

homecare  homebase™

# LEVERAGING TECHNOLOGY FOR PERSON CENTERED CARE

Hospice News, HCHB & Heart to Heart Hospice

# TODAY'S AGENDA

- Introduction
- What is person centered care?
- Why choose HCHB Person centered care plans?
- Heart to Heart's tips for building and implement PCCP
- Tips set caregivers up for success
- Heart to Heart's PCCP Results
- Q&A



# TODAY'S PRESENTERS



**Donnette Threats**

*Director of Product Management  
Hospice*

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**Patrick McPherson**

*Sr. Vice President EMR Operations*

Heart to Heart Hospice



**Adam Solis**

*Director of EMR*

Heart to Heart Hospice



**Jim Parker**

*Senior Editor*

Hospice News



# WHAT IS PERSON CENTERED CARE?

- Individualized care plans
- Involve patients and their families
- Tied into hospice oversight
- Linked in studies to
  - Staff satisfaction
  - Patient satisfaction
  - Improved patient outcomes

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# WHY CHOOSE HCHB PERSON CENTERED CARE PLANS (PCCP)?

- Empower exceptional hospice care
- Add flexibility for care providers
- Easier recertification processes



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# HEART TO HEART'S TIPS FOR BUILDING AND IMPLEMENTING PCCP

- **Change management process**
  - Include department leadership
- **Embrace the change**
  - Don't try to force old processes into the new system
- **Build ideology**
  - Create templates that prioritize what matters (P/I/G & E,E & T)
  - Align assessment and med kit categories with PCCP templates
  - Sequencing

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# HEART TO HEART'S TECHNICAL TIPS FOR BUILDING AND IMPLEMENTING PCCP

- **Managing Recerts in PCCP**
  - 14-day window
- **Keep documentation brief**
  - Avoid maxing out character count
- **Utilize analytics**
  - Decide what metrics evaluate success
- **Keep up to date on new releases**
  - HCHB has several new features and updates planned for PCCP!

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# HOW HEART TO HEART SET CAREGIVERS UP FOR SUCCESS

- Change management next steps
  - Compliance and clinical support review
  - Select pilot branches
- **Company-wide rollout!**
  - PCCP 1.0 training
  - PCCP 2.0 training
  - PCCP 3.0
- **Make iterative changes**
  - Review assessment gaps annually

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## RESULTS – AUDIT SUCCESS!

“Heart to Heart Hospice has the best personalized care planning with the most thought-out goals ever seen!”

Indiana Surveyor

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# HEART TO HEART HOSPICE PCCP RESULTS

- Same time spent, better compliance
- More appropriate:
  - Problems
  - Interventions
  - Goals
- Minimal support tickets!

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# HAVE QUESTIONS?

- Reach out to our Sales team 1-866-535-4242 (HCHB)
- HCHB customers can reach out to your Account Executive

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Q&A

# RESOURCES

- KOGAN, A.C. (2015). PERSON-CENTERED CARE FOR OLDER ADULTS WITH CHRONIC CONDITIONS AND FUNCTIONAL IMPAIRMENT: A SYSTEMATIC LITERATURE REVIEW *Journal of the American Geriatrics Society*, <https://agsjournals.onlinelibrary.wiley.com/doi/full/10.1111/jgs.13873>
- WHAT IS PERSON-CENTRED CARE AND WHY IS IT IMPORTANT? *Health Innovation Network South London*, [www.hin-southlondon.org](http://www.hin-southlondon.org)
- KIRBY, E. G. (2018). PATIENT CENTERED CARE AND TURNOVER IN HOSPICE CARE ORGANIZATIONS. *Journal of Health and Human Services Administration*, 41(1), 26–51. <https://www.jstor.org/stable/26974589>
- Kotter, J. P. (2022, September 19). Leading Change: Why transformation efforts fail. *Harvard Business Review*. <https://hbr.org/1995/05/leading-change-why-transformation-efforts-fail-2>

