

# The Yale New Haven Health Home Hospital Assessment and Patient Acquisitions Experience

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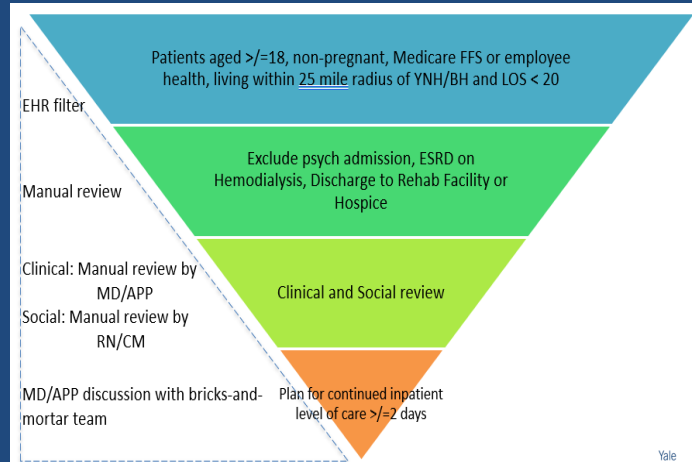
## Background/Purpose

Yale New Haven Health launched Home Hospital (HH) on June 7<sup>th</sup>, 2022 at Bridgeport (BH) and Yale New Haven (YNH), the two largest in the five-hospital system located in Connecticut and Rhode Island. HH patient acquisition is a key performance driver.

## Methods

The process leverages the Electronic Health Record (EHR) to pre-screen over 1,700 emergency department and hospitalized patients daily. This *potential patient* list (typically ~100 patients or 5%) removes ineligible patients based upon current payor, geographic, and age criteria. This list includes an editable comments column, making acquisition status transparent without opening the chart. The HH team reviews it and focuses on patients who will require  $\geq 2$  days of inpatient care. We exclude patients on hemodialysis, hospice-enrolled or bound for a facility other than assisted living or admitted for an acute psychiatric condition. Clinical and social and needs assessments are performed and eligible patients are offered HH admission.

## Screening Cascade



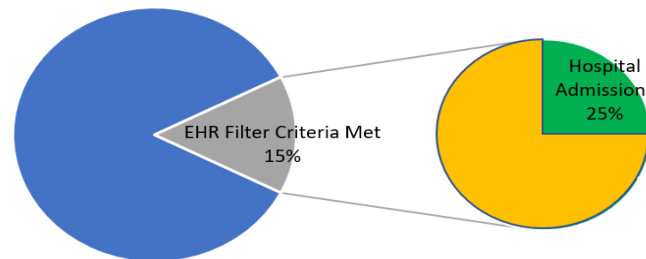
## Results

Approximately 15% of emergency department patients are potential candidates, and 25% of these require admission. Most are ineligible following clinical review. Usually, one patient meets clinical criteria each day; this represents a point where we can improve patient acquisition by expanding payor, geographic, and clinical eligibility. Approximately 80 hospitalized patients populate the list daily; 90% are reviewed clinically, 67% are inpatient status. Among these, 4 typically meet clinical criteria. Occasionally they lack adequate support or home environments, and some decline HH care. **As of October 17<sup>th</sup>, 2022, the program has admitted 95 patients.**

## Implications/Conclusions

EHR pre-screening allows the team to focus on ~100 potential patients per day. Acquisition is complex especially targeting a projected inpatient level of care of  $\geq 2$  days, which is important to realize the full ROI for the program. Expanding criteria will increase patient acquisition.

### Emergency Department Patients



### Bricks and Mortar Hospitalized Patients Meeting EHR Criteria

