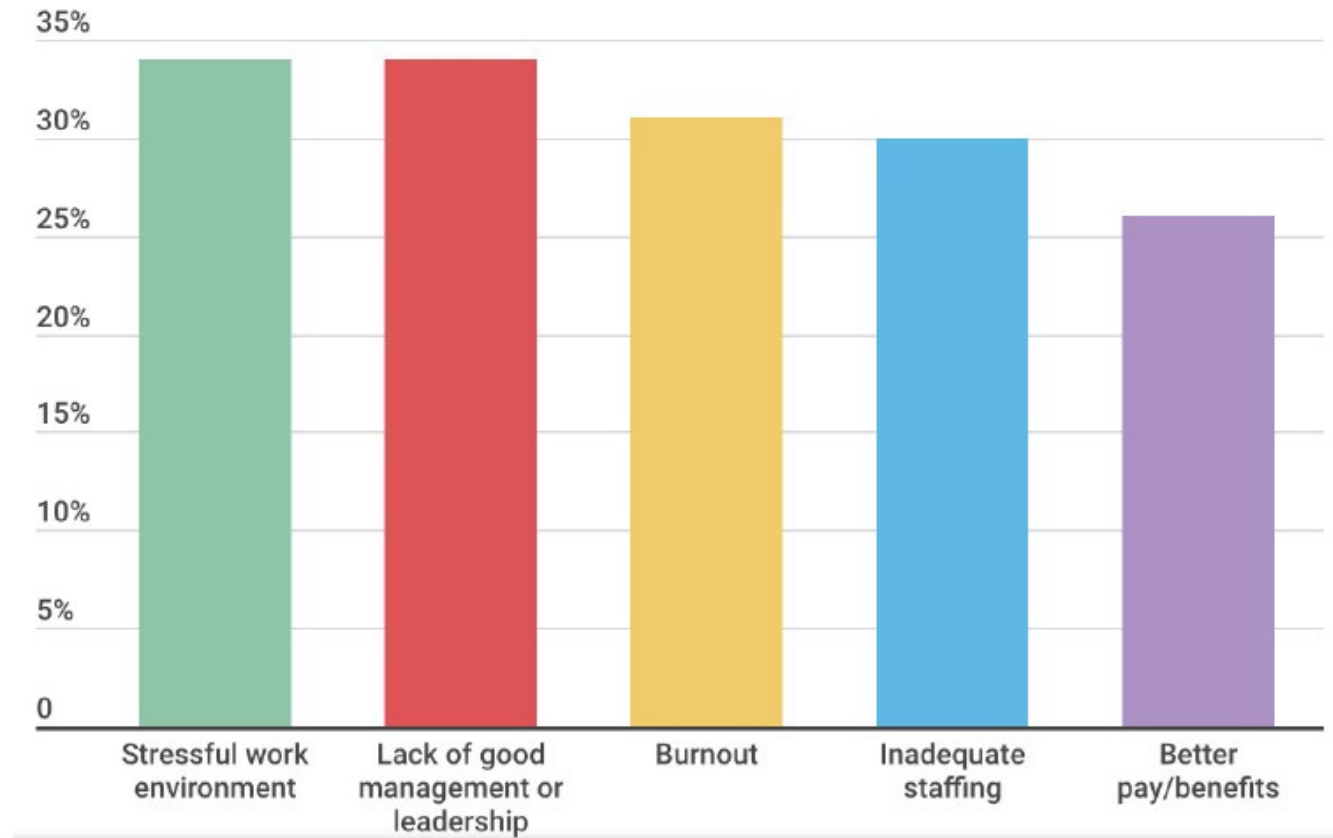


Use Your Data to Tackle Retention

Top 5 Reasons Nurses Resign

Study published in February 2021 in JAMA⁸.

Data from 418,769 nurses who resigned.



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Q&A

