

UnityPoint - One Team Care at Home Services

2020 Overview

Amid a COVID New Normal

6.17.20 NAACOS National Conference

2020 Care at Home Services Aim

- Develop proactive ambulatory-based, alternative care options to reduce our patients' need for ED & hospital utilization
- Deliver improved quality (safety), experience, & economic outcomes through innovative home-based care services.

Care at Home Suite of Services

Hospital to Home (2-hour response time): Home-based hospital acuity care model for qualified patients to avert need for hospital facility care

Primary Care at Home (4-hour response time): Home-based urgent care model for qualified patients to avert their need for ED facility care

30-60 Day Ambulatory Care Bundles: Integrated, interdisciplinary home-based model to provide proactive, urgent and interventional response to manage acute events for qualified patients.

Waiver Services:

- Care Management Home Visits (CMHV) – NGACO Benefit Enhancement
- Post Discharge Home Visits (PDHVs) – NGACO Benefit Enhancement
- Care at Home / Hospital to Home Waiver (UnityPoint ACO-Specific Waiver)

Care at Home (CaH) Outcomes:

QI Intervention: Introduced 30-Day Ambulatory Care Bundle on October 1st 2019

	Outcome Target	HTH Baseline Pre-intervention	HTH with 30-Day Bundle (Post-Intervention)
Months of Service		9/18 – 9/19	10/19 – 04/20
Number of patients served		59	36
7-Day ED Escalation Rate	≤ 10%	8.5%	0.0%
7-Day Hospital Admit Escalation Rate	≤ 10%	6.8%	0.0%
30-Day ED Escalation Rate	≤ 15%	27.1%	3.0%
30-Day Hospital Admit Escalation Rate	≤ 13%	22.0%	3.0%

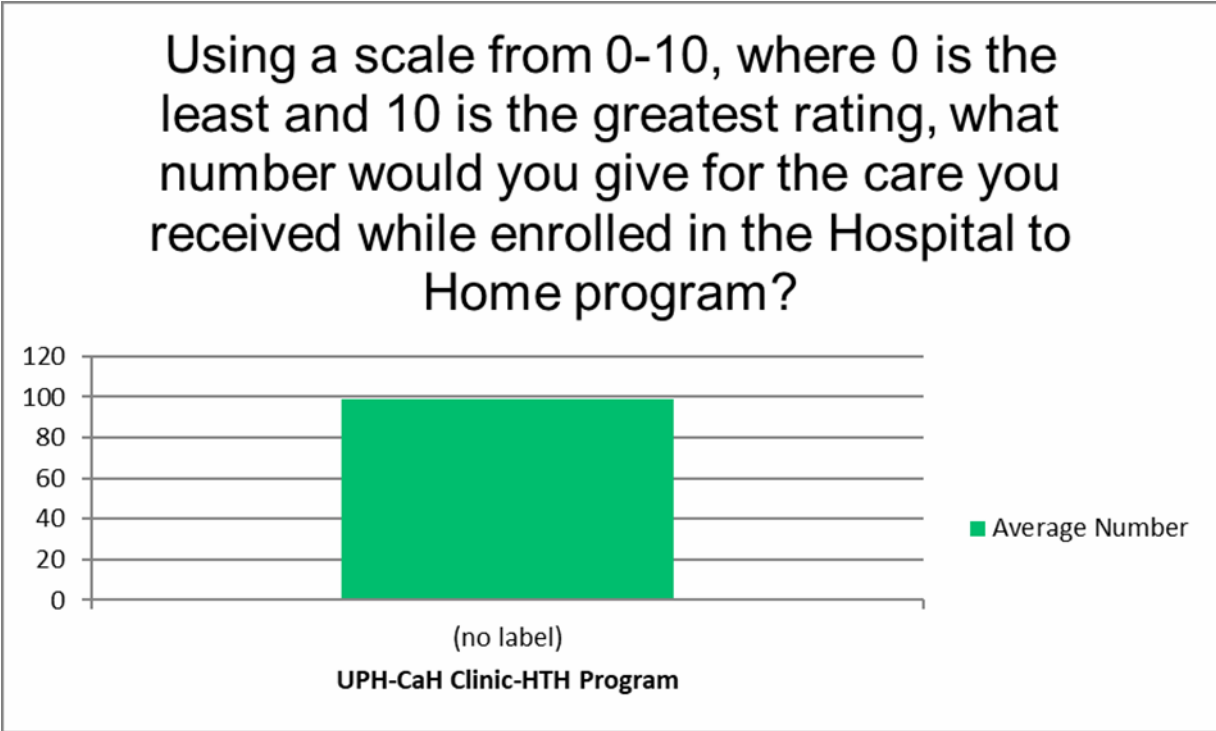
Hospital to Home Patient Experience

99.05% Top Rating

- Patients Served (N=95)
- Survey Response Rate: 44%; Target \geq 30%

PX Survey
Design &
Process
developed
by UPH PX
Team

Data as of
05.31.20



Care at Home: 2020 Priorities Amidst a COVID-Driven New Normal

- Continue to support the safety & well being of patients & team
- Return to normal operations – our new normal
- Rebuild Care at Home / Hospital to Home Patient Volume
- Resume Care at Home Systemwide Rollout:
 - CMHV/PDHV Services in Peoria & Fort Dodge Regions
 - PCaH & 30-Day Bundle Services in CR, QC, & WL
 - SNFaH Pilot implementation in CI Region