



# A conversation with Porchlight CEO Holly Chaffee: Mastering a 5-Star Rating

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*With more and more CMS home health care dollars tied directly to proven outcomes and patient satisfaction, Homecare Homebase (HCHB) recently talked with Porchlight VNA/Home Care CEO Holly Chaffee, MSN, BSN, RN on how this Western Massachusetts agency has earned the coveted CMS 5-Star rating four quarters in a row — the only provider in the region to do so.*

**First of all, congratulations on yet another 5-Star rating. Can you tell us a little bit about how you accomplished this?**

Well, it's been a process that began 8 years ago, when we made our first major decision as an agency to focus on improved outcomes. At the time, we wanted a systematic approach to data input and more quality time with patients. What we ended up with is a whole new way to deliver exceptional care.

**So how did you team up with Homecare Homebase?**

While I was aware of HCHB, I initially thought they only worked with larger agencies. But when I saw how easy and intuitive it was, and the fact that it

was hosted offsite, I knew we needed to make a change.

That decision changed our complete operation. For the first time, we had a concrete way to measure in-office productivity. What we quickly learned was that if someone wasn't doing their job completely, there was this huge cascade effect. The next person, and the person after that couldn't do their jobs, either.

**How did our data solution change things for Porchlight?**

First of all, the auto population feature streamlined everything and made it so much faster. Next, the clinical rules and prompts meant we had to document accurately – or the system

wouldn't "compute." So there was no way to leave gaps that needed to be filled later. We literally had to get it right the first time!

#### Anything else?

The data upload was super fast – under two minutes – with no Internet connection required. That meant our clinicians could do everything right there in the home. There was no longer any need to go back home and input everything at the end of the day, which did wonders for job satisfaction! And the quality alerts enabled quick follow-ups that ultimately boosted both our quality of care and patient satisfaction.

#### A lot of agencies resist changing EMR systems. What would you say to them?

I get it! Change is often hard, but in our case it was totally worth it. In fact, I truly believe that without HCHB, we would not be where we are today. But I would also say that you have to want to change – and you have to expect some bumps in



the road along the way. Fortunately for us, they were very minor – and we had great support from the HCHB implementation team.

#### What were your biggest surprises once you made the transition?

How dramatically our performance and focus improved. For the first time, we could look at clinician's strengths and weaknesses and give praise where it was due or suggest areas for improvement that were totally supported by the data – not by opinion. That's huge!

We could also easily interface with our other technology and use data from both system dashboards to create our Key Performance Index (KPI). Actually, Homecare Homebase even does this for us. And that

keeps us on top of readmissions and constant regulatory changes – which used to be a huge burden for us.

#### Would you recommend HCHB to other home health agencies?

I often joke that I'm one of their best sale reps. I'm the kind of person who does my homework, so when I learned that HCHB was founded by industry veterans specializing in home care, I trusted their field expertise and never looked back.

#### What are your thoughts about the future of home health?

Right now there are so many changes and unknowns. The one thing we do know is that our patients need us to be fully present and engaged with them in the short time we have together. With the right data and tools, we can work smarter and faster to make sure they get what they need. It's a win-win for our clinicians and our patients – I can't imagine a better outcome than that!

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