

The Marcus Daly Home Health team is proud to say, “We rank #1 in Montana amongst all nationally ranked home care agencies in the state and we have joined the 2009 Home Care Elite, a listing of top tier health care agencies in the United States.”

At Marcus Daly Memorial Hospital quality care and a culture of excellence is a top priority and the Marcus Daly Home Health team is being recognized for this on a National level. According to National Rankings for Home Health Agencies for Montana, Marcus Daly Home Health received a national percentile ranking of 97th, among 7,446 agencies nationally that publicly report on 6 or more Centers for Medicare and Medicaid Services (CMS) measures. The measures that agencies report on are:

- get better at walking or moving around
- get better at getting in and out of bed
- bladder control improves
- have less pain when moving around
- get better at bathing
- get better at taking their medicines correctly
- are short of breath less often
- had to be admitted to the hospital
- stay at home after an episode of home health care ends
- needed unplanned medical care related to a wound
- wounds improved or healed after an operation

Heidi Amari, RN and Clinical Care Coordinator says, “This is a significant change over the past two years; we increased our national ranking from 2007 at 45th percentile to 2009 at 97th percentile and are proud to say that we are #1 in our state and in the top 3% nationally. We initiated electronic field devices and reviewed processes that needed to be changed to ensure the outcomes reflect the care provided to our patients. I am so proud to be a part of this team.”

Marcie Caldwell, RN and Utilization Review/Quality Improvement Coordinator quoted, “I always felt our team exceeded the patient’s expectations and we made

the CMS measures a priority when caring for our patients. But it took all of us really learning how we are measured in effort to get the credit for the care we have been delivering all along. This was no easy task for the staff; we had to institute intense and on going educational training to learn what was needed and how to go about it...but all well worth it.”

Jane Hron, RN, Home Health Director, “The staff cares about the people they care for and has always done a great job. I am so pleased to see that now it is showing up in the numbers. In addition to Ranking #1, Marcus Daly Home Care is included in the Home Care Elite 2009, a listing of top tier health care agencies in the United States. Congratulations – I am very proud of all of you. We have a great team!”