

Hospital AT Home USERS GROUP™

Measuring Up: *Meeting Program Standards for Hospital at Home*

Tara B. Horr, MD | Vanderbilt University Medical Center

Peter Read, DO | UnityPoint Health

Michael Dalton, MS | MetroHealth

Robert Boxer, MD, PhD | Brigham & Women's Hospital



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Webinar
September 20, 2022



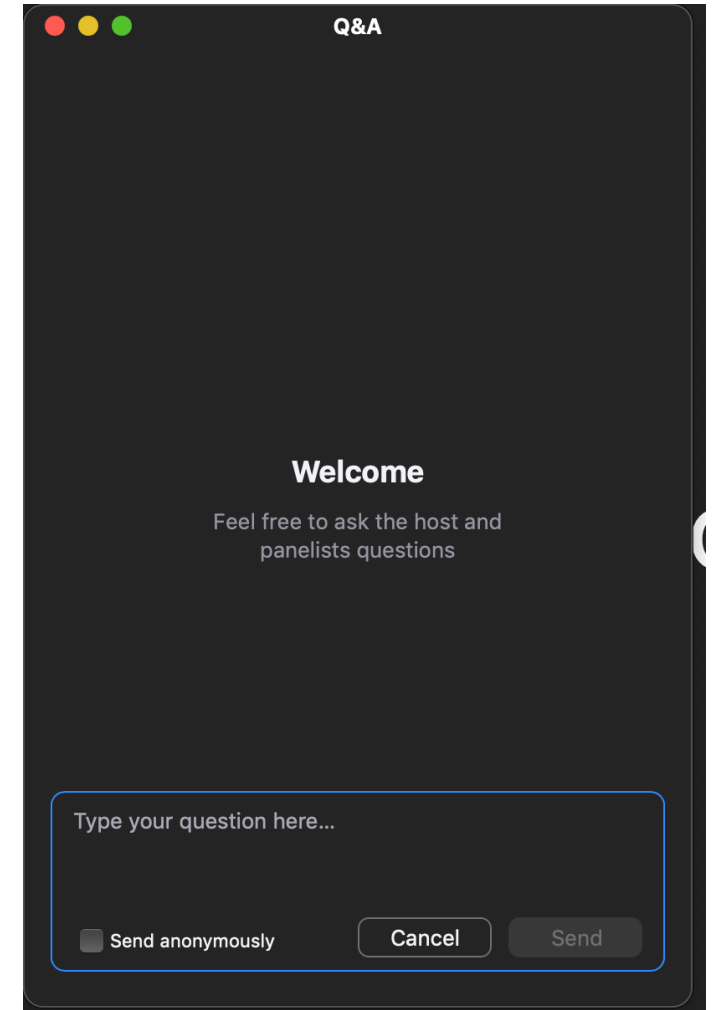
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ZOOM Webinar Housekeeping

- Please submit your questions via the Q&A option.
- Due to the large audience for today's webinar, everyone has been placed on mute.
- If you have any technical issues, please contact Gabrielle Schiller (gabrielle.schiller@mssm.edu) or send her a message via the Zoom chat feature.





Bruce Leff, MD

Director, Center for Transformative Geriatric Research
Professor, Johns Hopkins University School of Medicine



David M. Levine, MD, MPH, MA

Medical Director of Strategy and Innovation
Home Hospital, Brigham & Women's Hospital
Assistant Professor, Harvard Medical School

Hospital AT Home USERS GROUP™

Web: hahusersgroup.org

Tw: @hahusersgroup

TA Center:

hahusersgroup.org/technical-assistance-center

The HaH Users Group Webinar Series

- The Hospital At Home Model and the CMS Acute Hospital Care At Home Waiver
- Building Support for Your Hospital at Home Program: Issues in Strategic Engagement
- Who's In, Who's Out? Deciding Which Patients Are Right for Your Hospital at Home Program
- Tech Matters: Building the Right Digital Platform for Your Hospital at Home Program
- Efficient, Effective, Excellent: Issues in Hospital at Home Logistics and Operations
- On Time, Every Time: Delivering Hospital at Home Ancillary Services
- How Are We Doing? Evaluating Hospital at Home Quality and Safety
- Mastering Meds: Exploring Issues of Pharmacy in Hospital at Home
- Finding Your People: Issues in Patient Identification, Recruitment and Referral
- Looking Ahead: Hospital At Home Beyond the Public Health Emergency
- By the Numbers: Financial Models, Value Propositions, and Projections for the Next Generation of Hospital at Home Programs
- Hospital at Home for Cancer Care: Current Innovations, Opportunities, and Challenges
- Building Your Dream Team: Strategies for Staffing Your Hospital at Home Program
- Hospital at Home for COVID-19: What We've Learned and What We're Learning
- Are We Ready?: Preparing Your Clinical Team For Delivering Hospital At Home Care
- Measuring Up: Meeting Program Standards for Hospital at Home

See [Events](#) or the Technical Assistance Center at HaHUsersGroup.org

Users Group Annual Meeting: October 27



The Hospital at Home Users Group Virtual Annual Meeting will take place **Thursday October 27.**

Be sure to register today!
And don't forget – each program can invite up to 2 patients/caregivers to attend!

AAHCM Annual Meeting: Oct. 28-29



The Hospital at Home Users Group Virtual Annual Meeting is a pre-conference of the **American Academy for Home Care Medicine's in-person Annual Meeting in Orlando, FL on October 28-29.**

We encourage you to register and attend!

aahcm.org/2022-annual-meeting

Today's Webinar

Measuring Up:

**Meeting Program Standards
for Hospital at Home**



Tara B. Horr, MD

Medical Director, Vanderbilt Hospital to Home
Vanderbilt University Medical Center



Peter Read, DO
Medical Director, Hospital to Home
UnityPoint Health



Michael Dalton, MSOD
Vice President, Virtual Care Enterprise
The MetroHealth System



Robert Boxer, MD, PhD
Medical Director of Clinical Operations
Brigham & Women's Hospital



**Program Standards Development by
the HaH Users Group Workgroup and
Users Group Community**

Why Did the HaH Users Group Work to Develop Program Standards?

- Important that HaH provide high-quality care across the country with a clear definition
- Multiple groups interested in HaH Users Group point of view regarding program standards
- We want to provide stakeholders with a unified set of HaH Users Group developed and vetted standards that CMS, The Joint Commission, NCQA, and others can use.

HaH Users Group Program Standards Workgroup – Since 2020

- Worked to develop program standard domains
- Polled the HaH Users Group members regarding the draft list
- Put out a call to the community to contribute to the draft list
- Multiple rounds of Workgroup to clarify domains and standards
- Cross-walked HaH Users Group work to CMS requirements under AHCAH
- HaH Users Group comment period this past fall
- More Program Standards Workgroup iteration
- Final set of program standards
- Planned anonymous survey of HaH User Group member programs on how their program compares to standards – benchmarking and description of the field

HaH Users Group Program Standards Domains

1. Leadership
2. Education and training
3. Human resources management
4. Information systems and management
5. Quality and quality improvement
6. Safe practice and environment
7. Clinical standards and protocols



Program Standards Domain: Education & Training

Education and Training: Provide clinical competency-based training for HaH clinicians (employed or contracted) to deliver high quality, safe, ethical care.

- Professional standards of the discipline and adapt them to clinical HaH care
- Standard onboarding
- Shadowing experience (with hospitalists, specialists, go to different clinics)
- Onboarding reflects the most up-to-date evidence base
- Observation of clinical competence by senior clinician
- Classroom and field-based teaching and assessments
- Interdisciplinary training
- All clinical field staff have basic life support certification

Discussion



Program Standards Domain: Quality & Quality Improvement

Quality & Quality Improvement (QI): Develop and implement a quality improvement plan.

- Has a documented QI process
- Has data collection systems relevant to QI
- Designates personnel to coordinate QI processes
- Receives and acts on input from safety committee when issues identified
- Makes work transparent using a dashboard and review system
- Linkage of QI into leadership and larger system, where applicable



**Program Standards Domain:
Human Resources Management**

Human Resources Management: Management of Contracted Services and Vendors

- Orientation program for partners to educate them in HaH
- Partners complete orientation program
- Verification process that partners are meeting relevant HaH program standards

Discussion



Program Standards Domain: Clinical Standards and Protocols

Clinical standards and protocols: Role of family/caregiver(s)

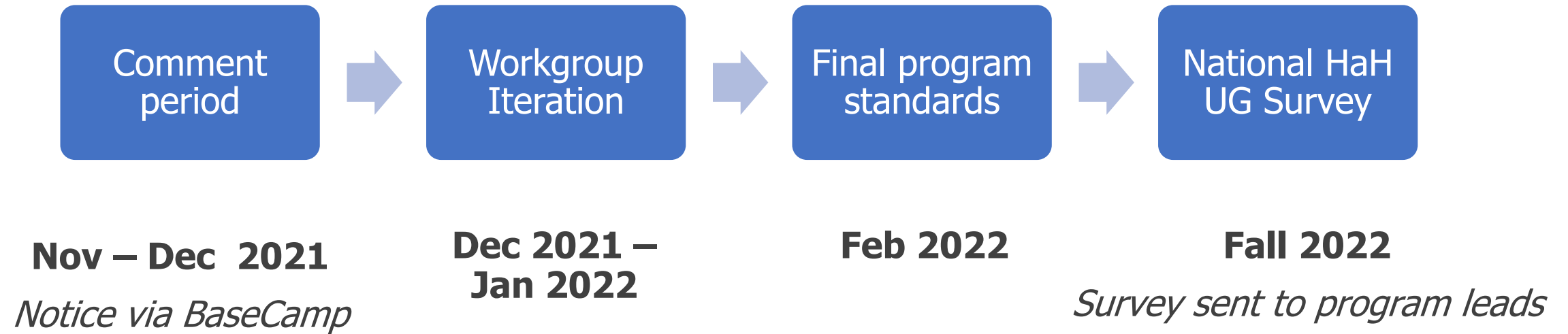
- Has policies detailing role of family/caregiver(s)
- Family/caregiver(s) education provided
- Family/caregiver(s) training provided, if applicable
- Deployable home health aide, if applicable

Clinical standards and protocols: Escalation of care

- Criteria to identify patients requiring care escalation
- Establish procedures with transportation partner to accommodate escalations
- Education of patients and caregivers regarding escalations

Discussion

Program Standards Development



Audience Q&A

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For More Information

- Hospital at Home Users Group
<https://hahusersgroup.org/>
- Hospital at Home Users Group Technical Assistance Center
<https://www.hahusersgroup.org/technical-assistance-center/>
 - **Featured Resource – Annotated CMS Waiver**
<https://www.hahusersgroup.org/technical-assistance-center/cms-waiver-requirements/options-for-addressing-the-2020-cms-waiver-requirements/>

THANK YOU



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