

Overcoming Hesitancy to Hospital at Home

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PROBLEM: Despite proven benefits, US physicians, payors and policy makers have been apprehensive about widespread adoption of Hospital at Home models.

INNOVATION: INTEGRIS Health @ Home used a multifaceted approach to reduce hesitancy and barriers to admission into hospital at home resulting in a wildly successful ramp up. Innovations to support patient acquisition include:

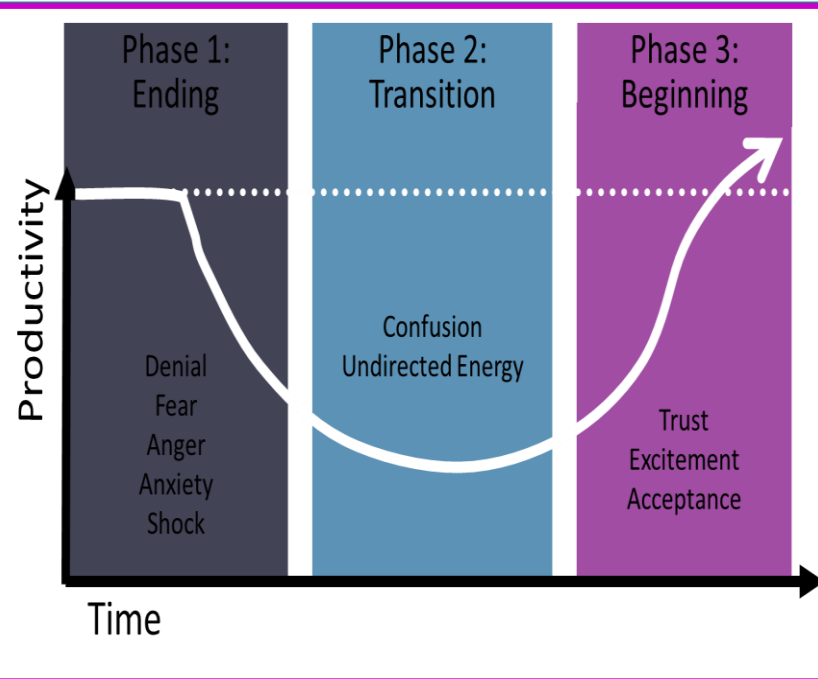
- 1.) Commitment to inclusion of hospital at home in all payor contract renewals.
- 2.) Dedicated physician leadership roles to lead transformation with Command Center operations and patient acquisition.
- 3.) Ease identification of potential patients with an EHR flag.

Problem	Code Status	Hosp at Home?	MEWS	EDD	New Notes	Core Meas	HAH Clinical Screening Pass	HAH Comments	HAH Soc Stab Screen Pass	Attending Consent HAH	HAH Pt/Family Consent
Abscess of right groin	FULL	●	●	3/30/2...	📄	HF	—	3/22 awaiting plastics...	—	—	—
Acute ischemic right M...	FULL	●	●	3/22/2...	📄	STK	—	3/17: Recent CVA chronic dysphagi...	—	—	—

- 4.) Imbed Patient Acquisition APRNS in the brick-and-mortar to screen patients and perform H & Ps.
- 5.) Engage providers in a daily patient acquisition huddle to identify and prioritize patients to admit/transfer to HAH.
- 6.) Facilitate rapid patient transfers through innovative transport solutions.
- 7.) Partner with Marketing, Govt Affairs and Payor Strategy to provide tours of your Command Center

LESSONS LEARNED:

1. Anticipate hesitancy and confusion – payors, patients, providers. Engage executive leaders to formalize your change management strategy.
2. Partner with clinical and operational stakeholders to design, implement and continuously improve the acquisition processes.
3. Integrate with existing workflow when possible and hardwire new workflows with structure and monitoring metrics.



OUTCOMES:

2042

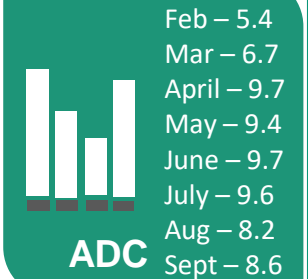


Number of bricks and mortar new patient opportunity days.

Total Program Capacity

15

Avg. HAH LOS
5.54 Days



ED Admission 35
10%

316 Inpatient Transfer
90%

Total # of Discharges 345



Total # of Admissions 351