



WellSky® Services case study

# Transforming clinical documentation quality: Improving clinical, financial, and operational performance at Care Central VNA & Hospice, Inc.

## The challenge

Care Central VNA & Hospice, Inc. (Care Central), a home health and hospice care provider serving central Massachusetts, faced a critical challenge that many home-based care providers encounter: ensuring clinical assessment documentation was comprehensive and accurate to support both providing optimal patient care and maximizing appropriate reimbursement.

With the increasing importance of Home Health Value-Based Purchasing (HHVBP) and star ratings in determining reimbursement, Care Central needed a strategic solution to transform its clinical documentation practices.

## The partnership

Care Central partnered with WellSky and began utilizing WellSky Coding Services for clinical coding and documentation review. As a leader in outsourced and advisory services for home-based care, WellSky brought specialized expertise in working with organizations of all sizes across various Electronic Health Record (EHR) systems, with a proven track record of delivering quality results in home health documentation optimization.

The partnership focused on identifying specific improvement opportunities that would deliver three key outcomes: enhanced efficiency, more accurate reimbursements, and maximized revenue opportunities through proper documentation of patient complexity and care needs.

## The solution

WellSky and Care Central implemented a comprehensive approach targeting core areas impacting performance. Working directly with the Care Central clinical teams, WellSky helped the organization enhance documentation best practices, ensuring that clinical documentation was the most accurate reflection of patient care needs.

WellSky brought its deep knowledge with CMS guidelines to ensure regulatory requirements were met and patient complexity was captured accurately. This guidance enabled Care Central to enhance both comorbidity capture and functional impairment documentation within its coding process, improving accuracy and helping develop more precise care plans to serve the needs of patients.

Lastly, WellSky helped develop customized reporting that provided Care Central leadership with critical insights into clinical, operational, and financial performance metrics. These real-time dashboards enabled data-driven decision-making and helped identify areas requiring targeted intervention.

"We are very pleased with the year-over-year savings we've experienced by utilizing the coding and OASIS services from WellSky. Their weekly meetings have been **consistently informative**, and we've also seen a noticeable decrease in the number of inquiries from our clinicians. I'm confident this improvement is due to the **education and support** provided to our field staff."

– **Holly Chaffee**, MSN, BSN, RN, President & CEO, Care Central VNA & Hospice, Inc.



## The results

The partnership between Care Central and WellSky helped improve clinical documentation practices and technology optimization and created **new levels of performance insights**. During the engagement with WellSky, Care Central recognized the following measurable improvements:



**A star rating increase of a full star** during the partnership period



**Top 20th percentile performance in star ratings** statewide in Massachusetts



**Above 90th percentile case-mix weight** compared to other agencies in Massachusetts and nationally



**Improved performance in all OASIS "Functional" M-items**, with many metrics exceeding both state and national benchmarks

## Summary

The partnership between Care Central and WellSky demonstrates how targeted expertise in clinical documentation can drive significant improvements in quality metrics, financial performance, and patient care delivery. By optimizing OASIS documentation processes and implementing robust performance reporting, Care Central achieved tangible improvements that further helped strengthen its home health and hospice operation and create a foundation for growing the impact of its patient-centered care services.

“Partnering with WellSky has been a game-changer for Care Central VNA and Hospice, Inc. Their reliable and responsive support with ICD-10 and OASIS coding has not only **improved our accuracy and compliance** but also enhanced our overall clinical quality metrics. The education and insights we've gained through this collaboration have empowered our staff, **streamlined our workflows**, and ultimately helped us provide **better patient care.**”

– **Richardo Muchiutti**, MPT, MHA, COQS, Compliance and Quality Officer, Care Central VNA & Hospice, Inc.



### The WellSky difference

WellSky delivers the expertise, tools, and insights needed to optimize care, ensure compliance, and drive financial performance. As a trusted partner, we empower organizations to achieve operational excellence, delivery quality care, and support sustainable growth.



**Let's get to work, together.** Contact a WellSky expert today.

[services@wellsky.com](mailto:services@wellsky.com) | 1-855-wellsky | [wellsky.com/services](https://wellsky.com/services)