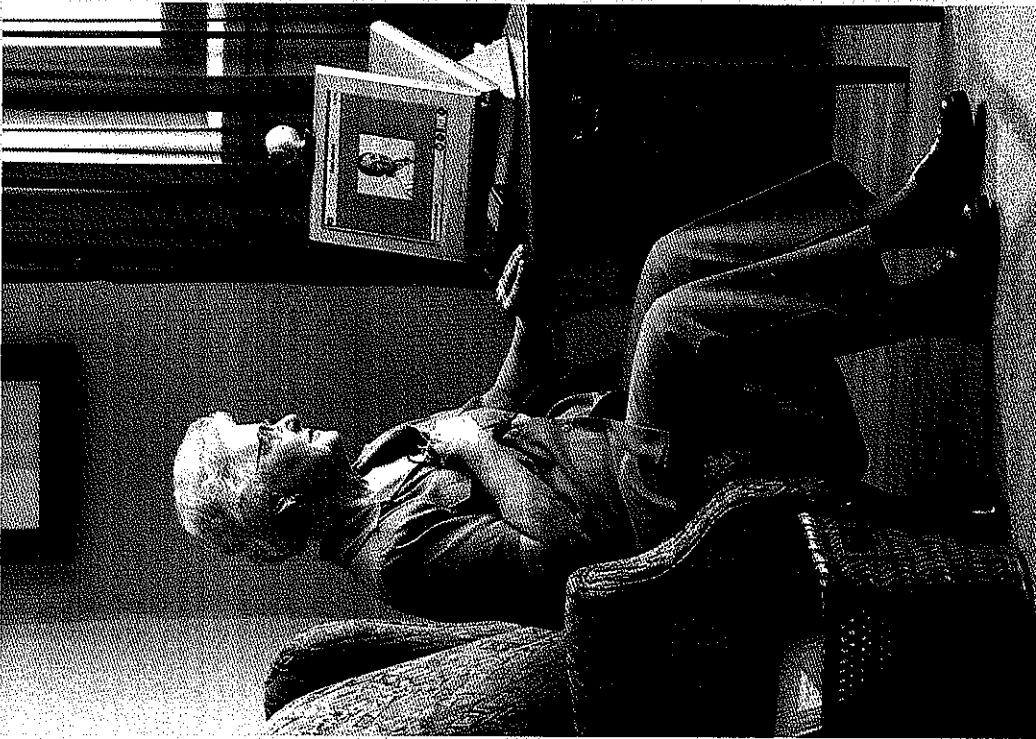


# Managing Chronic Disease in Home Care

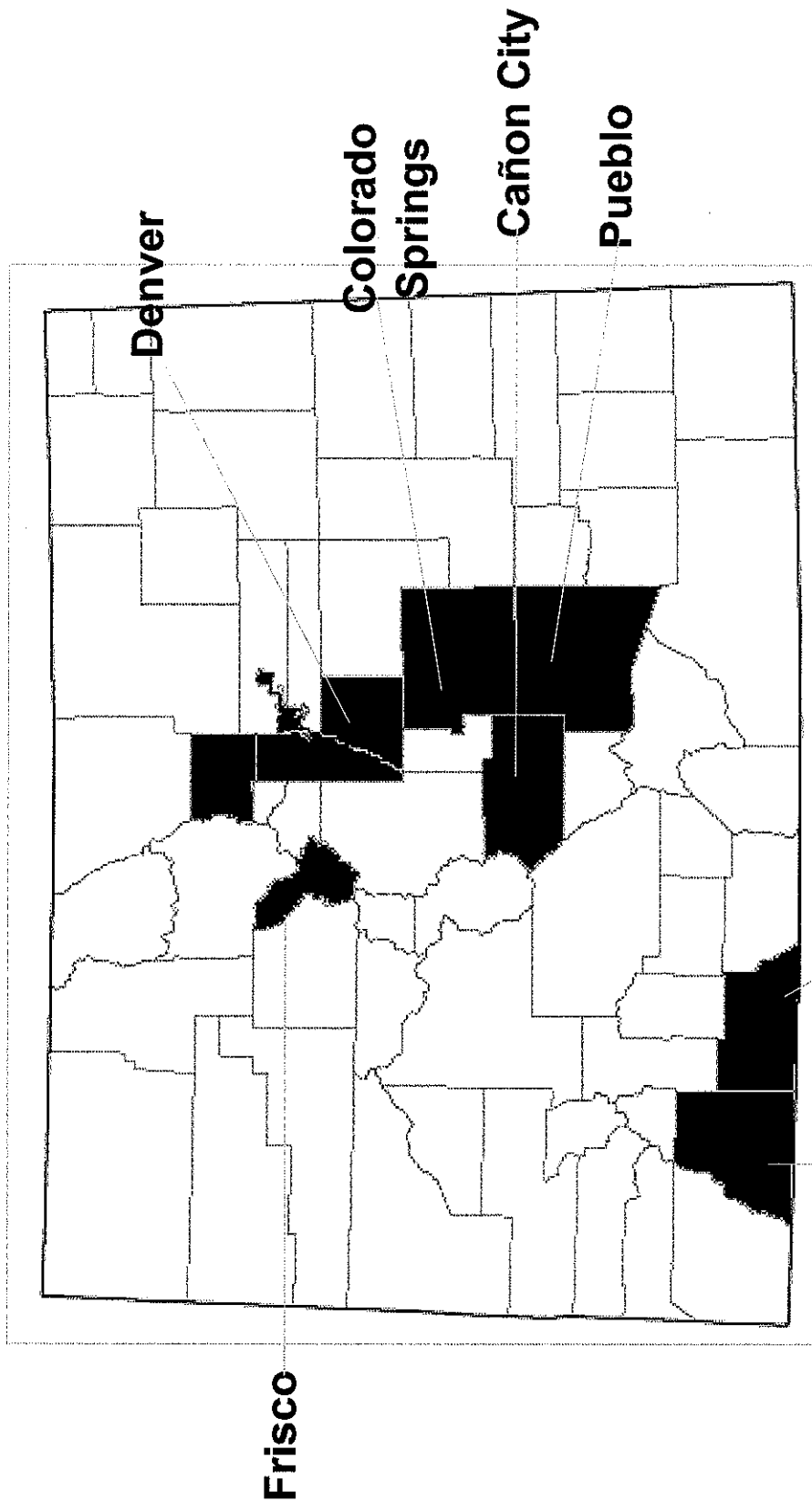
Presented by  
**Dianne Newberry, BSN, MHA**  
Director of Operations  
Centura Health at Home



## Centura Health at Home

- Services Offered
  - Home Care
  - Hospice
  - Infusion
  - Oxygen & HME
  - Clinical Specialties: Telehealth, Palliative Care
- Care for over 20,000 patients annually
- Member of the Home Care Elite 500
- JCAHO Certified

# Where We Serve



Pagosa Springs

Durango

## Case for Telehealth

- 90% of Americans over 65 have 1 or more chronic diseases
- 70% have 2 or more
- 95% of total medical expenses for Americans over 65 are spent on chronic diseases



## About the #1 Chronic Illness in America

- 5 million Americans living with heart failure (53,000 dying each year)
- Will increase to 10 million by 2030
- 14% of Medicare recipients have CHF
- 550 thousand new cases a year
- 2.9 million physician visits a year
- 26.8 billion dollars of direct and indirect costs spent on CHF
- Medicare Expenditures for CHF represents 43% of all Medicare expenditures

## Leading Cause of Death for Men and Women is Heart Disease

- CHF Prognosis
  - 33% will survive less than 1 year
  - 50% will survive less than 5 years
  - Less than 10% will survive more than 10 yrs
- Management of CHF is to prevent Classes I and II from going to III and IV
- 44% of Medicare patients with HF diagnosis are readmitted within 6 months

## Follow Up on Original 16

- 1 year prior to Telehealth, 100% of the patients had at least 1 hospitalization
- 1 year post Telehealth, 81% remained out of the hospital



## After the Pilot

- Expanded Telehealth program statewide
- Expanded Telehealth diagnosis beyond CHF

### Added:

- CAD
- Cardiac Arrhythmia
- COPD
- Diabetes
- Hypertension

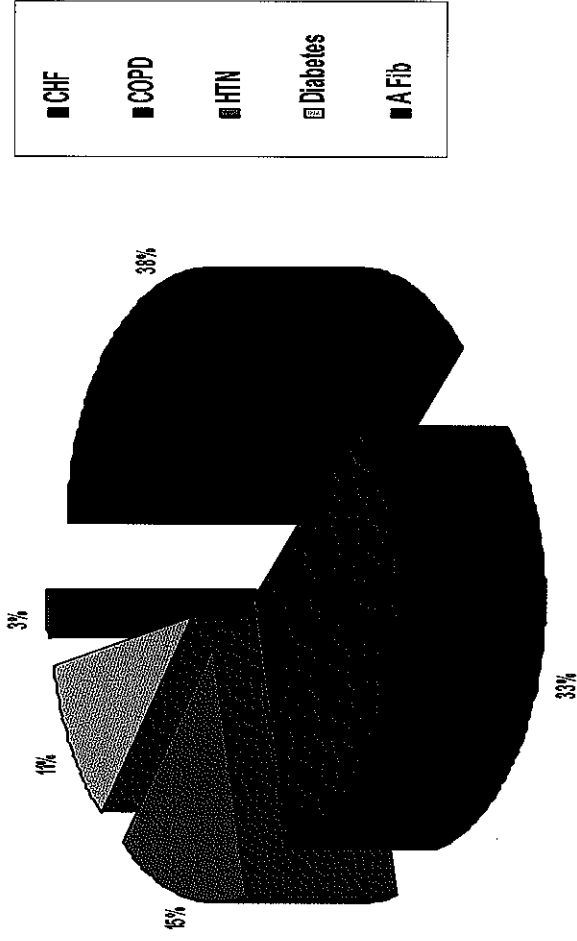


## Updated Telehealth Equipment

- Internet connection to review patient's vital signs. Nurse can review data from home
- Patient's answer questions about their health and disease progress through a touch screen
- Patient's are monitored seven days a week.

# Total of 826 Patients have received Telehealth Services

- Top Diagnosis
- CHF
- COPD
- Diabetes
- Hypertension
- Atrial Fibrillation



- We are seeing an increase of Diabetic patients on TH as it is the 5<sup>th</sup> deadliest chronic disease

## Inclusion Criteria

- Patient must have one of the chronic diagnosis
- Patient/Caregiver must be willing and able to use equipment
- Patient must have phone landline and working electrical outlet

## Hospitalizations 1 year prior to Telehealth and readmission rate

- For patient through the Centura system, we tracked the number of hospital admissions before telehealth services were started
- 90.6% of Telehealth patients had at least 1 or more hospitalizations
- Centura Hospitals statewide have an average of 21% readmission rate for heart failure\*
- Through Telehealth, heart failure patient's readmission rate was 9.7% within a 30 day period

\*2007-2008 CMS

# Interventions and teachings by the nurse for Telehealth Patients

## TEACHINGS

- Understanding disease process
- Medication instruction
- Safety concern with O2
- S & S of Edema
- Counting Pulse
- Dietary & fluid restriction
- Daily wts & instruction

## INTERVENTIONS

- Whom to call for help, RN, MD, 911
- Shortness of breath
- Prompted MD order
- Telehealth prompting MD visit
- MD notified
- Lab draws

# Patient Testimonies

- “Telehealth is the best thing that ever happened to us,”
- “Now I know what signs to look for and when to call the doctor for an appointment
- “Kimberly and Teresa (telehealth nurses) were the best part of the program.”
- “I loved Telehealth”
- “Life saver”
- “Security blanket”

## Patient and MD Satisfaction Surveys

- 100% of patients said the use of telehealth technology was a positive experience and they felt more involved in their own care
- All the physicians said that the use of telehealth improved or significantly improved their patient's care.
- All the physicians said that the use of telehealth increased their patient's involvement in their own care

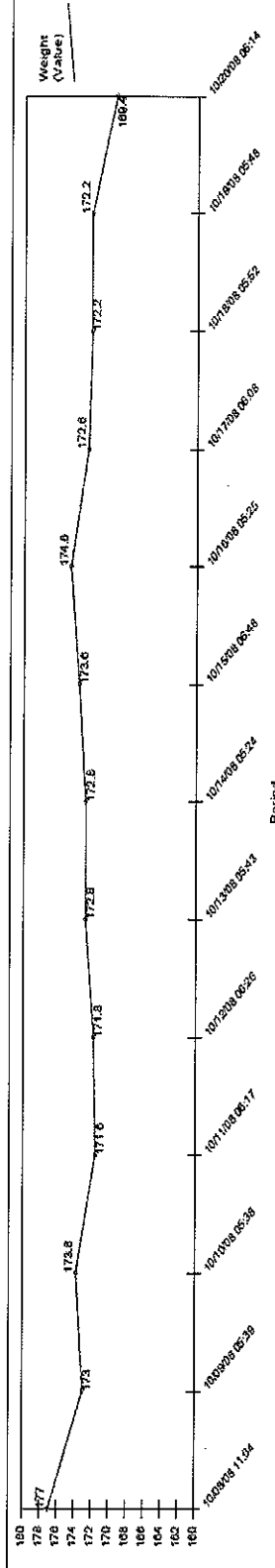
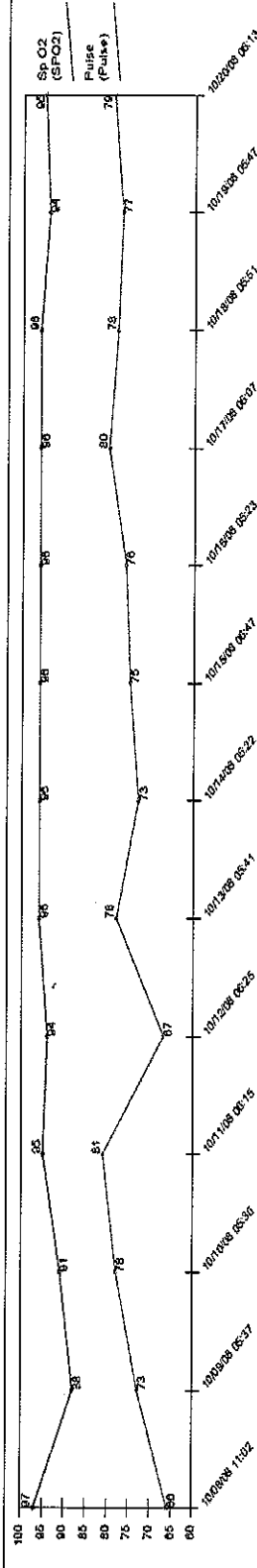
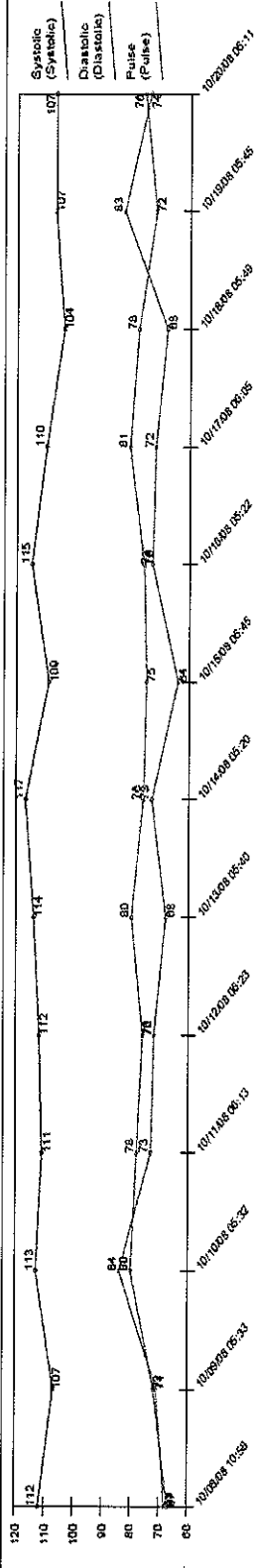
## Value Proposition for Physicians

- Earlier detection and intervention
- Reduced Hospitalization and Emergency Room visits
- Ability for patients to remain independent longer
- Enhanced patient Quality of Life
- Clear, concise and accurate patient data in timely manner
- Increased support of treatment plan



# Trending Reports

Vital Signs  
10/06/2008 - 10/20/2008



## Lessons Learned

- Difficulty in keeping patients on Telehealth under the Medicare guidelines
- 42% of the patients were discharged because they were not homebound
- Patient does not receive full benefit of telehealth education/reinforcement
- Challenges with Technology
  - Telephone line erosion
  - Quality with “dial-up” service

## Next steps for Telehealth

- Working with telehealth vendor to progress to wireless monitoring
- Working with Qwest to enhance broadband to patient homes who have poor phone connection through POTS
- Working with United Healthcare to provide telehealth to Centura associates and their family members who have CHF. These patients do not have to be home bound

Thank You  
Questions?