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Connected Home Health

Delivering quality integrated care in the patient's home

The pandemic has accelerated the trend towards home health

Consumers

72% prefer to recover at home versus a medical facility following a major medical event.

69% are interested in regular, at-home check-ins with doctors.

63% would prefer getting treatment at home over going to a doctor's office or medical facility.

Health plan executives

97% agree that moving health care to the home is in the best interest of insurers and members alike.

95% believe treating members at home is often more cost-effective in the long-term than treating in a facility.

95% say supportive care and coaching at home can extend the reach of the primary care provider to monitor people and provide better care.

Source: CareCentrix, "2020 Health-at-Home Report," November 30, 2020.

A recent study shows that compared with usual (hospital) care patients, home patients had fewer...

Laboratory orders (median per admission, **3 vs. 15**)

Imaging studies (median, **14% vs. 44%**)

Consultations (median, **2% vs. 31%**)

Lower frequency of readmittance within 30 days (**7% vs. 23%**)

Source: Annals of Internal Medicine, "Hospital-Level Care at Home for Acutely Ill Adults: A Randomized Controlled Trial," January 21, 2020.

But home health organizations face challenges providing patients with a seamless care experience

Ageing population and increasing demand in home health care services

Fractured communication hinders keeping patients and families informed

Maintaining compliance with changing medical rules and regulations

Shortage of health staff and managing burnout

Lack of care coordination between providers

Inadequate and inaccurate visit documentation

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To give patients the best experience, provide a connected home health solution

Streamlined operations

Simplify ways of working and reduce the administrative burden on home health staff with visit templates and automated processes and workflows.

Cost savings

Route optimization and universal resource scheduling ensures efficiency in visits and the right resources being matched to the right patients, while delivering in-home care to reduce costs and complications from missed appointments.

Better outcomes

Improve patient outcomes with tools that enable enhanced engagement and communication with care teams – all while conveniently and affordably delivering comprehensive acute and chronic care management at home.

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Technology enablers for next-gen care at home

Data sharing and coordinated care

- Reduce fragmentation among disparate caregivers / companies with a **dashboard view of prioritized patient needs and appointments**
- Provide care guidance with **nudges and reminders** to patients at key times
- **Streamline management of protected health information** using **Azure for FHIR** to rapidly exchange data across systems from a single cloud-based platform

Remote monitoring

- Support remote clinical monitoring of patients via **smart IoT enabled devices** or manual collection for SDoH-challenged experiences
- Enable **physiological / environmental monitoring** (i.e., temperature, power, steps, falls, etc.) for safety and risk assessment

Virtual health

- Schedule virtual visits and consults, remotely **connecting native EHR data** with **Microsoft Teams**
- Integrate **Epic with flexible APIs** to embed virtual visits into any scheduling workflow
- Support case management and coordination with a **streamlined resource management tool** that provides a holistic view of the care team's schedule
- Enable **24/7 emergency access** for patients / family as well as individualized / group education

Smart medical devices

- **Remotely monitor real-time physiological parameters** that are traditionally measured with costly hospital-based labs and equipment
- Enable responsive care to changing outcomes with **miniaturized, self-contained mobile devices**, including pocket US devices, portable MRI machines, non-invasive blood chemistry assessments and home dialysis

Mobile care workers

- Allow real-time data collection and reporting as well as virtual support for escalations with **immersive AR**
- Support workers with **JIT education / video training** and ensure safety with **visit recording** and panic buttons
- **Improve retention** with support for BYOD, same day pay and bid work
- Maximize scheduled visits with **route optimization** capabilities via **D365 Field Service**

AI and analytics

- Provide timely decision support and enable predictive, personalized care by analyzing datasets with **Azure Cognitive Services** and **Azure Machine Learning**
- **Assess risk** of clinical deterioration, re-hospitalization and mortality and identify / **target specific cohorts** (i.e., high cost / high frequency) using **Azure API for FHIR** to compare clinical patient data against datasets of population health information

Reduce barriers to care with Connected Home Health

Give home health professionals the tools they need to be efficient from wherever they work, while reducing costs and complications due to missed appointments:

- Manage chronic conditions via remote monitoring
- Monitor biometric data from IoT devices (e.g., heart rate, glucose, BP, etc.) and remotely share with staff
- Optimize resource scheduling and route suggestions
- Provide patient access to task lists, reminders, medications and video calls
- Create a unified view of patient history and biometrics
- Improve staff efficiency and process automation
- Meet patients where they are — increasing patient satisfaction and affordability
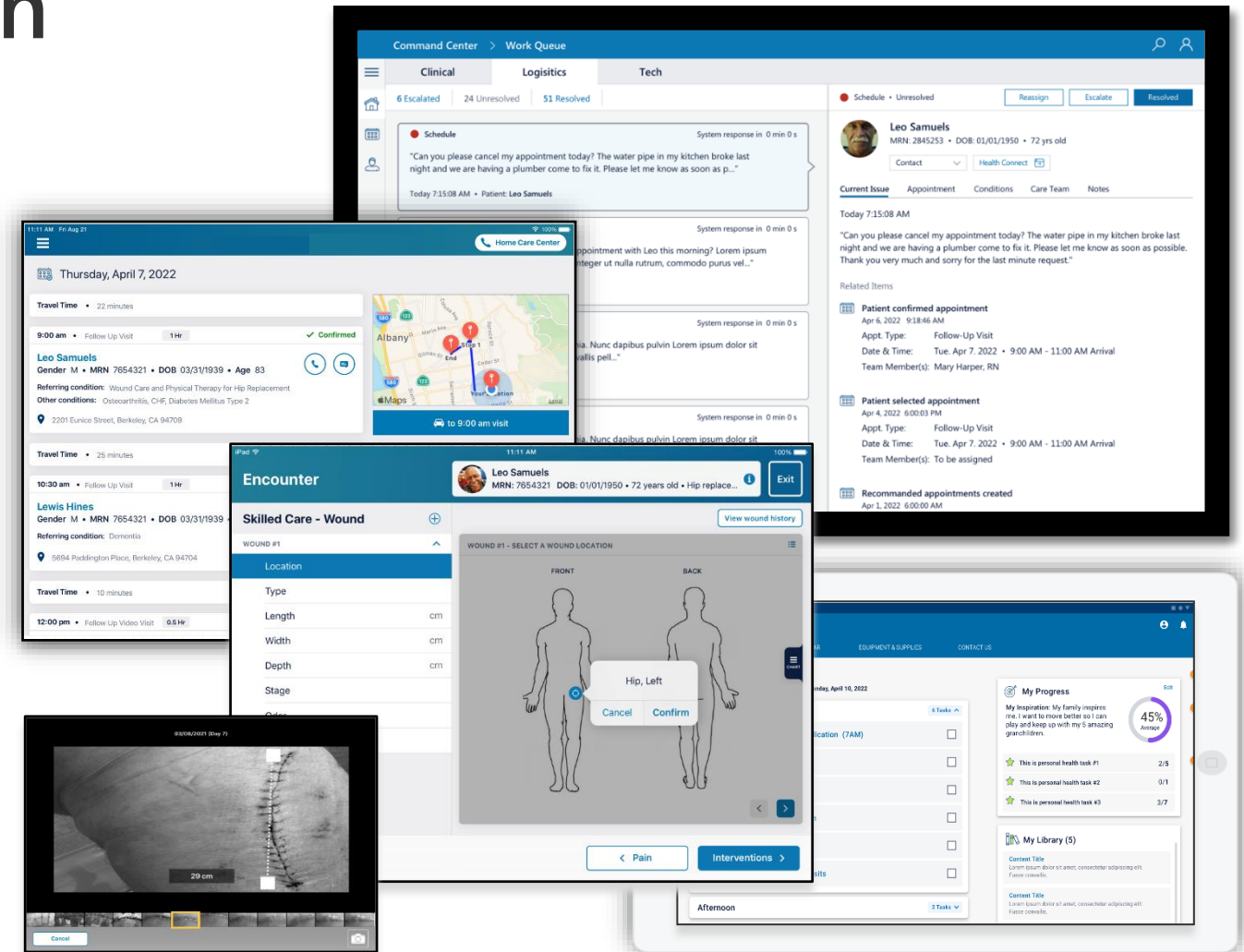
The Connected Home Health platform and service array enables an efficient, highly coordinated, holistic care experience in the home

Patient and caregiver
The patient (and their family) who receives holistic care in the home and 24/7 connection to a care team

Patient and caregiver app
A mobile-first app with peripherals rooted in behavioral science to promote engagement; the patient's main digital touchpoint and communication tool

Command Center (CC)
The 24/7 backbone and analytics team responsible for workforce deployment and management, troubleshooting and communications

Purpose-built,
enabling technology

Field team
Groups of clinicians working in specific geographic areas and guided by new workflows and protocols

Field team app
A purpose-built tablet application that delivers everything a home-based provider would need throughout their day to provide seamless care

Command Center dashboard
A web-based portal and engine that provides back-office staff with tools to maximize efficiency and state-of-the-art patient engagement through automation of scheduling, resource deployment, etc.

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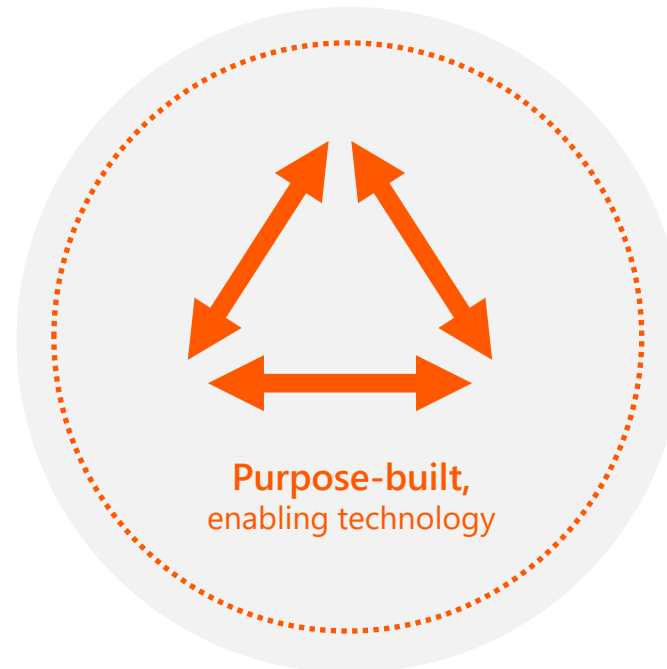
Patient app

A biometric tablet application with patient login that includes the following features:

- Introduction video to orient patients and provide app / tablet instructions (includes digital terms and conditions acceptance)

- Visit schedule functionality, including calendar view, 24-hour reminder, visit confirmation and reschedule and cancelation request

- One-touch voice and video calling to the Command Center

- Task list interface providing reminders that launches the following functions: treatment reminders (e.g., meds, dressings, etc.), appointment confirmation, vitals taking, patient reflections and scheduled telehealth video visits

- Patient reflection / journal capture remote monitoring (glucometer, BP, weight scale)
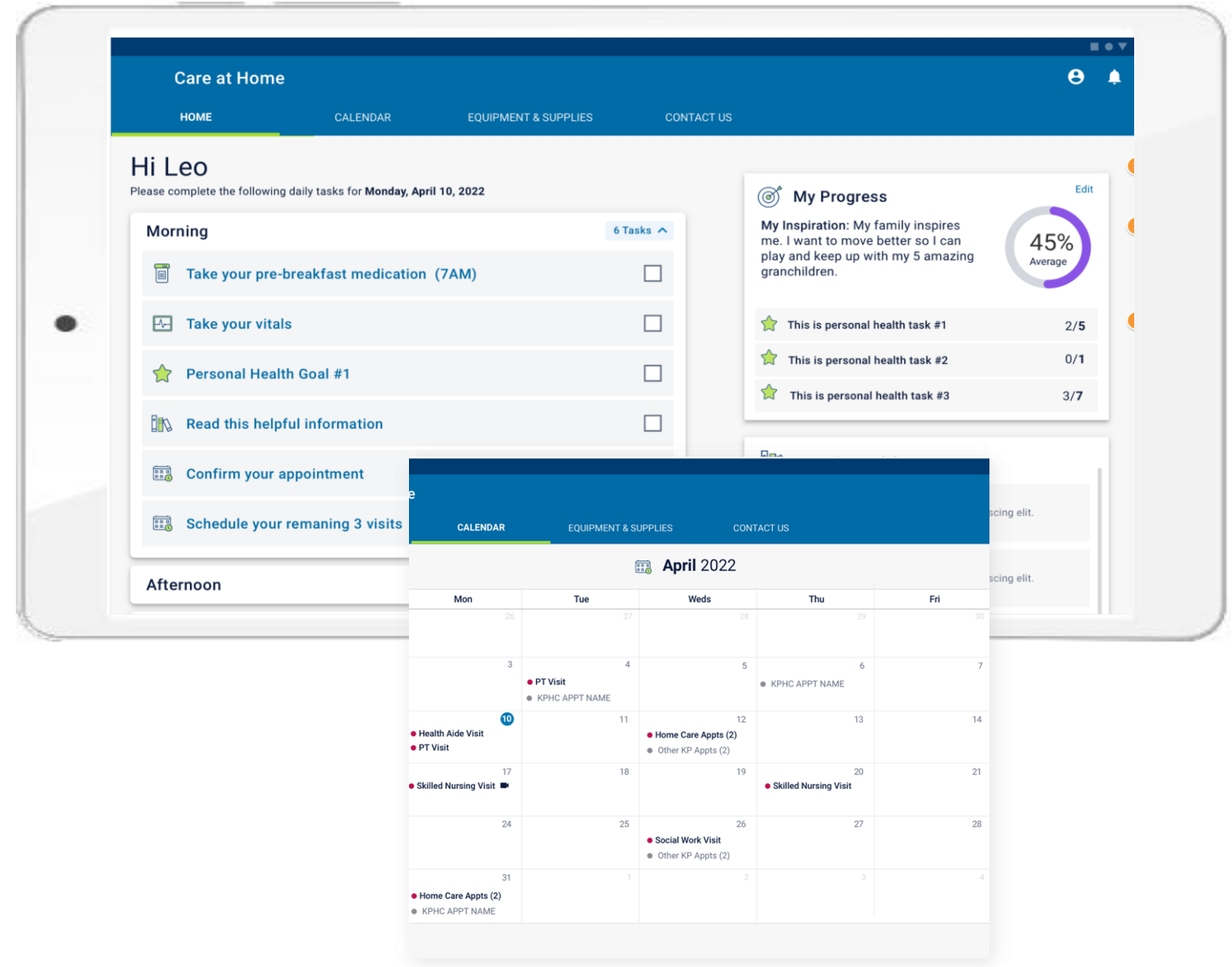
Field team app

Tablet application with unlock and system sign-on using SSO and biometrics, enabling:
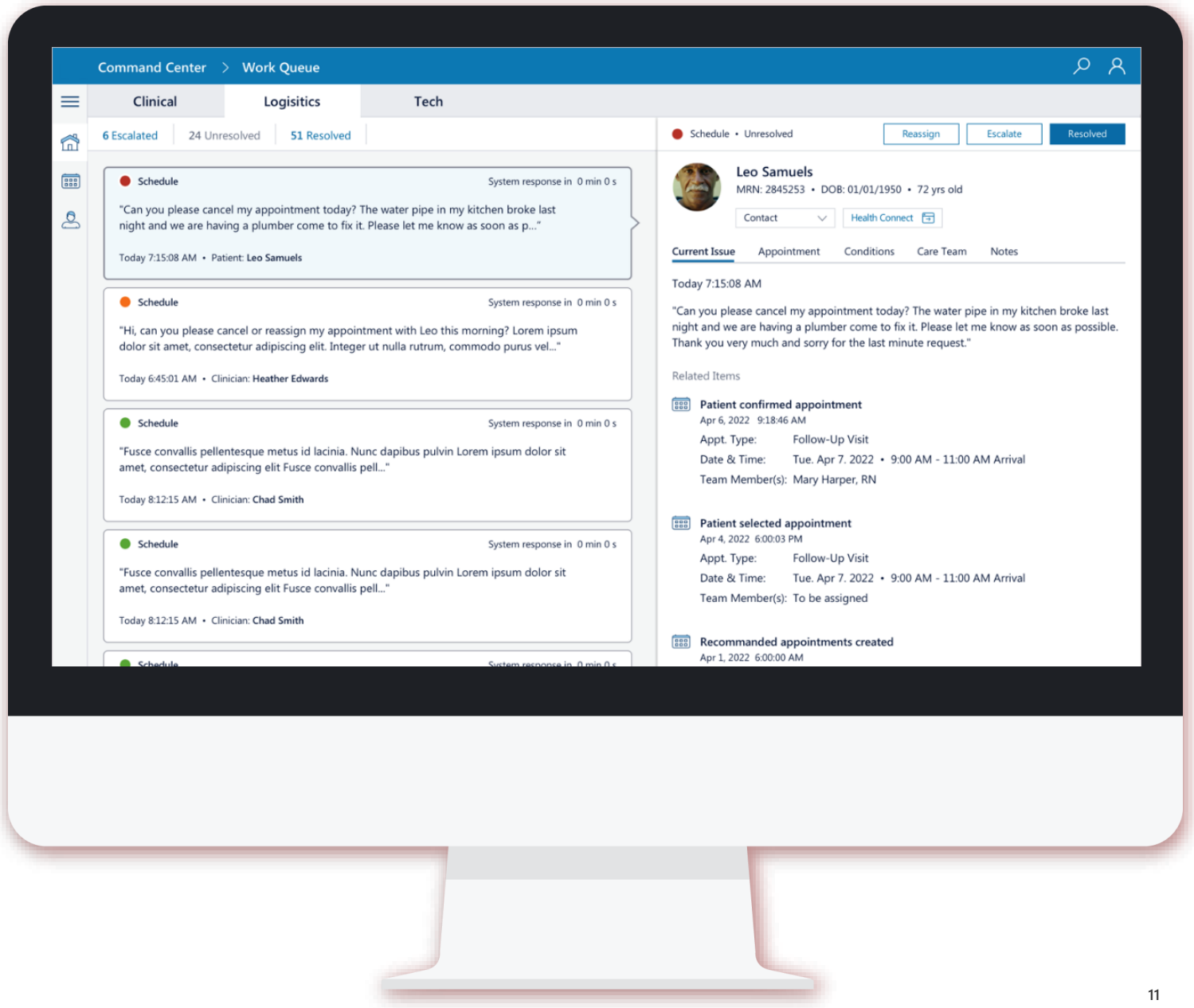
- Viewing patient summary, including demographics, medications, primary and secondary conditions, care team and information about home conditions

- Seeing overall daily schedule and specific scheduled visit summaries with key patient info

- Driving directions and navigation launched directly from visit summaries

- Creating and viewing to-do / reminder lists using text and voice input

- Optimized encounter documentation for the following components: medication reconciliation, vitals and pain assessment, wound assessment (with photo) and intervention and visit summary (tap and voice input are supported)

- One-touch voice and video calling to the Command Center and patients
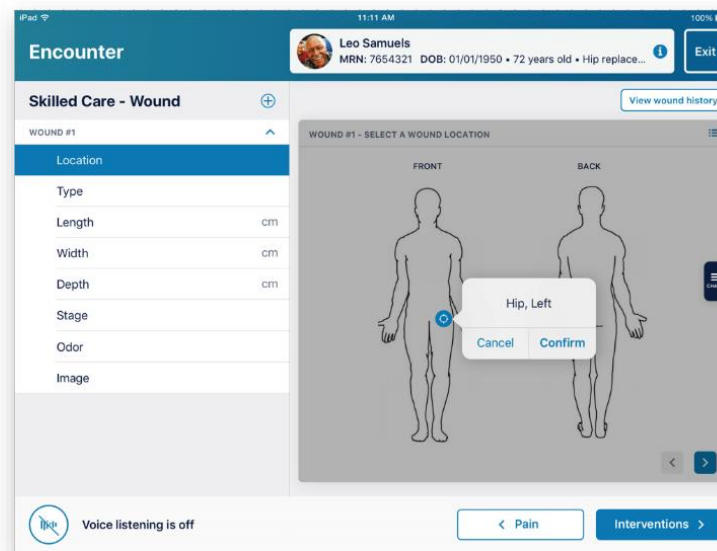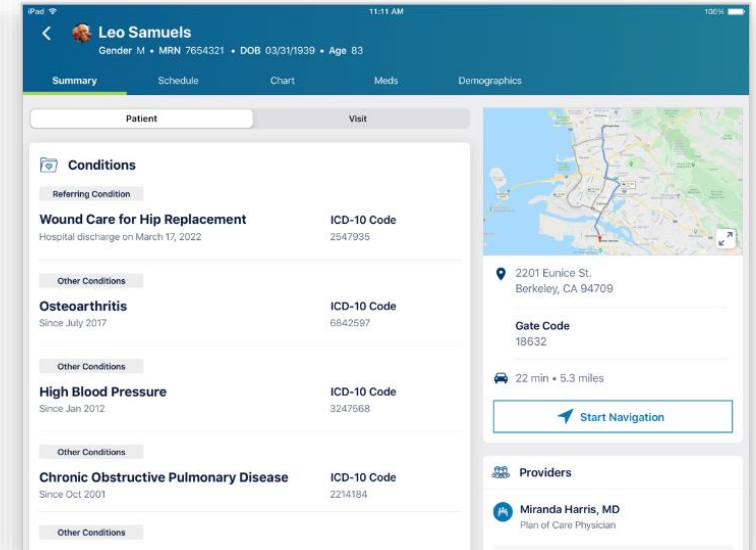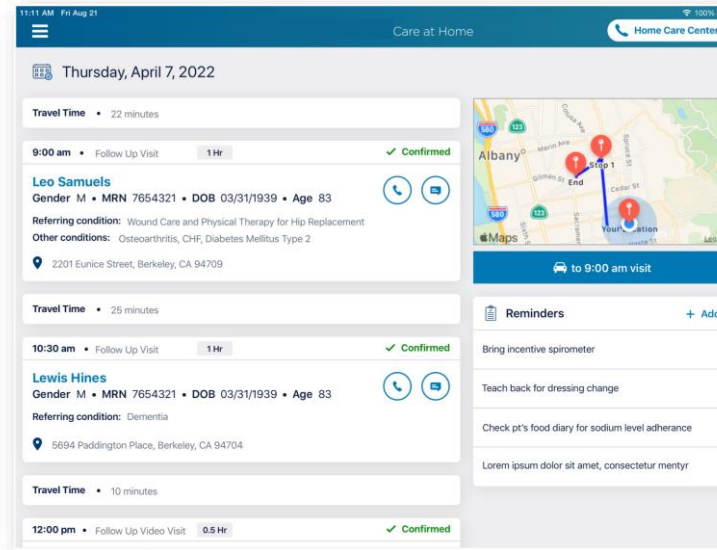
Command Center portal & engine

Data storage and management to expose and coordinate information between the apps and features, including:

- Data encompassing demographics, patient reflection / journaling, primary and secondary conditions, medication list (if necessary), patient task list, self-care articles and videos, scheduling information, visit summaries and staff profiles

- Automated visit scheduling and optimization based on field team skills as well as route optimization and factoring in drive time

Resource scheduling and optimization with Microsoft Dynamics 365
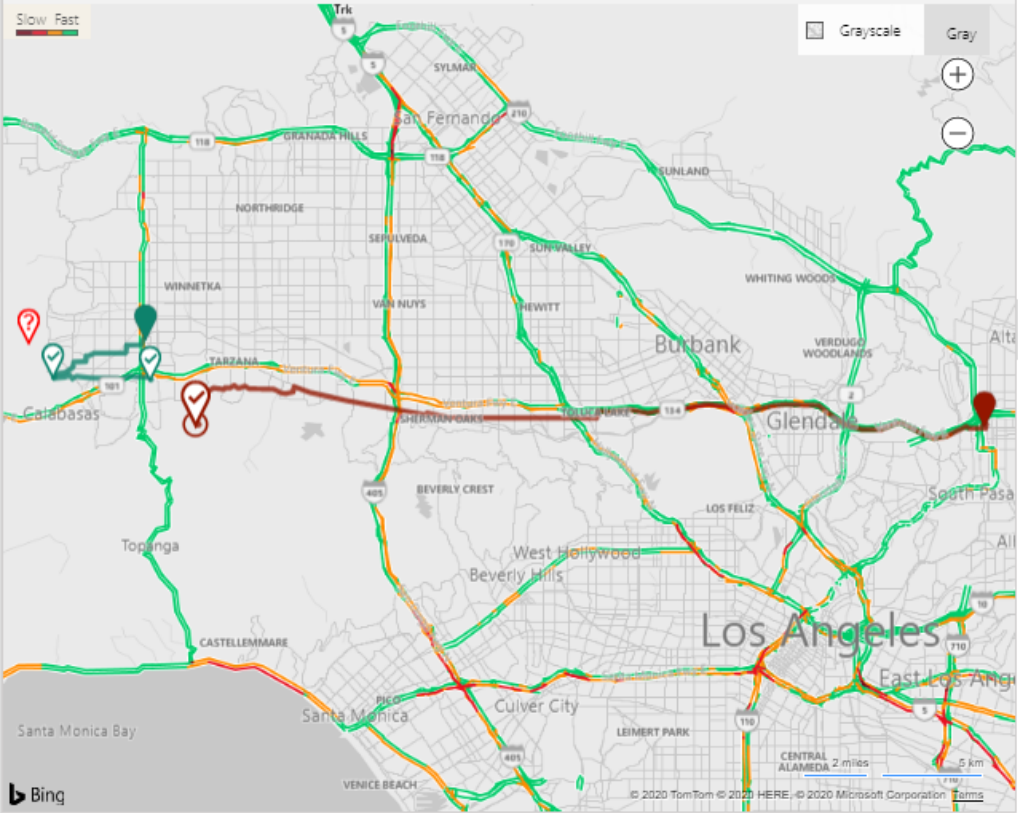
We bring global scale and expertise

10M+
Office 365 users deployed, over 32M workloads

Avanade works with
41
of the top 100 U.S. hospitals *(Thomson-Reuters)*

Microsoft Global Healthcare Partner of the Year 2020

#1
in certified resources deploying and administering O365 and Teams

3M+
UCC seats under management

In-depth Workplace Managed Services

Purpose-built assets and accelerators

Accenture / Avanade have deep expertise in health care

Close relationships with Microsoft and Accenture

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Get started on your journey

Design-thinking workshop

Hold a discovery workshop to unlock the tools you need to uncover high-value opportunities.
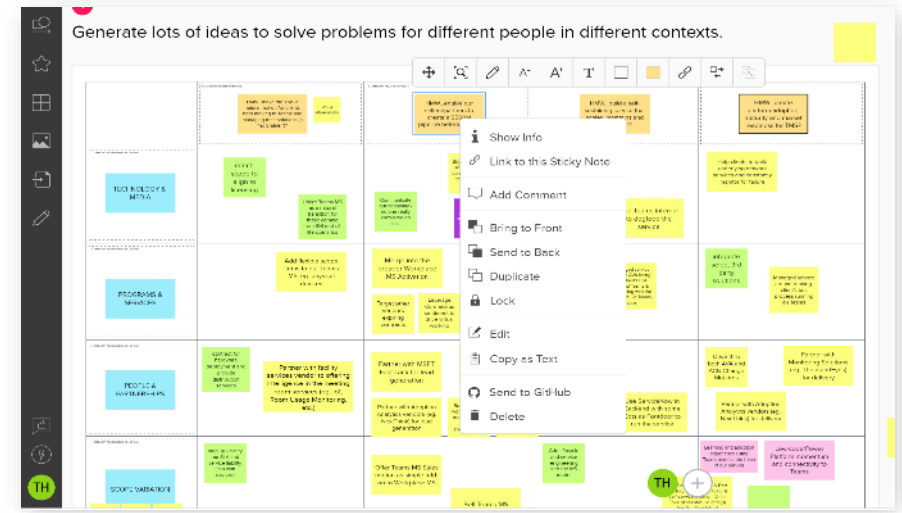
Quick start PoC

Hold a proof of concept (PoC) engagement to build a business case and evaluate your needs.

Art-of-the-possible seminar

Leverage demos and lessons learned to help you identify transformational ways to realize improved outcomes.

In-person and virtual options

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