

Introduction:

WellSpan Health patients, when faced with the need for acute medical intervention, only had the option of being hospitalized in an acute care facility to receive medical treatment. On September 28, 2020, WellSpan Health patients who previously needed hospitalized for lower acuity medical conditions were able to receive acute medical care and treatment in their homes with the launch of WellSpan's Hospital at Home Program. Hospital at Home was able to successfully enroll 411 patients from September 28, 2020, through September 28, 2021. The primary goal of this program is to deliver safe and effective medical care to patients, in their homes, while providing them with a sense of ease and safety regarding their medical treatment and team members.

Enrollment Criteria:

- Resides within 30 minutes from acute care facility
- Has a 24/7 caregiver at home
- 18 years of age or older
- English / Spanish Speaking
- Working Utilities in the Home
- Cellular Reception

Enrollment Diagnoses / Services Rendered:

- COPD
- Pneumonia
- CHF
- Dehydration
- Asthma
- Covid-19
- UTI
- HTN
- DVT / PE
- Sepsis
- IV / PO Antibiotics
- IV / PO Diuresis
- IV Fluids
- IV/ PO Steroids
- Serial Lab Draws
- Blood Pressure Monitoring
- Nebulizer / Oxygen Therapy
- Diabetic Teaching / Management
- Aggressive Oxygen Weaning

Enrollment Process:

- Once medically appropriate / agreeable, patient is met at home within two hours of leaving hospital / outpatient office for RN enrollment visit.
- All medications needed for treatment are delivered to the patient's home during initial RN visit.
- Each patient receives 1-2 RN visits / day and at least 1 visit from the provider, either in person or via telemedicine
- All Hospital at Home Patients are enrolled in Remote Patient Monitoring Services.
- Once discharged from Hospital at Home, all follow up appointments are made for the patient and referrals for additional resources are entered.

Methods:

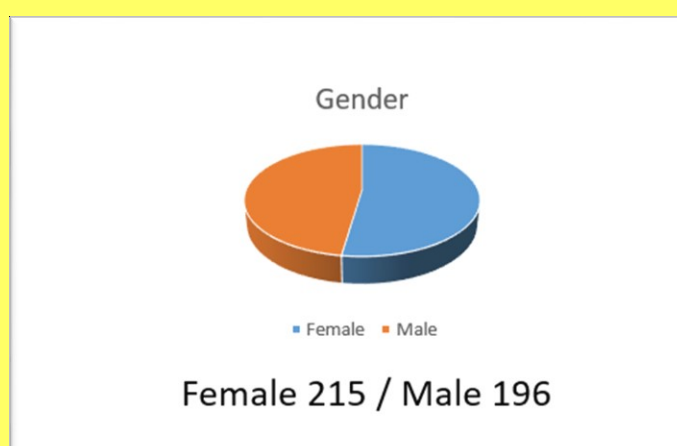
A retrospective analysis was performed in order to evaluate effectiveness of program. All the patients who were enrolled in the Hospital at Home Program were monitored for Care Escalation, having to return to the hospital during enrollment due to increase in medical acuity, 30-Day ED Utilization and 30-Day Hospital Readmission Utilization post discharge from Hospital at Home.

Another area of interest is the patient's perception regarding their enrollment with Hospital at Home. Categories that were focused on were, ease of enrollment from the ED, hospital or outpatient provider office to Hospital at Home process, safety surrounding the care delivery at home, communication with all the Hospital at Home care team members, and likelihood to recommend or enroll in the program again. A 10 question Likert scale survey was developed and approved by our patient experience committee. This survey is mailed or emailed to the Hospital at Home patients, which ever they choose, five days after being discharged. Patients complete the survey without any patient identifiers, and it is anonymous to the Hospital at Home leadership team receiving it.

Results:

Demographics:

Beginning September 28, 2020, through September 28, 2021, WellSpan Hospital at Home successfully enrolled 411 patients. The average age was 63 years old.



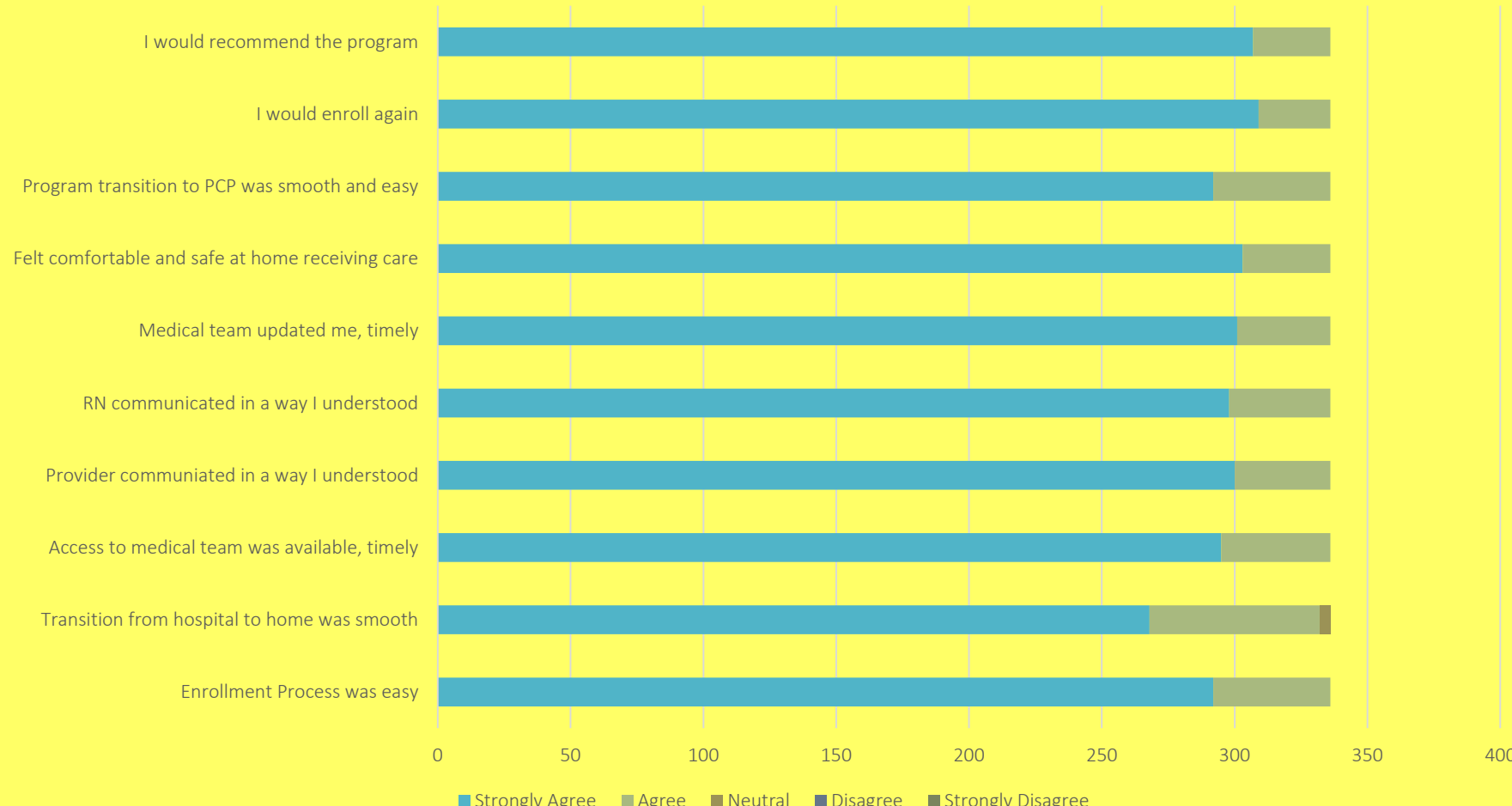
Referral Source	
Inpatient	257 (62.5%)
ED	89 (21.7%)
Community	65 (15.8%)

Enrollment Diagnosis	
Covid	150
CHF	62
Cellulitis	52
COPD	45
UTI	40
Pneumonia	17
Sepsis	16
Dehydration	16
VTE	6
Gastric Sleeve	5
Diabetes	2

Outcome Metrics

Care Escalation	22	5.4%
30-Day ED Utilization	17	4.1%
30-Day Readmission	24	5.8%

Patient Responses



Conclusion:

Hospital at home allows patients to receive acute, lower acuity, medical care, and treatment in the comfort of their homes. Based on the observed outcomes, WellSpan Hospital at Home delivers safe, quality, and appropriate care and treatment at home, allowing our acute care facilities to hospitalize higher acuity patients, creating more bed capacity for those patients who really need hospitalization. The initiation of this program has demonstrated success in a low ED and Hospital utilization rates, and delivers quality care as demonstrated by the low care escalation rate. Having this program has allowed appropriate patients to receive acute medical care and treatment in their homes, surrounding by the loved ones in a patient-center approach to their treatment.

The Patient responses (graph to the left) convey an ease of enrollment to Hospital at Home, feelings of safety surrounding the care being delivered at home, and good communication between the patients, Hospital at Home Team, and other providers / services involved in the care of our community patients.