BayView is Improving the Entire Patient Experience.

Isn't our goal to provide patients with the Home Medical Equipment they need to live a better, more comfortable life? We think so. That's why Bay View Homecare has switched to a Value-Based HME model.

It's all about the outcome!

Traditionally HME providers have focused primarily on selling their products and services. Because of this, less attention is shown to the unique needs of Doctors, Referrers, and Patients. Little consideration is given to their frustrations. By being proactive and anticipating their unique, individual needs, Bay View can streamline and simplify the entire process resulting in easier preauthorization and ordering, improved patient education, faster delivery and setup and more valuable Patient followup. The result... a better patient outcome!

BAYVIEW HOMECARE
MAKING PATIENT'S LIVES BETTER
SINCE 1988
COMMITTED TO QUALITY CARE

Home Medical Equipment *for* Better Living

BayView HOMECARE

bayviewhomecare.com

BALTIMORE

4404 Fitch Avenue
Baltimore, Maryland 21236
office 410-665-0107
fax 410-665-0875

DELAWARE

118 Park Avenue, #1A
Seaford, Delaware 19973
office 302-629-0202
fax 302-629-9382

BayView HOMECARE

BAYVIEWHOMECARE.COM

Better Experience for a Better Outcome

Bay View Homecare Value-Based HME



Value Based HME Brochure v1.indd 1 1/12/23 3:19 PM





Since 1988, Bay View Homecare has been committed to quality patient care. Our desire is to help patients live a better, more comfortable life.

What Do We Mean By Value-Based HME?

Value-Based HME is a model of healthcare delivery and reimbursement that focuses primarily on the quality of the entire Patient experience. It is a paradigm shift from just offering products and services to improving quality of life!

By following a Value-Based HME model, we provide seamless, easy-to-use solutions that ultimately result in better patient outcomes.

How we do it

To achieve an effective values-based HME model, Bay View Homecare is focused on improving the following:

- *Patient Engagement and Experience*
- *Telehealth and Compliance*
- *Physician Experience*
- *Chronic Care Management*

Patient Engagement and Experience

- Make it easy for them to set-up and use their device
- Make sure they are comfortable with it's use
- Show them how to use the portal to re-supply
- Encourage them to ask questions
- Teach them how to monitor their own compliance
- Document hospital readmissions
- Measure Patient experience and satisfaction
- Report results to Physicians and Referrers
- Use other methods to communicate (i.e., email, text)
- Check in regularly with Patients

Telehealth and Compliance

- Provide video presentations for training and review – point Patients to a library of educational resources
- Allow Patients to schedule, fill out forms and pay online
- Use HIPPA compliant tools for training and review (i.e., Zoom)
- Show CPAP Patients who want it, how to use cloud software

Referrer Experience

- Demonstrate the value of referring Patients
- Make the process quick and painless
- Provide Physicians, Advanced Practice Providers and Nurses with screening tools to identify potential homecare Patients
- Ask Physicians what will make referring easier for them. Become their valued partner.
- Share Patient success stories with them
- Assist with billing, reimbursement or authorization documentation

Chronic Care Management

- Provide at lease 20 minutes a month of Chronic Care Management
- Facilitate personalized assistance from a dedicated Healthcare Professional who will work with the Patient on a care plan
- Coordinate between hospital, clinic, etc. to the home
- 24/7 emergency service and access to a Healthcare Professional
- Provide peer support and coaching
- Check in regularly with Patients

Can we tell you more?
Call 410-665-0107 in Baltimore,
302-629-0202 in Delaware
or visit bayviewhomecare.com