

**From:**



**To:** HOMECALL OF STILLWATER, INC  
2310 W SEVENTH STREET  
STILLWATER, OK 74074

## Your Outcomes Dashboard: March 23, 2007

This report includes data from October 2005 through September 2006.



Your outcomes gauge is at 70%  
7 are above your market, 3 are below

Your outcomes are in Drive  
6 went forward, 4 went backward



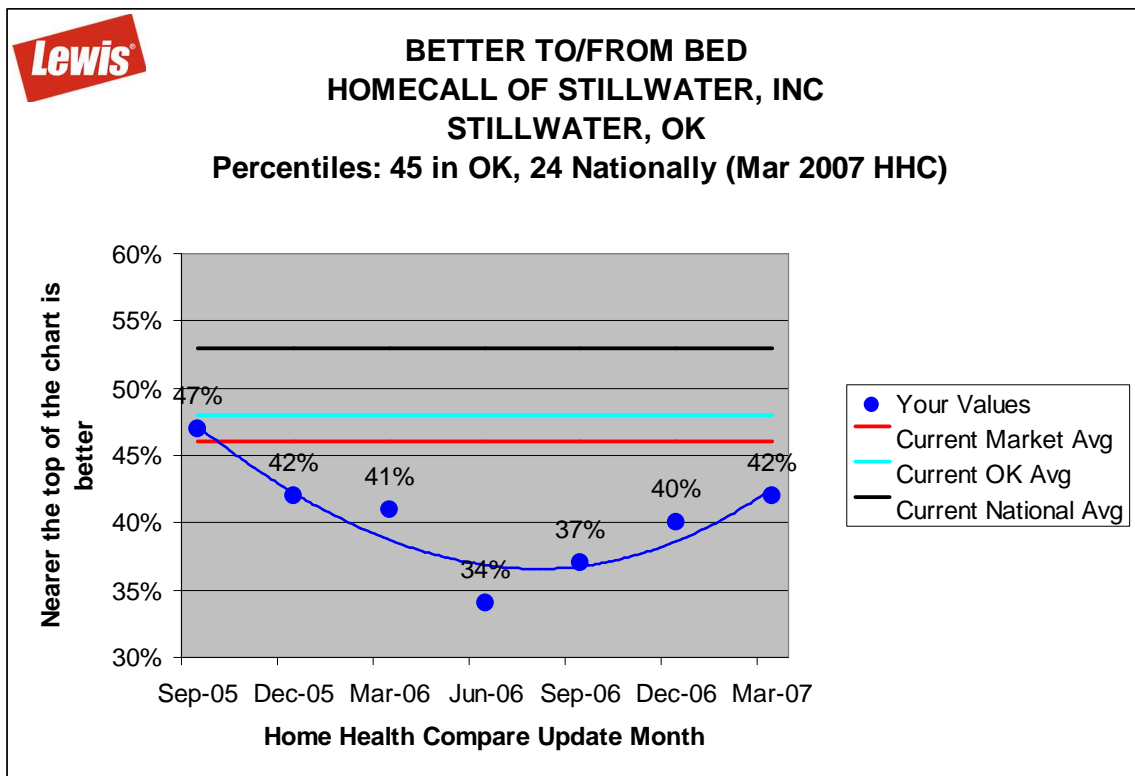
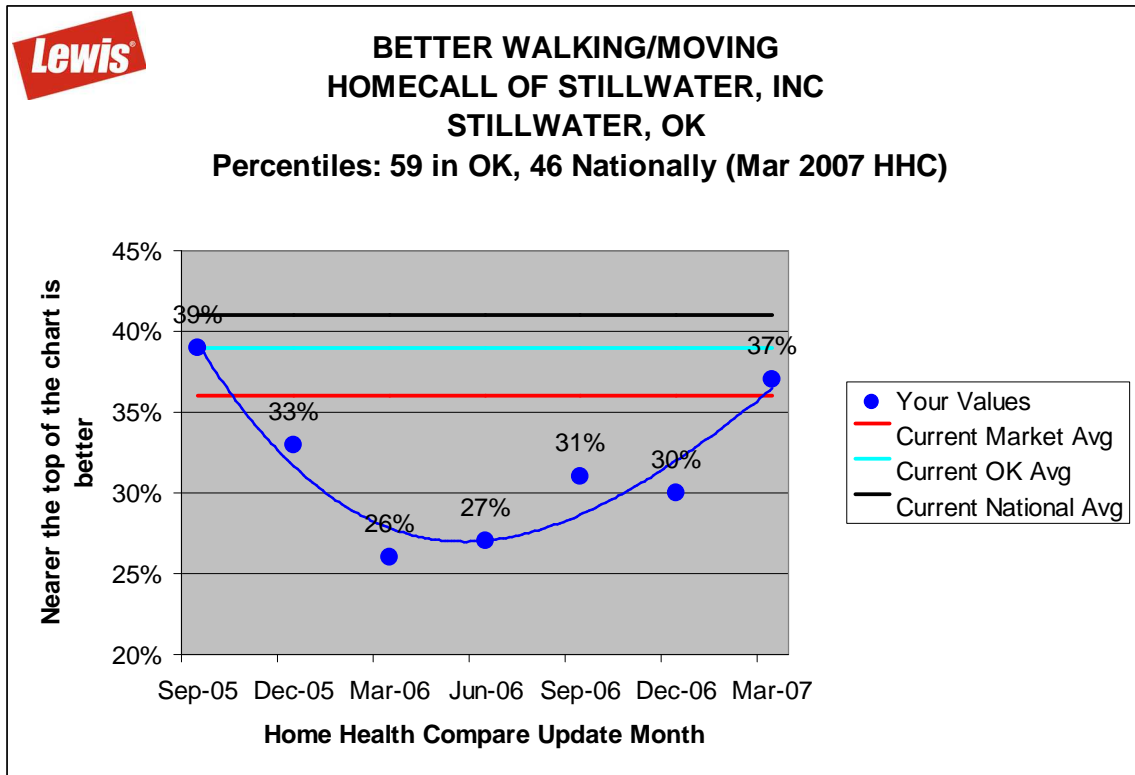
## Your Outcomes Detail:

Outcomes	Your Value	Market Average	State Average	National Average	June 2006 Your Value	Change since June 2006 Update
Better walking/moving	37	36	39	41	27	10
Better to/from bed	42	46	48	53	34	8
Bladder control improves	47	40	39	50	31	16
Less pain moving	66	56	55	63	68	-2
Better at bathing	66	62	64	63	58	8
Better at meds/oral	38	40	41	41	28	10
SOB less often	65	52	51	60	67	-2
DC to home	70	63	58	68	68	2
Admitted to hospital	26	32	36	28	24	2
Urgent/unplanned care	25	20	22	21	20	5
Percent that are Positive		70	60	50		60
Percent that are Negative		30	40	50		40

The outcome data presented in this report is published by CMS, while the market data is from Lewis, Inc. No proprietary data from you or other providers has been used. This report compares your performance to market, state, and national averages, and to your performance as reported in June 2006. Your market is defined by the zip codes where you have served patients in your state, as reported by CMS. CMS reports that you have served patients in 35 zip codes in your state within 100 miles of your official address, which have an estimated over-65 population of 24,468 according to the 2004 estimate.

- Significantly better
- Somewhat better
- Slightly better
- Equal or N/A
- Slightly worse
- Somewhat worse
- Significantly worse

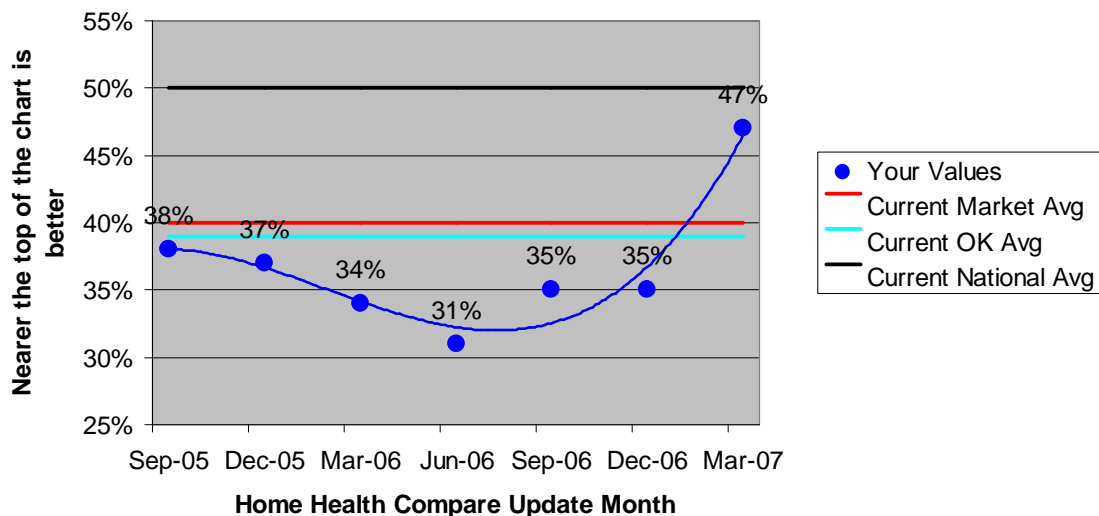
We have included in your report a set of charts that illustrate the history of your outcomes since September 2005. They also show how your history compares to the current average outcomes of your market, your state, and the nation.





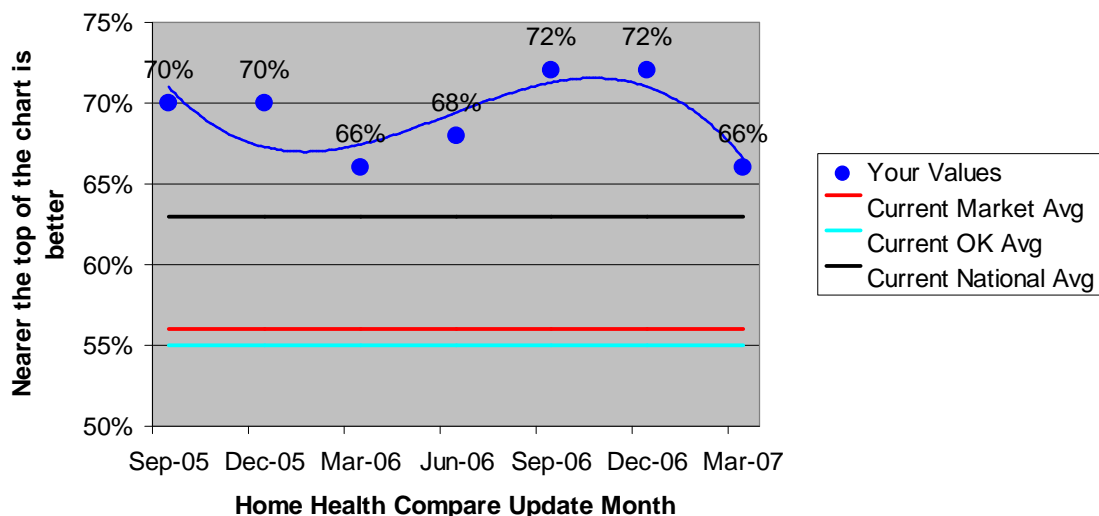
### BLADDER CONTROL IMPROVES HOMECALL OF STILLWATER, INC STILLWATER, OK

Percentiles: 75 in OK, 49 Nationally (Mar 2007 HHC)



### LESS PAIN MOVING HOMECALL OF STILLWATER, INC STILLWATER, OK

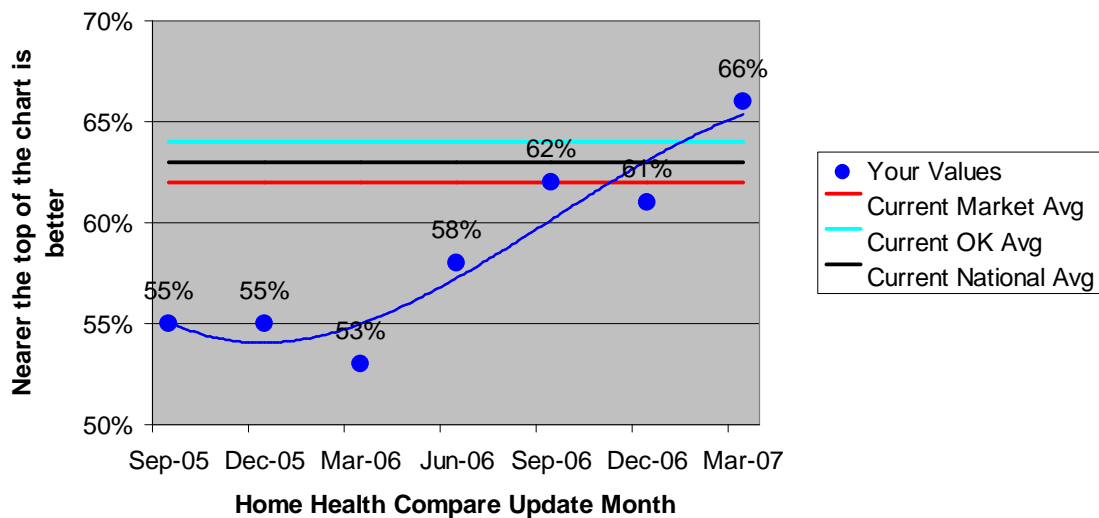
Percentiles: 87 in OK, 66 Nationally (Mar 2007 HHC)





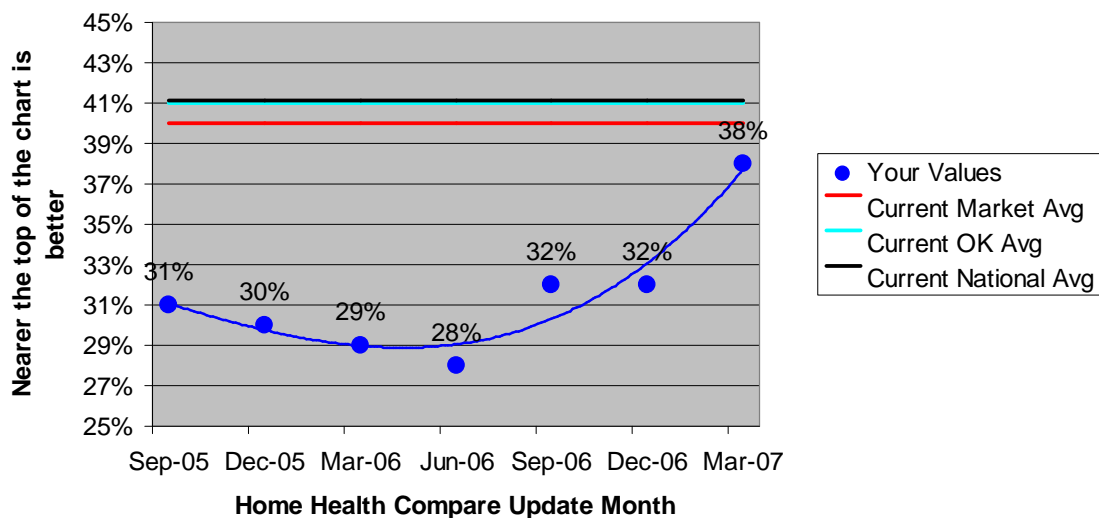
**BETTER AT BATHING**  
**HEMOCALL OF STILLWATER, INC**  
**STILLWATER, OK**

Percentiles: 72 in OK, 70 Nationally (Mar 2007 HHC)



**BETTER AT MEDS/ORAL**  
**HEMOCALL OF STILLWATER, INC**  
**STILLWATER, OK**

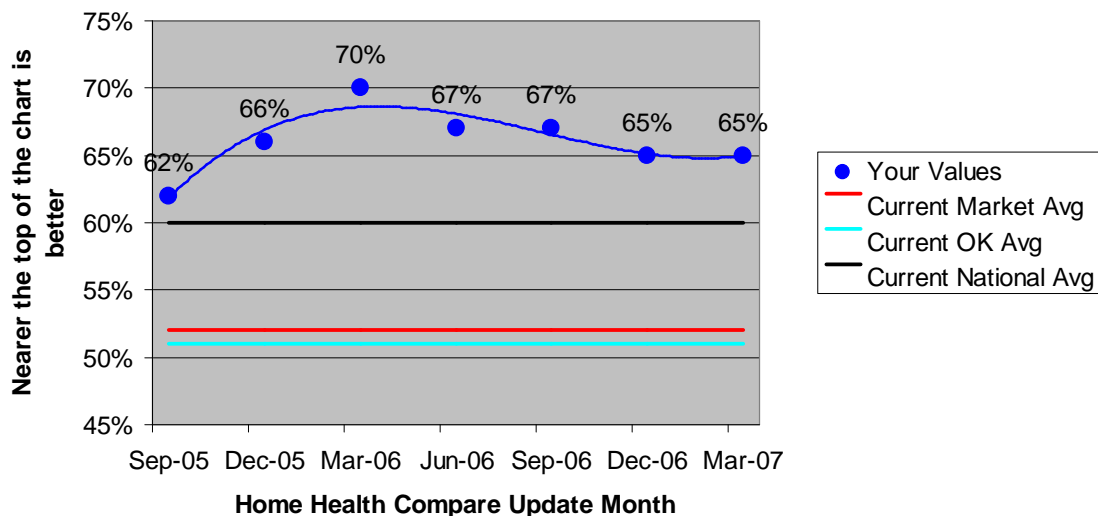
Percentiles: 48 in OK, 49 Nationally (Mar 2007 HHC)





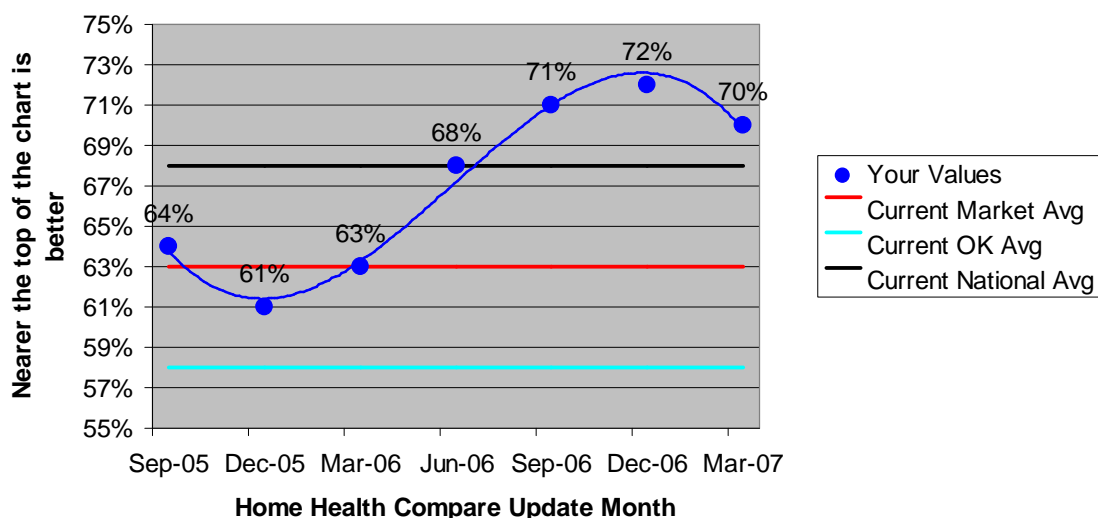
**SOB LESS OFTEN  
HOMECALL OF STILLWATER, INC  
STILLWATER, OK**

**Percentiles: 86 in OK, 72 Nationally (Mar 2007 HHC)**



**DC TO HOME  
HOMECALL OF STILLWATER, INC  
STILLWATER, OK**

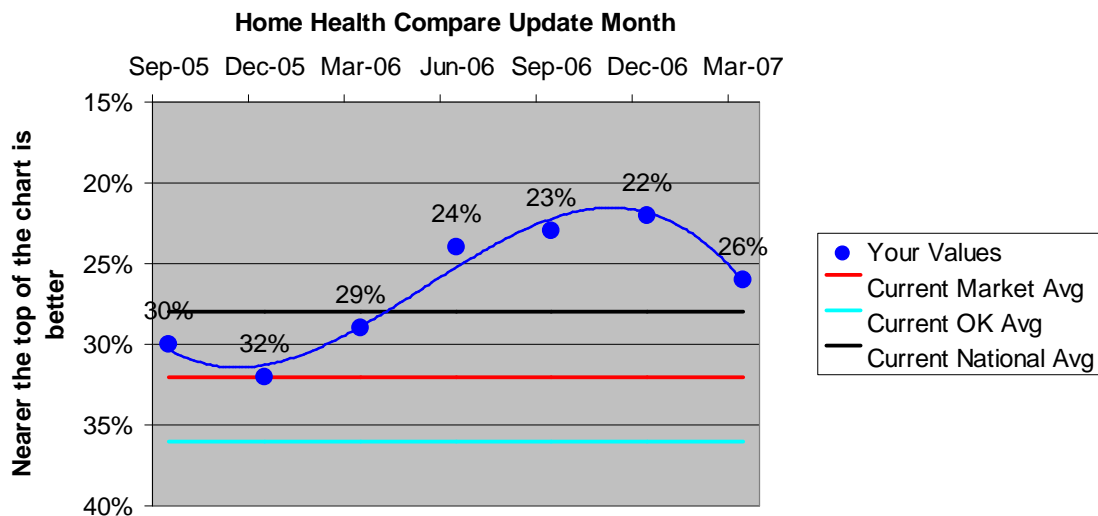
**Percentiles: 90 in OK, 67 Nationally (Mar 2007 HHC)**





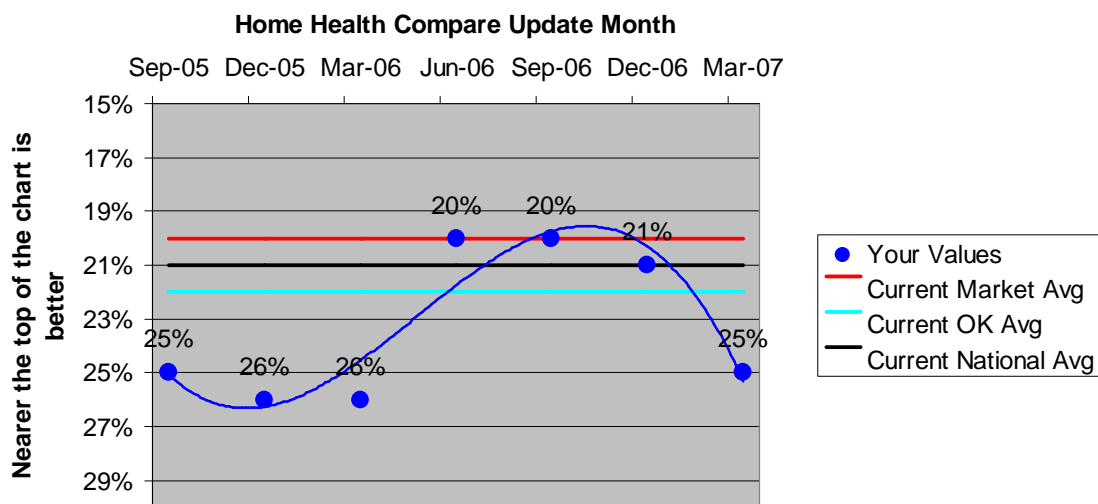
**ADMITTED TO HOSPITAL  
HOMECALL OF STILLWATER, INC  
STILLWATER, OK**

**Percentiles: 87 in OK, 67 Nationally (Mar 2007 HHC)**



**URGENT/UNPLANNED CARE  
HOMECALL OF STILLWATER, INC  
STILLWATER, OK**

**Percentiles: 49 in OK, 40 Nationally (Mar 2007 HHC)**



# **Your Outcomes Dashboard FAQ**

## **What is this?**

This is a report that shows your latest outcomes as reported by CMS, but in a very user friendly format.

## **Why did I receive this?**

Your state home care association and The Council of State Home Care Associations worked to bring this to you so that you can more readily review what your reported outcomes are and how they compare. The goal of your state association, the Council, and Lewis Research, in bringing you this report, is to improve overall home care quality.

## **What is this going to cost me?**

This report is created and delivered to you at no charge. It's free!

## **What is the Council Of State Home Care Associations?**

The Council is an organization that was established to assist state home care associations, including your own, which is a Council member, to more effectively interact with each other and with the seven national home care associations. The Council worked with your state association to get this report for you at no charge.

## **Who is Lewis Research?**

Lewis Research is part of Lewis Computer Services, a home care software company that designed and produced your report.

## **Where did the data come from?**

The outcome data came from CMS, which publishes this data at their Home Health Compare web site. The market data presentation, perhaps the most valuable component in the report, is calculated by Lewis specifically for your HHA.

## **Who else has seen this data?**

Anyone who has gone to the Home Health Compare web site could have seen, or created, this data report. The home health outcomes data are made available to the public by CMS.

## **Who else has seen this report?**

This particular report is available to your specific HHA only by your state association director putting you on the list to receive it. It may have been cursorily reviewed by Lewis staff during testing. As part of this data project it is also sent to your state association director.

## **Can I get past reports?**

No. These reports are created each quarter or when CMS updates the Home Health Compare data. Lewis handles the production of reports. Old reports are deleted when new reports are created.

**I have multiple providers. Can I get all of their reports?**

You can get them by showing your state association director that it would be proper for you to get the reports of other providers. The director can then put you on the list multiple times to receive multiple reports.

**Can I get reports for providers in another state?**

No. State directors are limited to access of the reports of the providers in their state.

**Can I get the report of a competitor?**

No. The goal of these reports is to improve home care quality. It is not to play a role in the competition between providers. However, this report is yours to share and do with as you please, which could include supporting your marketing program.

**I'm not really the person who needs this. Can it be sent to someone else?**

Yes. Your state association director maintains the list of who gets your report. They can take you off the list and add someone else in your place.

**We already do this. Can you take me off the list so I will get one less email?**

Yes. Your state association director can make one small change to take you off the list.

**How is my market determined?**

The Home Health Compare data lists the zip codes in which you have served patients. If any are more than 100 miles from your office they are excluded based upon the likelihood that you entered the patient's home address rather than where they were actually receiving care.

**How are my market outcomes determined?**

They are calculated by Lewis who utilizes an over-65 population weighing of the average outcomes of each zip code you serve.

**Why are market outcomes important? Why not just compare us to state outcomes?**

Some outcomes are highly influenced by geographic area within a state. So it makes sense to show how your outcomes compare to the outcomes of other providers who serve the same patients. This eliminates the penalty for serving patients who live in an area with chronically poor outcomes. It also raises the bar for serving patients who live in an area with excellent outcomes.

**What does the gauge mean?**

The needle is a visual indicator of how many of your outcomes are above your market versus how many are below.



**I do not have a needle on my outcomes gauge. Why?**

If you do not have enough data submitted to CMS they report your outcomes as “n/a” which we cannot use to calculate your overall outcomes level.

**What does the gear shift indicator mean?**

This is used to indicate if your outcomes are getting better or worse over time. The second-to-last column in the table shows your outcomes for a recent quarter. If more outcomes got worse than got better then your indicator shows that your outcomes are in reverse. If more outcomes got better than got worse then your indicator shows that your outcomes are in drive.

**I do not have a gear shift indicator. Why?**

If you do not have enough data submitted to CMS they report your outcomes as “n/a” which we cannot use to calculate your outcomes level. Also, if you did not have any matching quality data for the historic quarter that we are using as a comparison we cannot determine your improvement.

**Why are these particular ten outcomes shown?**

They are the ten outcomes publicly reported at Home Health Compare by CMS.

**What do the colors mean?**

The colors indicate good and bad outcome levels. On the lower right is the color key. Lighter yellow to darker orange is progressively worse. Lighter blue to darker blue is progressively better. White indicates that you are equal to or have no data for the outcome.