



Home Health Quality Improvement

July HHQI Agency of the Month

Asian Network Pacific Home Care - Oakland, California

"HHQI has been a tremendously effective resource for us...an evidence-based approach, ACH risk assessment and management, emergency care planning, other BPIPs and the sharing of other best practice solutions from the home health industry... have all contributed to Asian Network's industry leading re-hospitalization rate of 11% as currently posted on medicare.gov's Home Health Compare. We consider this quality measure of preventing unplanned hospitalization as an accurate and objective metric of the overall quality of home health care we have delivered to our patients, and not coincidentally, we have also consistently scored at or near the top in the other 20 quality measures as well. In addition to the HHQI resources, we attribute our excellent clinical outcomes to our philosophy of care, which begins with a genuine heart and desire to help each individual patient get well and stay well. Asian Network is *"where heart and skills come togetherSM"*, and the most critical of these skills include patient-centric communications skills and clinical skills. Accordingly, our staffing objective is aligned with our philosophy of care as we continue to bring aboard clinical and health professionals who possess the clinical and communications skills and the heart to consistently deliver competent, conscientious and compassionate care for each individual whose home care or hospice care we have been entrusted. It is at the intangible and almost magical quality of the heart where our clinical and professional staff has distinguished ourselves and delivered the superior tangible benefits in patient care as aptly demonstrated by our clinical outcomes."

- Nancy Chang, RN, MS, ANP
- Stephen Tung, Director of Community Outreach

