

INTRODUCTION

Receiving hospital level care at home is a creative care model currently gaining recognition in the US. It enables patients to recover from certain conditions in the comfort of their own home and provides for safe, efficient, and cost-effective healing.

Our study focuses on an immunocompromised patient who refused to be hospitalized; she was terrified of another hospital admission. She has been receiving immunosuppressive therapy for many years to treat Crohn's Disease, and has other co-morbidities. Healing at home alleviated her fears and successfully cared for her acute medical episode.

OBJECTIVES

The objectives of this study are:

1. To recognize and assess the relevance, effectiveness and benefits/drawbacks of hospital at home for an immunocompromised patient
2. To assess the effect of efficient, fast, precise and seamless coordination of care services in the home to prevent complications, avoid hospitalization and heal safely and successfully at home

METHODS

Treatment at home began for the acute phase of the patient's episode of care. Within four hours the patient had monitoring devices, IV antibiotics, IV fluids, a nurse at her home, and an in-person visit from Sena's Attending Physician.



Sena's Attending initiated treatment with Clindamycin 600mg IV tid and Normal Saline Solution IV at 120ml per hour. The patient was instructed to perform the infusions and did them daily via video with the Team.



Cellular connected technology was used to monitor the patient along with video and telephonic communications. Keen attention was paid to hydration and nutrition.



The Care Team supported and encouraged the patient several times a day, monitored medication administration, vital signs, nutrition, pain status and symptoms, and coordinated prescribed services.



Health summary reports were sent to her primary physician to foster communication and collaboration with Sena during her episode of care.



DISCUSSION

The patient was terrified of another hospital admission. Care Concierges provided encouragement and emotional support. They worked swiftly to coordinate her services so that four hours after referral she began receiving the needed care in her home. This alleviated her fear of being hospitalized, allowed her to feel safe and calm, and empowered her to focus on healing. We clearly observed that this patient felt safe and comfortable receiving care at home. She voiced this many times and has thanked us for the attention, support and expedient service she received. She appeared to embrace her independence and contentedly performed the infusions herself after instruction, with her Care Concierge present via video. We noted no drawbacks for this patient to heal at home. It was effective, beneficial, and prevented a hospitalization that would have been emotionally traumatic and therefore physically impactful.

Her physician recommended that she go to the emergency room for treatment with IV antibiotics and IV fluids, but she adamantly refused.

RESULTS

Sepsis from a post-op abscess completely resolved and her blood markers returned to normal after full treatment course

On day one, she was in severe pain that gradually decreased until it completely resolved by day six

This episode of care promoted her healing at home and served to strengthen her relationship with her physician

CONCLUSION

This patient's well-managed and successful treatment plan allowed her the opportunity to heal safely and completely at home, and prevented a hospitalization that would have been traumatic.

We learned:

- ✖ The importance to empower patients who take responsibility for their medical needs through guidance and attention to details and concerns
- ✖ The importance to foster a positive environment that provides support at all times

Our Care Concierges gained knowledge and experience to skillfully and quickly coordinate needed services. They did this in an emotionally supportive and loving manner that served this patient well.

