Telemedicine Service Summary for Washington State COVID 19

Monday March 23, 2020

**UPDATED Capability Includes:**
- At-home Support for Pre-tested patients
- Patient COVID 19 testing support to hospitals
- Expected duration of service: 14 days for Positive COVID Patients to 30 days for expedited hospital discharge patients
- Technology: Patients use their own smart phone device (smart phones can be issued for fall 2020)

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**Problem Statement:** Managing the COVID 19 pandemic requires a focus on the needs of health care providers and health systems as they support the overwhelming influx of highly acute patients. Many Covid patients require highly sophisticated medical equipment, isolated units, including ventilators, and a highly trained medical team. How do we systematically keep our health care providers safe, ED’s open to emergent COVID patients, and the critical hospital beds with ventilators, available for those individuals who are in immediate need of critical services and support?

Covid 19 medical care requires thoughtful connections between Health Systems, pre hospital services including Ems, Fire Rescue, ambulance, public health departments and remote services (health and otherwise) that can keep individuals at-home for assessment, testing, virus incubation and illness onset thru the direct hand off to the hospital team as the patient requires acute clinical intervention only available at a hospital. Followed by expedited hospital to home discharge triaging medical beds for additional COVID patients.

Conversely, patients require ongoing medical connections to address their concerns, anxieties and triage support to assess whether they have additional medical comorbidities that will require additional medical support. They may require additional testing when necessary. Patients testing positive for Covid, need to have ongoing support through the 14- day period to monitor their health, anxiety, and to educate them and their caregivers on the Virus and prepare them for next steps if hospitalization is required. This can be accomplished remotely with high touch patient engagement programs and clinical support.

**Welcome Home Health can:**

**Enable screening of patient the patient** - For any assigned patient that might be at risk for COVID-19, our PHA’s will utilize a proven COVID 19 screening tool to determine if a virus test should be obtained. If there is a true testing need, WHH will then engage our COVID 19 test supply partner.

Once infection has been confirmed, patient will be assigned to a WHH Patient Health Advocate who then guides the patient through next steps for quarantine, recovery and education to reduce anxiety for home caregivers, friends and family during the 14-day quarantine period (daily video visits). The goal is to eliminate any unnecessary travel, or exposure to a clinic, urgent care or ED.

**Provide end to end data for analysis and management** - WHH will document infection results, demographic, locations, etc. to give the state essential data to track, assess and manage the outbreak and spread. WHH will also track recovery of the patients at home including complications and demands that might drive rehospitalization.

Monitoring at home can include daily intervention with the patient. It can include vital sign monitoring and tracking if needed (depending on state requirements and the severity/comorbidity of the patient).

**State of the Art tools** - To assure rapid deployment and immediate access to an accepted Covid 19 screening protocol and to support technology deployment to the home, WHH has engaged VivifyHealth.com (United & Optum HC) the national leader in connected care management, education and biometric data monitoring. We have a long-term business partnership with established relationships to deploy require technology as required.
Establishing testing capabilities and quality: WHH is engaging with test manufactures to secure tests for COVID 19 test, including the single tube and pre-paid FedEx shipping sleeve in which to return the sample.

We thereby complete the 4 main goals for managing individuals in a stay-at-home pandemic:

- Reduce urgent care/outpatient clinic /Emergency department surge, travel inquiries –
  - Before and after a positive COVID 19 test
- Provide in-home COVID 19 testing/results/guidance, for patients meeting specific criteria
- Single Point of Contact - to manage health recovery/education of those who test positive
- Provide accurate, transparent state reporting of all patient engagements & COVID 19 test results

**WHH support scenarios to better illustrate our solution and its applications:**

1. **URBAN: WHH Metro City Support Scenario (Seattle)**

   56-year-old daycare worker tests COVID positive within 14 days of daycare closing. WHH works with the Daycare Administration to notify parents who can download the Vivify virus screening tool. WHH will also provide core pandemic-related education to the administrator to pass on to families. Positive cases are reported to the state epidemiologist and any other local authorities.

2. **RURAL: WHH Small Town Support Scenario (Walla Walla, Yakima, Davenport)**

   A 35-year-old single, local grocery store clerk has concerning symptoms for COVID-19 infection. As part of preparation for COVID 19, her critical access hospital pre-arranged to contact WHH. The clerk contacts her local public health resource and is referred to WHH. WHH sends the Vivify assessment tool to her. Within 20-36 hours patient tests positive. WHH notifies the patient and local health authorities who then start the epidemiological case-contact investigation. (Spanish speaking PHA’s)

3. **EXPEDITED- Hospital to Home Discharge (All Hospitals)**

   Patient is healing from an acute episode and could be released early from hospital with proper oversight at home. WHH is notified, match is determined, and at discharge patient is introduced to WHH. She is educated how to connect via secure telehealth video. WHH takes over with a post discharge wrap around support model. The patient stays in contact with her WHH care transitions team and her provider as clinical needs arise. When ancillary services or community resources are part of the discharge order WHH will contact them and engage on behalf of the patient.

There may well be cases where patients are clinically appropriate for hospital discharge, but their SNF, ALF, AFS will not take them back due to COVID-19 concerns. This could result in a large hospital patient cohort that is unnecessarily using resources and hindering care of sicker patients. WHH can help alleviate this bottleneck by partnering with hospital systems or state agencies that develop alternative care areas for this population. Alternative care areas could be on a hospital campus (outpatient clinic, rehab center), or a repurposed public facility such as a gymnasium. WHH can monitor these patients and keep them connected to their provider and other community resources.

**Public (worried well) Pandemic Concerns**

To reduce unnecessary emergency departments, Urgent Care, physician and clinic visits, phone calls and drop-ins, the State can refer them to WHH for our Vivify Virus Assessment. WHH will subsequently notify the state agency of testing results and recommend whether patient should be enrolled in the WHH support program or not.
Frequently Asked Questions:

1. **What is the typical length of time required to implement the platform?**
   - WHH is operational and ready to support patients upon completion of contract.

2. **What would escalation path look like during patient at-home monitoring?**
   - Using pre-designed clinical thresholds, WHH escalates patients who exceed thresholds to predetermined health providers who can further access via video or with inpatient visit as determined by patient need and provider direction.

3. **Are there any capacity constraints to the platform?**
   - WHH currently supports other clients. WHH can rapidly scale up to 5000 positive COVID patients within 4 weeks. Additional patient coverage/reduced scale-up time is possible depending on factors such as expected workflow (early release, positive COVID, etc.) and expected device usage (WHH provided devices or patients “bring their own device”, etc.).

4. **Is WHH HIPAA Complaint/protect PHI?**
   - All PHI is in a secured cloud and Platform, WHH and WHH technology partner Vivify Health are fully HIPAA compliant.