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Oh, The Places You'll Go: A Journey Through OhioHealth Home Care

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Oh, The Places You'll Go: A Journey Through OhioHealth Home Care

Holly Williams

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Introduction

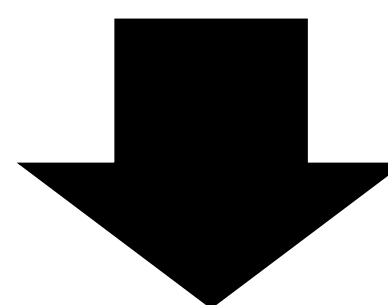
- OhioHealth Home Care Practicum with Heather McDavid the Director of Finance and Interim Director of HME (Home Medical Equipment).
- OhioHealth Home Care has five business lines: Home Health, HME, Palliative Care, Hospice, and IV infusion.
- Home Care requires multiple locations.
 - David P Blom Administrative Complex (The BAC)
 - The Preserve
 - HME Warehouse
 - Riverside Hospital
 - Westerville Medical Campus
 - Marion HME offices
 - Mansfield HME offices
 - Dublin Methodist Hospital

Goals

- To better understand the processes and decision making that effects day to day operations in home health while moving my thought processes from clinical to administrative.
- To gain an understanding of the Patient Driven Groupings Model (PDGM) payment model and its effects on operational processes and administrative decision making.
- To improve upon and increase my ability to build and maintain relationships as a means of growing my skill set at the administrative level, to increase my likelihood of employment post-graduation.
- To be exposed to and learn about various administrative opportunities with OhioHealth Home Care to gain an understanding of the inner workings of a Fortune 100 company.
- To learn, observe, and participate in a Lean project to improve my problem-solving skills and be able to use my experience to help others.

Results

The David P Blom Administrative Complex – Columbus – Administration/Finance



The Preserve – Home Health- Dublin



Home Medical Equipment Warehouse and Offices – Lewis Center

Goal Achievement

- Daily attendance of meeting with Directors and Senior Leaders, focusing on processes and policies. Time spent with various levels of managers/administrators within Home Care.
- Attendance of meetings and trainings for PDGM planning and implementation for administrators and clinicians.
- Rounding with other managers in various departments for networking opportunities.
- Shadowing in several locations within OhioHealth to learn of the opportunities in and out of Home Care.
- Attending Lean meetings and participating in several GEMBA walks to address processes. Following the various COVID-19 document creations and process and policy implementations.

Highlights

- GEMBA walks addressing processes in all five business lines.
- Westerville Medical Campus – Home Health Leadership Meeting. Encompassing all level managers from all locations including Marion, Mansfield, and Athens. Introduction of the 9 Box employee evaluation system. PDGM planning sessions.
- HME Manual Inventory Day – Staff volunteer to hand count each item in the warehouse to verify the exact on hand amount.
- Financial Learning with the consultants from The Schuster Kane Alliance, who are both Hudson Institute certified coaches. Profit and Cash board game to understand financial statements and balance sheets.
- COVID-19 Command Center and Director meetings to address current and changing policies and procedures to combat the global pandemic.