

Virtual Wound Management: An Innovative Value-Based Solution for H@H

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THE PROBLEM

H@H is an emerging value-based model that relies on innovative technology to support in-person and remote patient care. Patients who are eligible for H@H care commonly present with open wounds or cellulitis that require recommendations from a wound specialist for safe and effective management.

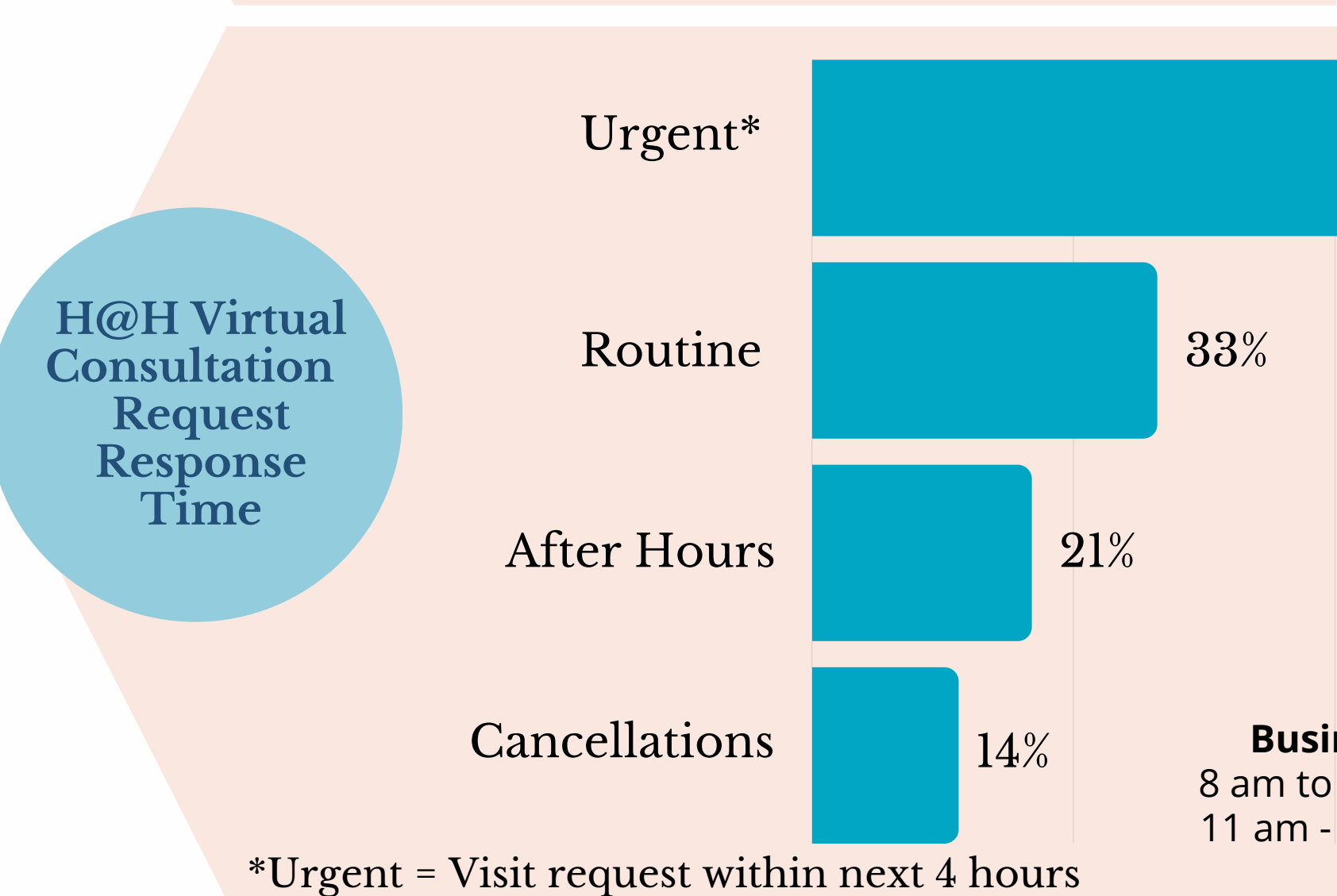
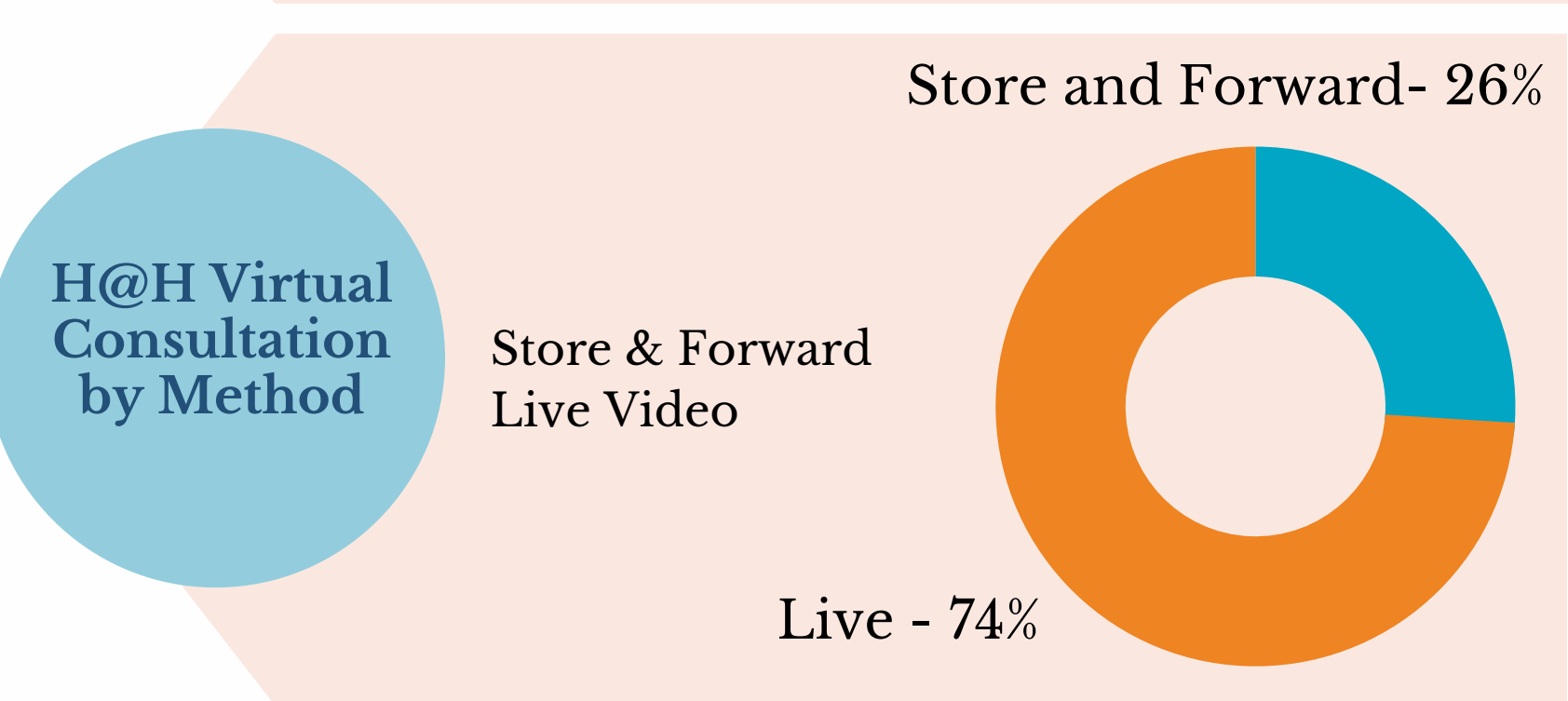
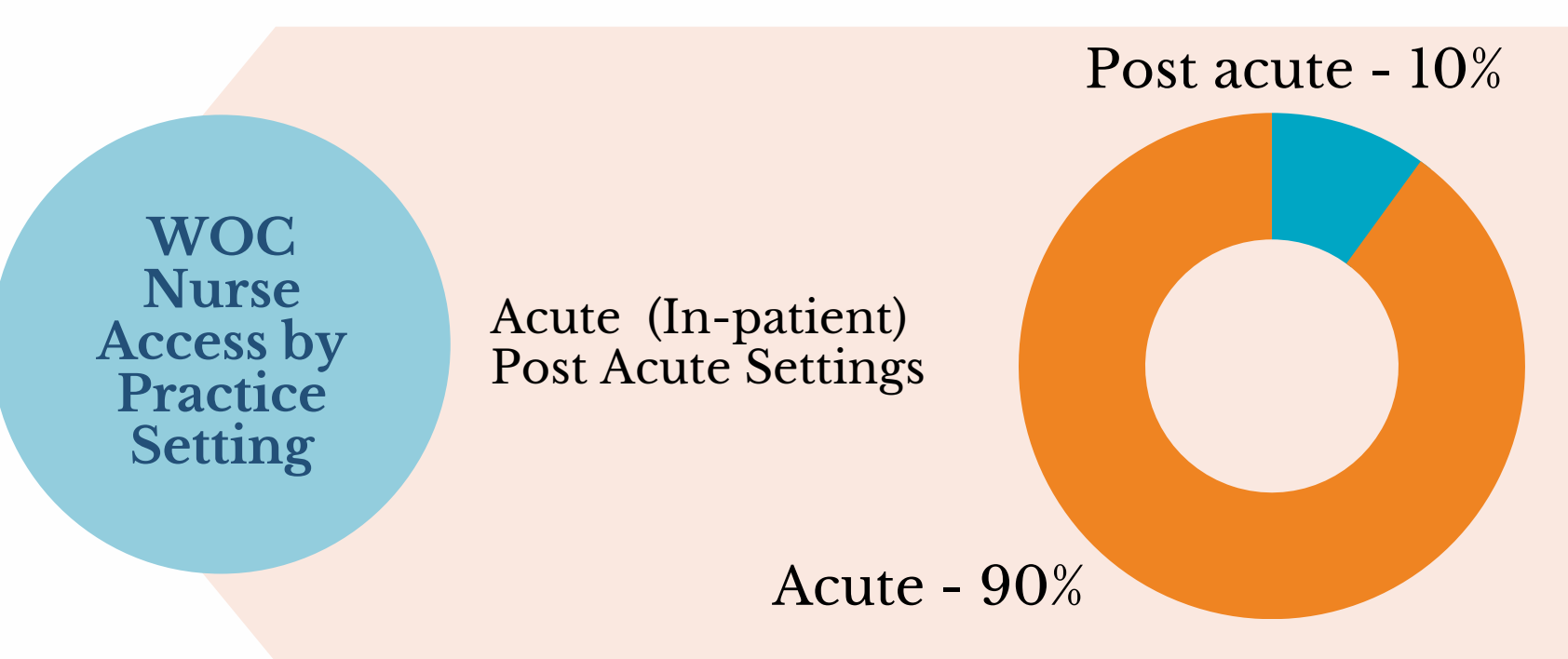
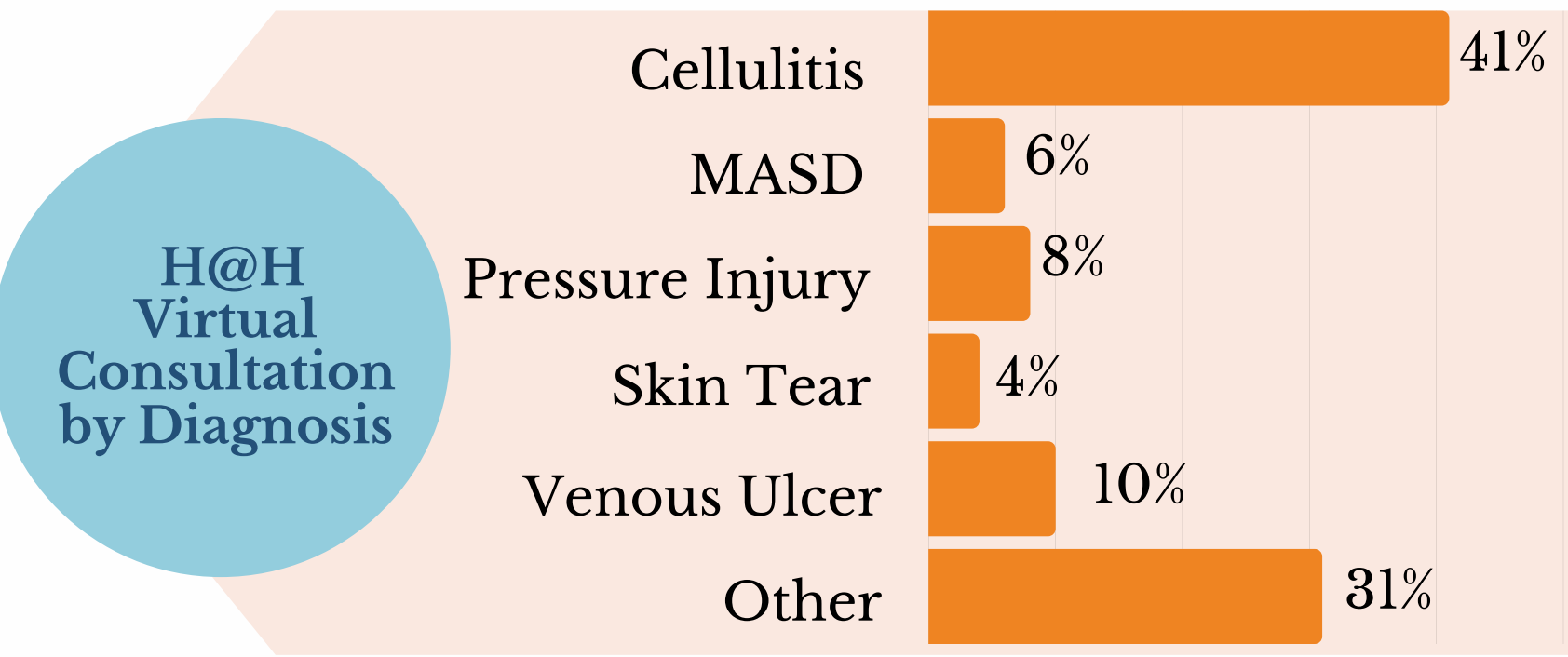
While wound specialists are often readily available for consultation in in-patient hospital settings, access to nurses who are certified in wound care (WOCN, CWS) is limited outside hospital walls. This limited access often results in inaccurate wound assessment and a lack of evidence-based treatment protocols, problems that extend healing times, increase costs and litigation risk and severely impact patients' quality of life.

THE SOLUTION

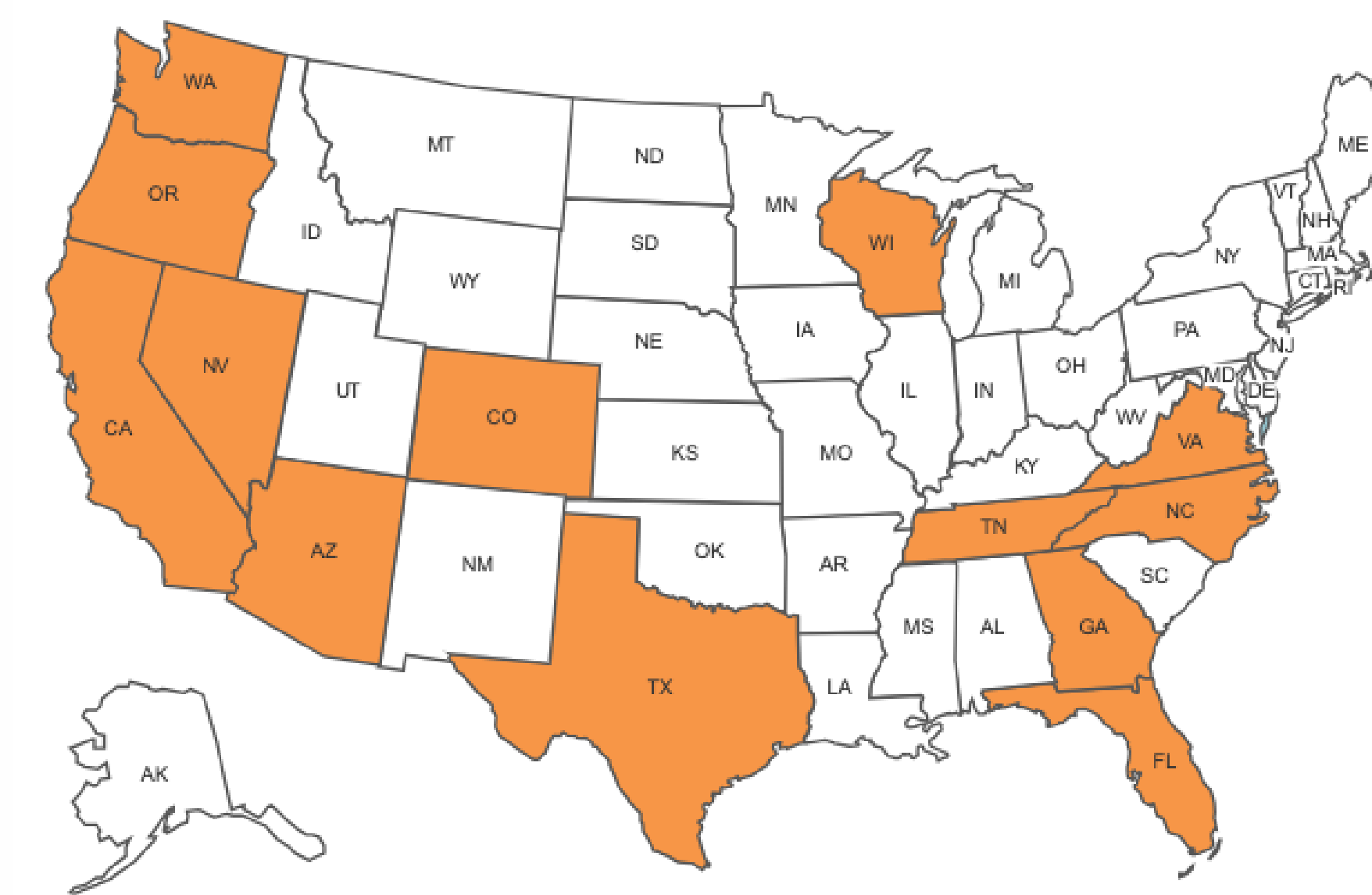
Remote, on-demand access to wound specialists provides an innovative solution to in-person wound consultation. Provider flexibility and timely response are essential in emerging H@H models given the short duration of care and the importance of preparing the patient for discharge to a post-acute setting.

In 2022 we introduced a virtual teleconsultation platform uniquely positioned to help manage H@H patients by facilitating access to a WOC or CWS nurse whenever and wherever needed.

Based on provider preference and patient needs, wound consults are conducted via store and forward wound images (asynchronous) or live virtual visits (synchronous). Live virtual visits allow for the instruction of the bedside clinician and patient and promote interdisciplinary team collaboration. Evidence-based treatment recommendations are individualized for each patient and serve to prevent and manage wound complications.



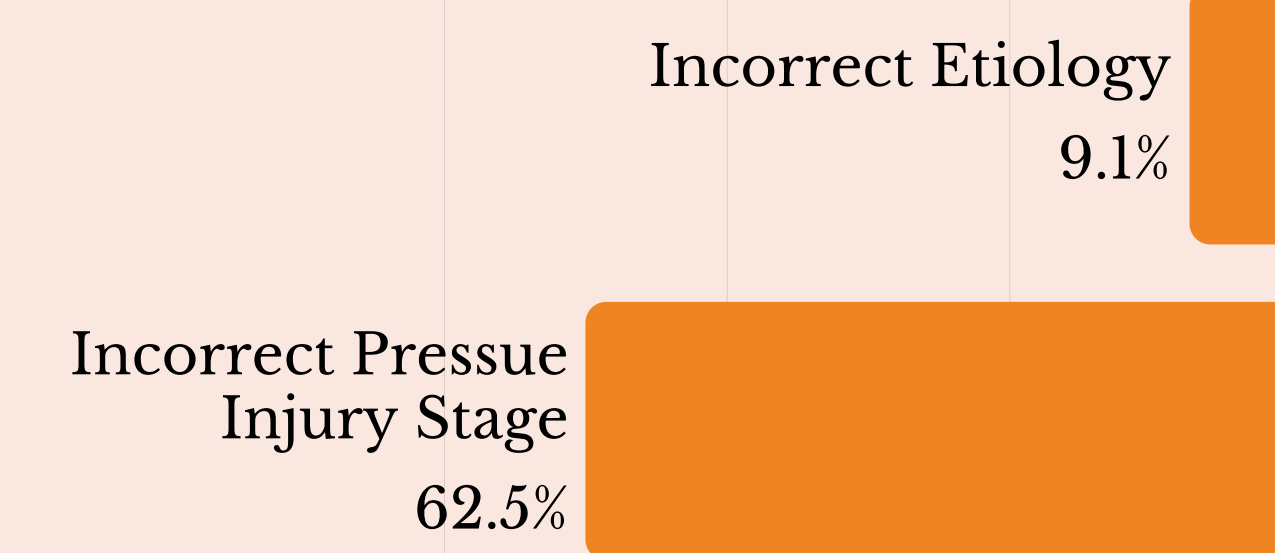
VIRTUAL H@H WOUND MANAGEMENT PROGRAM Servicing 30 Locations



CUSTOMER SCORECARD METRICS

- In-home appointment timeliness ★★★★★
- On-time appointment check-in ★★★★★
- On-time documentation submission 100%
- Wound teleconsultation acceptance rate 100%

H@H Initial Accuracy of Etiology & Staging Identification



EVIDENCE-BASED CONSULTATION

- Suspected etiology based on wound location, clinical assessment criteria, and available history
- Staging (pressure injuries)
- Wound treatment recommendations:
 - Cleansing
 - Peri-wound skincare
 - Dressing options
 - Compression (if indicated)
 - Dressing change frequency
- Disease management recommendations to prepare patients for transfer:
 - Diagnostic tests/lab work
 - Activity/positioning
 - Pressure off-loading
 - Referrals
- Prevention strategies
- Product use education

BENEFITS OF VIRTUAL WOUND MANAGEMENT

- Allows flexible access to a certified wound specialist
- Provides a comprehensive treatment plan that prepares the patient for transition to a post-acute setting
- Promotes collaboration between the H@H command center, virtual provider, bedside EMT, RN or NP, patient, and patient caregiver(s)
- Documentation supports audit and legal liability defense

CUSTOMER TESTIMONIALS

"It is such a relief that I can have this wound care at home. Going out to appointments when you feel under the weather is really hard and means that my son must take off from work to take me. I couldn't be more pleased with my care."

Patient Testimonial

"Corstrata is a great partner in virtual wound care. Services like these make hospital at home possible."

Hospital at Home Director of Clinical Services