

Hospital at Home for All: Advancing Equity with Innovation

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Caregiving

Understand:

- Caregivers may decline enrollment due to need for a break from around-the-clock caregiving
- Patients may not want to burden their loved ones with additional caregiving duties
- Patients who had out of pocket caregivers were less hesitant to enroll in HaH
- Patients who receive in-home personal care aides through their Medicaid benefit cannot receive this benefit during inpatient hospitalization

Reduce:

- Our HaH program offers personal care aides
 - for patients who use paid or unpaid caregivers
 - and offers personal care aides for patients who need greater assistance or supervision during their acute hospitalization

Caregiver burden is a major issue beyond HaH, but in expanding this resource intentionally, we oriented our program to reduce a disparity that could preferentially advantage patients with greater economic resources

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Caregiving, Housing, and Technology are three areas where we learned that disparities may be amplified by HaH. With specific attention to detecting, understanding, and reducing disparities, we offer paths forward to **ensure more inclusivity in HaH and progress toward HaH as a care model for all.**

Housing

Understand:

- The scope of housing challenges exceeds simply housed versus unhoused status
 - Outside of HaH radius
 - Group homes
 - Multiple roommates
 - Safety concerns for patient and/or visiting team

Reduce:

- Our HaH program offers temporary housing at a health-system owned lodging facility for those experiencing homelessness and any of the above housing challenges
- We also offer a model of paired visits with specific protocols to ensure safety

Without focused attention to support housing, whatever the reason, we risked biasing the program to benefit only a subset of our hospital's population

Technology

Understand:

- Some patients may not own a phone to use as a back-up form of communication
- Patients may decline enrollment due to fear about navigating unfamiliar technology

Reduce:

- Our HaH program offers loaner cell phones
- HaH field service technicians can help set-up, troubleshoot, and provide additional education

Both access and familiarity with technology represented major barriers for populations of patients for whom these specific strategies and reassurances eased anxieties and expanded access

