





# AMDIS Ted Talks

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# OPTIMIZING REMOTE CARE OF VULNERABLE PATIENTS VIA TELEHEALTH AND HOME VISIT PROGRAM COORDINATION

# BACKGROUND AND PROJECT AIM

- Growing number of U.S. older adults projected to nearly double by 2060<sup>1</sup> as well as in Illinois--the state will enter aged-society status.<sup>2</sup>
- Complex health concerns of older adults require age-specific prevention, treatment and management.
- The most vulnerable older populations, such as homebound persons, are not able to visit clinics for in-person care – necessitating increasing range of community care services provided outside acute care hospitals.<sup>3</sup>
- Home-based care can meet many of these individuals' health care needs, but only 5.6% of those needing such services receive them.<sup>4</sup>
- Project AIM:
  - Optimize existing telehealth efforts to improve the health and well-being, including Coronavirus disease 2019 (COVID-19) prevention, of homebound patients served by the UI Health DFCM Home Visits Program



# METHODOLOGY

Grant Funding

Define Metrics  
and identify a way  
to measure and  
obtain data

Devices and  
Device  
Management

Meet with vendors  
regarding  
telehealth options

Implement a  
solution

- **PREVENT–PROMOTE USE OF TELEHEALTH TECHNOLOGIES TO REDUCE THE RISK OF COVID-19**
  - Collaborate with Home Visits program to provide telehealth services
  - Educate and engage health providers and patients
  - Explore and connect with technology vendors
- **PREPARE–ENHANCE OUR READINESS TO RESPOND TO COVID-19 BY MEANS OF TELEHEALTH TECHNOLOGIES**
  - Evaluate technology capabilities of homebound patients
  - Purchase and implement telehealth system and equipment to provide patient services
  - Train providers, patients and caregivers on telehealth system
- **RESPOND–PROVIDE ACCESS TO TELEHEALTH TECHNOLOGIES TO LIMIT THE SPREAD OF COVID-19**
  - Expand tele-education networks to connect with Home Visits Program patients and caregivers
  - Conduct telehealth visits for homebound or quarantined patients in the community via “Virtual Check-In” or “E-visit”

# RESULTS – PROCESS OUTCOMES

- After completion of staff training and delivery of devices to patients' homes by C24 Vendor and nursing staff, 33 out of the 100 homebound patients have been enrolled into the telehealth program
- The required data includes patient outcomes, clinical outcomes, and outcomes of the training provided.
- To guide the telehealth process and specify data to be collected we created:

# TELEHEALTH PROGRAM MANUAL AND DATA CODEBOOK

## Telehealth E-visits Data Collection and Evaluation Codebook



### TELEHEALTH MANUAL

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### Patient Data Collection

Variables	Abbreviations/ Questions	Code	Source	Frequency
1. Tested COVID positive prior to last visit? If YES, continues if NO go to (.2)		0 = No 1 = Yes	EHR via ROS	Per visit
Fevers/Chills		0 = No 1 = Yes		
Cough		0 = No 1 = Yes		
SOB	Shortness of breath	0 = No 1 = Yes		
Fatigue		0 = No 1 = Yes		
Muscle/Body Aches		0 = No 1 = Yes		
Headache		0 = No 1 = Yes		
New loss of taste/smell		0 = No 1 = Yes		
Sore throat		0 = No 1 = Yes		
Congestion/runny nose		0 = No 1 = Yes		
Nausea/vomiting		0 = No 1 = Yes		

Patient compliance with the Pilot Program has been steady, averaging between 55% and 73%

### Compliance Data of RPM Program

Feb 21

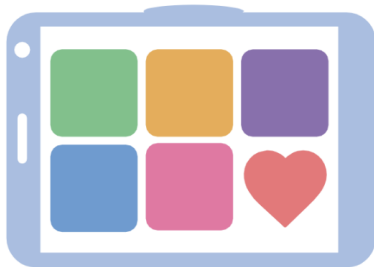
99454 Vital Alerts	Days Vitals Taken	Days Active	Days with communication	Device ID
0	12	19	16	14022
2	15	19	18	14031
0	4	19	18	14028
0	14	19	18	14099
0	2	19	3	14027
1	15	19	18	14026
0	18	19	18	14021
0	16	19	16	14017
0	13	19	14	14020
0	15	19	18	14100
0	17	19	18	14015

APR 21

99454 Vital Alerts	Days Vitals Taken	Days Active	Days with communication	Device ID
0	2	10	7	14022
0	9	10	10	14031
0	2	10	2	14028
1	6	10	6	14099
0	2	10	2	14027
0	2	10	2	14026
1	9	10	10	14021
0	2	10	2	14017
0	2	10	3	14020
0	3	10	10	14100
0	0	10	0	14015







## Link+ User Guide

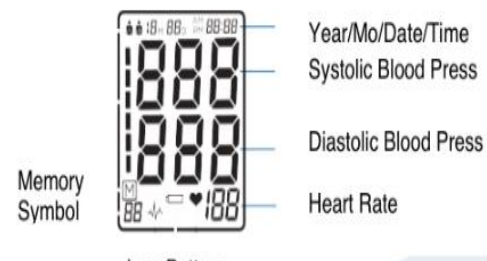


## Health Improving Aging in Place

### Bluetooth Fingertip Pulse Oximeter (SPO2)



### Bluetooth Blood Pressure Monitor



1



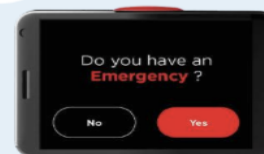
#### Step 1: Press red emergency button

On the Link+ device, press the red emergency button and hold for **2 seconds** to call for help.

#### Step 2: Confirmation screen

After holding down the emergency button you will see a confirmation screen asking, **if you have an emergency**. If the request did not go through, you will see a screen prompting you to call 911. *See below.*

2



# CONCLUSIONS

- The project is proceeding successfully - we have been able to provide care and record clinical outcomes during the COVID-19 pandemic.
- Phase 2
  - Interface with the EPIC© (EMR)
- Continue to enhance the health and well-being of patients served by the Home Visits Program

# LESSONS LEARNED – KEYS FOR SUCCESS

- Building a strong and collaborative team
- Careful planning and continuous quality improvement
- Agility and being nimble and adjust to unanticipated challenges
- Organization and regular team meetings with defined agendas and work targets
- Funding and Departmental Leadership support
- Innovations come with hard work and due diligence - remember to have fun and joy in working together!

# ACKNOWLEDGEMENTS

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Thank You!



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