Clinician Experience During Home Hospital for Adults Living in Rural Settings: A Qualitative Analysis of a Randomized Controlled Trial

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BACKGROUND

PROBLEM: Clinician experiences and perceptions of home hospital (HH) care are not well-characterized.

GOAL: Conduct qualitative semi-structured interviews to understand provider experience in rural home hospital care.

METHODS

1. Parallel patient-level RCT: intervention, home; control, hospital across three sites. Two in the United States and one in Canada.
2. Home patients received two daily visits from RN/EMT-P, one visit from MD, IV infusions, oxygen and other care as needed.
3. Completed interviews with home hospital clinicians on their experience providing care in the home, perceptions of quality and safety, experience with technology and personal experience with burnout.

RESULTS

- 16 interviews completed across three study sites.
- 6 domains identified from the qualitative interviews.

CONCLUSION

- Clinicians had **positive perceptions towards HH** compared to the brick-and-mortar hospital (BAM).
- **High levels of professional fulfillment and satisfaction with HH.**
- Perceived benefits of home hospital included **greater patient and caregiver engagement and comfort** and a **high quality of care.**
- Potential for home hospital to **enhance clinician wellbeing.**

"Every patient that I'm aware of improved and was discharged successfully off (rural home hospital)…I thought it was better [compared to care in a brick-and-mortar hospital]. I spent more time with the patient. I got to know them a bit better… They felt more connected with me just because they were at home and talking to someone… The relationship was better than in inpatient." -MD

"Just think that people that receive care in the right circumstance and right scenario within their homes heal quicker and heal better" -Community Paramedic

"Being in a hospital setting, it's not an ideal environment. You're always interrupted. It's a loud environment. Nurses are kind of running around everywhere. You're being interrupted a million times. Whereas from a [RHH] perspective, you've got your max one to five patients, and you're able to focus on them…" - MD

DOMAINS and RESULTS

Clinician Job Satisfaction

- Able to build meaningful relationships with patients and caregivers
- Reduced distractions and demands supported more effective clinical duties

Team Collaboration

- Positive and collaborative working relationships
- Effective communication strengthened patient continuity of care

Implementation of the HH program

- Develop more training to support clinicians
- Challenges with patient acceptability of rural home hospital contributed to recruitment difficulties.
- Challenges with patient logistics

Perceived Quality of Care

- Confidence in the quality of home hospital care
- Valued technology and remote monitoring but appreciated in-person options too.
- Safety benefits of receiving care at home

Perception of Patient Experience

- Patient-centered experience
- Psychosocial benefits from the comforts of being home

Perception of Caregiver Experience

- Active and engaged in patient care
- Able to gauge caregiver burden and how the caregiver was feeling

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