

Small Changes, Big Impact: Simplifying Medication Storage at Home

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OSF HealthCare Snapshot

18
Total Inpatient Facilities*

16
Hospitals

1
Children's Hospital

2
Colleges of Nursing

174
Locations, including hospitals

2,141**
Total Licensed Beds

1,450
Employed Physicians

983
Advanced Practitioners

26,947
Mission Partners

309,173
Home Health Annual Visits

2,437,554
Outpatient Visits

3,261,232
Physician Enterprise Office Visits

89,570
Inpatient Admissions

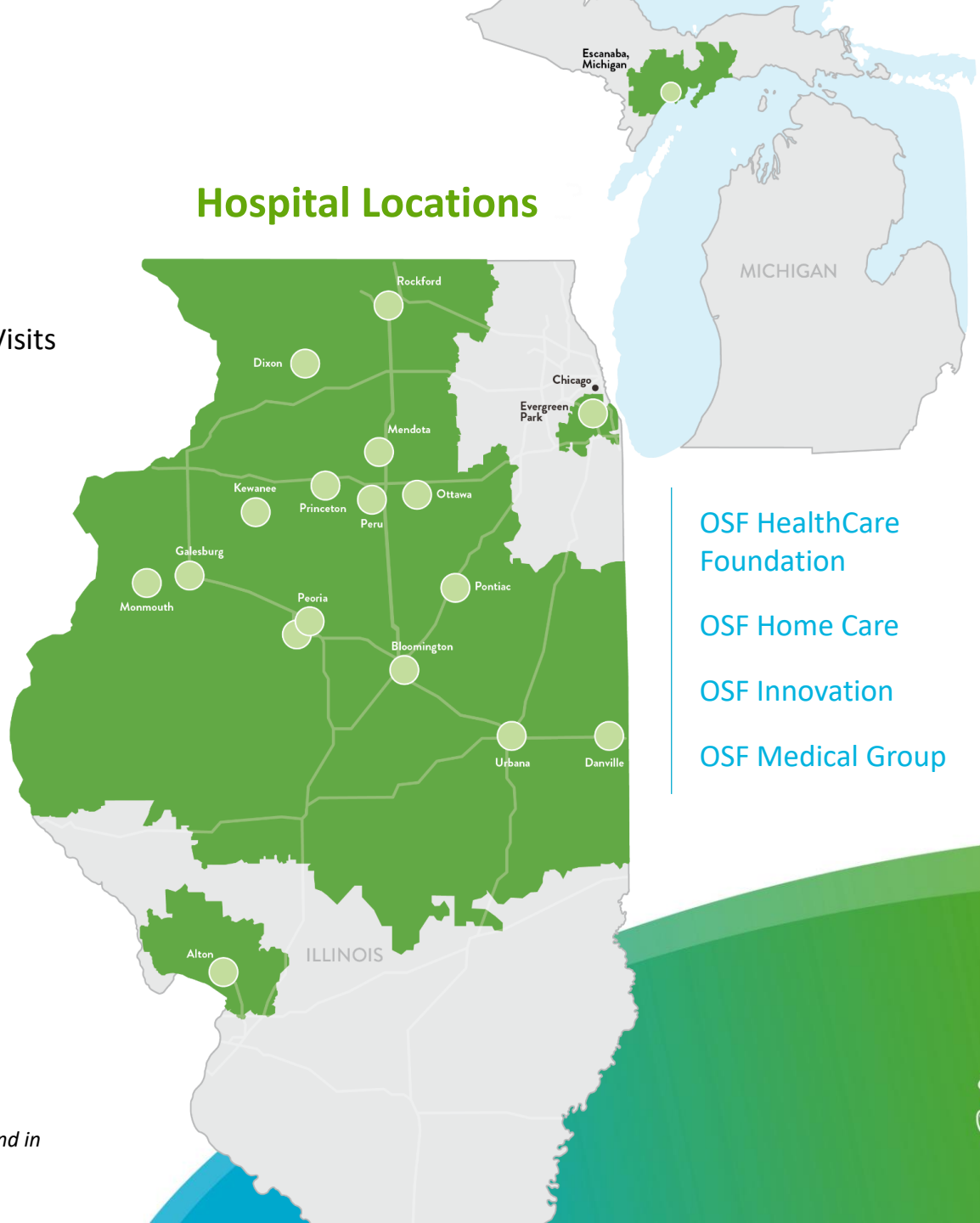
3,853
Hospice Patients

1,179,272
Persons Served

\$5.1 billion
Net Revenue

*Two licensed hospitals have dual campuses in separate communities.
 **Total licensed beds figure includes changes in Ottawa as of December 3, 2025, and in Urbana as of January 1, 2026.

Hospital Locations



OSF OnCall

The umbrella for our unique full-scale digital health and convenient care options, OSF OnCall provides an array of services anytime, anywhere. This includes digital platforms and software to connect people with care 24/7 using smartphone apps, video visits and tools to monitor health trends and vital signs. OSF OnCall Urgent Care offers in-person or virtual visits for minor injuries and illness, and OSF OnCall Connect supports people with a full range of health needs through digital and at-home support. Other home and hospital-based digital care programs include intensive care, virtual hospitalist and digital hospital.



osfoncall.org



Connecting people
with care 24/7



In-person, virtual, home-based
and hospital-based care

VISION

ALWAYS BE PRESENT WHERE I AM.

OSF OnCall is an always-available digital care platform providing individuals with what they need to navigate their health and wellness journey – wherever they are.



GUIDING PRINCIPLES



Establish a **single point of contact** for a patient to schedule any service or to request information



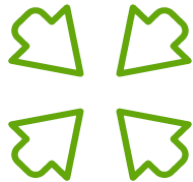
Provide the level of access each of the population segments demands, **24/7/365**
(occasional, chronic and complex patients)



Provide consumer-friendly services including **self-service options**



Create **transparency** so that our **patients can help manage their care**



Proactively identify needs and provide for patients



Equip and **empower our Mission Partners with the right information** and training to deliver upon patient needs



Deliver **seamless navigation** to the care and services the patient desires, **when where and how they prefer to receive it**



Proactively manage capacity to meet the demand for care



Overview of our Hospital @ Home Program (Digital Hospital)

- We launched Digital Hospital in August of 2022
- We have admitted over 1350 patients into the program
- Fully insourced program (except for transportation partner and medical waste system)
- Care team consists of physician, pharmacist, command center RNs, field RNs, CNAs, and Health Care Assistants (function like a service coordinator)
- Typically have 6-8 patients on census each day



Medication Organization Process

The Problem



Digital Hospital (Hospital at Home) patients often have several medications stored in the home during their admission



Patients often complete self-assisted medication administration of oral meds over video calls with command center RN

During this process, patients often struggle to find the right medications and can get overwhelmed
These video calls take a long time, leading to inefficiency and difficulty with scalability



Patients need constant reminders and education to refrain from taking medications without RN supervision

The Solution




- Create an in-home medication storage process/system
- Process/system must utilize equipment that is sturdy, easy to clean, and simple to maintain
- Must be easy for patients to navigate
- Simple signage and directions to assist patients

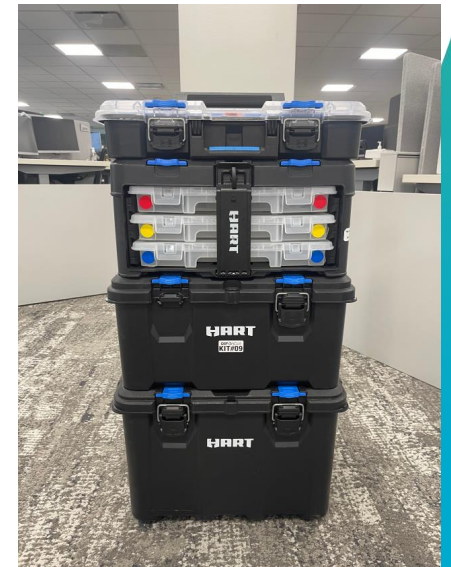


The Solution

- Color coded system to represent time of day (simple and easy to use)
- Medications are organized into corresponding drawers based on time of administration
- Refilled by field RN during daily cartfill visit
- Patients are easily directed to color coded drawers during virtual med pass visits (video calls with Command Center RN)

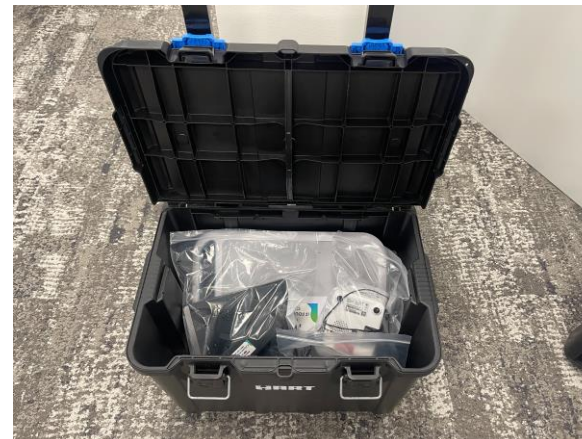
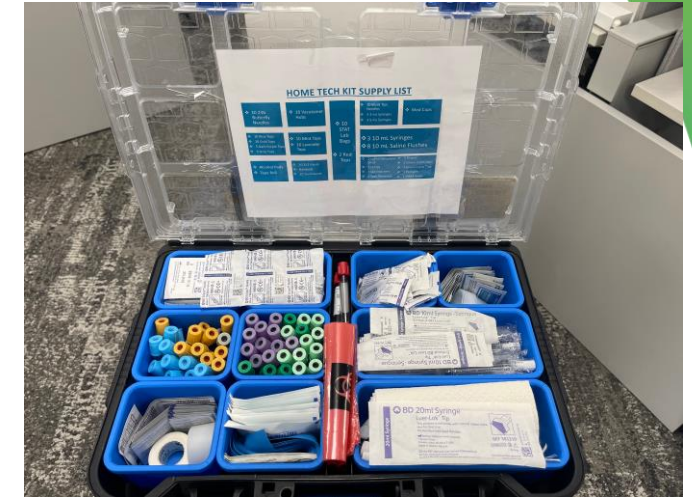
Medication Legend

As Needed & Bulk Meds	
Morning & Afternoon	
Evening & Bedtime	



Our In- Home Tech Kits

- Contains all equipment/supplies needed in the home for new admissions:
 - Tech kit components
 - Phlebotomy supplies
 - Wound Care
 - Medication Storage System
- All containers lock together and are on wheels for easy transportation and loading into fleet vehicles



Outcomes



Faster virtual medication administration video calls

Less frustration for patients

Less frustration for nurses

Fewer lost medications

Med Administration/Barcode Scanning in the Home

Epic Rover on Smart Phones

- Allows our field team to complete many tasks/documentation:
 - Medication barcode scanning
 - Collect labs
 - Document vitals, LDAs, flowsheet rows
 - Take pictures of wounds
- Works great for programs who have internal field teams
- Easy to use on the go
- Smart phone also works as hotspot for our laptops if needed
 - Our teams carry both in the car just in case

Q&A session

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