

Launching an In Home Alternative to Select Emergency Department Visits Across an Integrated Delivery and Finance System

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- **UPMC:** an Integrated Delivery and Finance System (IDFS) with an insurance and provider arm that work together to improve the lives of member-patients.
- **UPMC Innovative Homecare Solutions (UIHS)** was created to provide cutting-edge in-home solutions to UPMC patients.



In Home Urgent Care Plus Defined

In Home is a team of paramedics connected to physician providers. In Home can deploy to the homes of qualifying patients who require urgent assessment and treatment to prevent an emergency department visit.

Objectives

- Decrease unnecessary emergency department (ED) visits and admissions
- Increase capacity of emergency and inpatient beds in UPMC facilities
- Increase access for patients
- Improve patient satisfaction through treatment in the home

Implementation Details

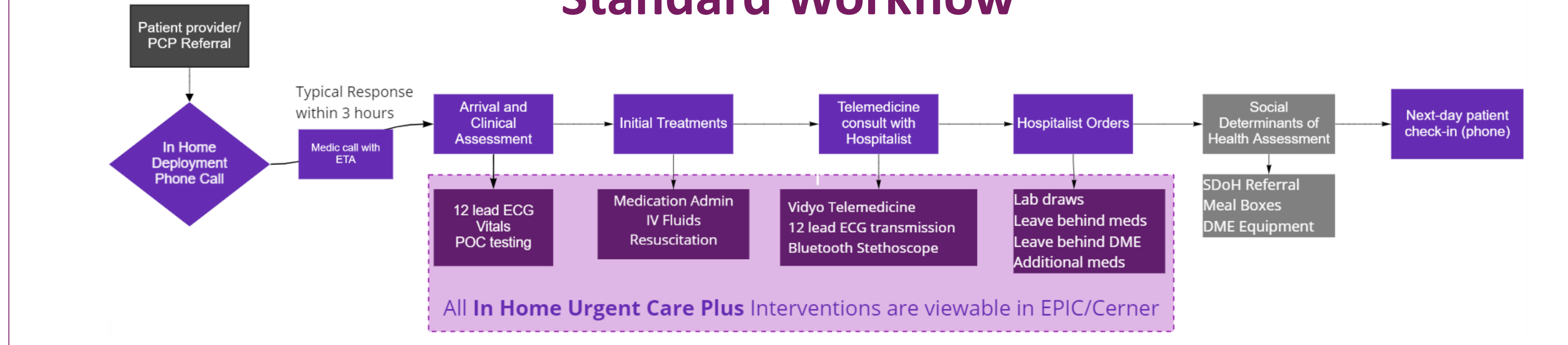
What: In response to the overcrowding of emergency departments and inpatient units across our system from COVID-19, UIHS developed a program: In Home Urgent Care Plus to serve patients with acute needs in their home and avoid ED and inpatient utilization.

Who: Hospitalist physicians, Advanced Care Paramedics, a medic manager, a program director, and leadership support from across the IDFS including IT, compliance, laboratory, HIM, marketing and more

Implementation



Standard Workflow

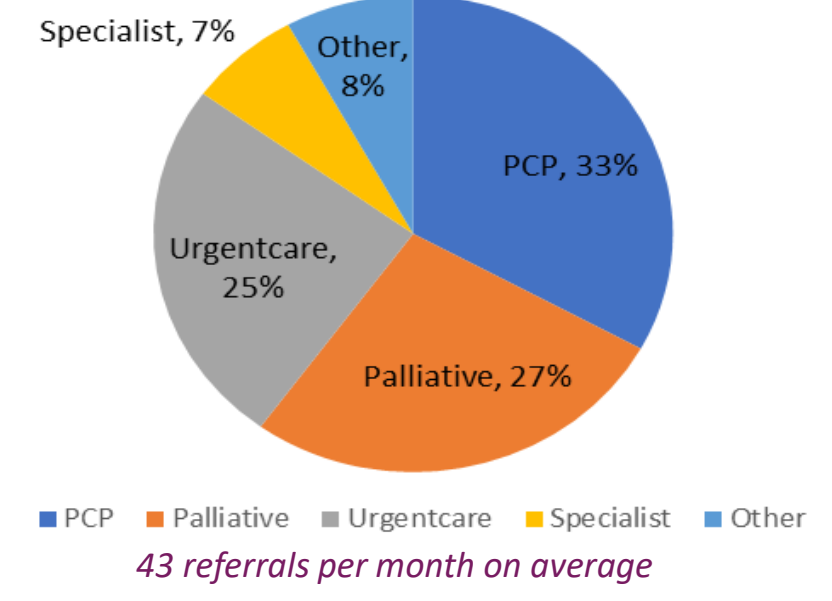


Patient Qualifications

Lives in Allegheny County, 18 y/o+, UPMC Health Plan Membership, Triaged by provider as appropriate for ER (not 911) care.

Operational Results

Referral Sources

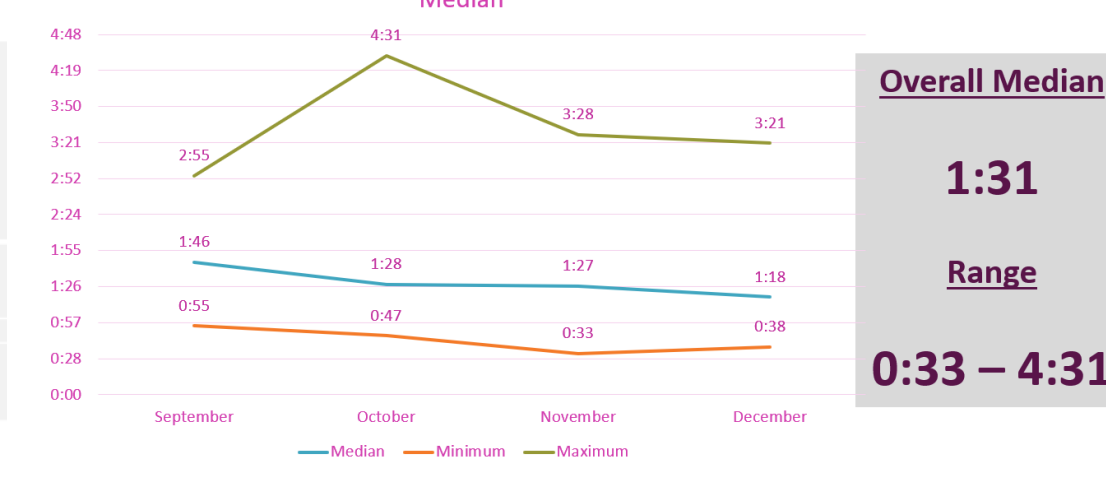


Interventions

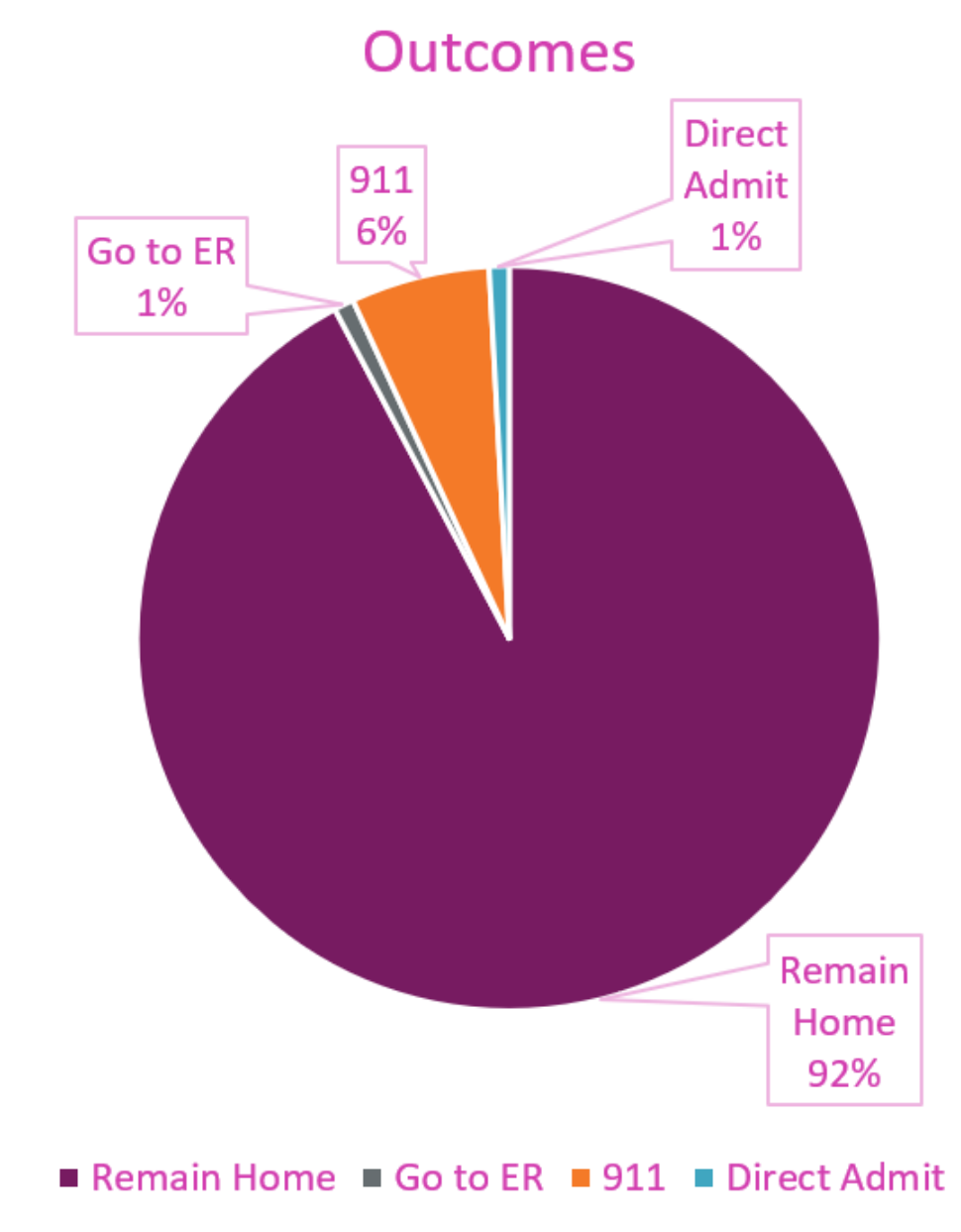
ECG	Labs Drop-off	Labs Point of Care	Medication Administration*	Medication Leave-Behind*
43%	57%	57%	37%	33%

*Count of patients. Some patients received multiple medications.

Length of Visit



Outcome Results



Patient testimonials:

- “These two [medics] were positive, upbeat, and professional when they visited my home due to severe vomiting and nausea.”
- “They made a big difference in my illness.”
- “It was so wonderful to be treated in my home instead of having to go to the hospital when I was feeling sick.”

Next Steps

- Hire additional staff
- Moderately complex CLIA licensure for additional POC testing
- Targeting 100 pts seen a month
- Targeting 24/7 availability
- Targeting new partner providers for referral
- Standardized direct admissions process