

Success in Patient Care with Virtual Care



TELEHEALTH SOLUTION:

Prospero Health responded rapidly with virtual solutions to address patients' needs, resulting in better care and lives saved.

By augmenting in-home medical care with our video tablet technology partnership, we offered a solution for both the COVID-19 pandemic and Social Determinants of Health (SDoH) considerations. It supports access to care and resulted in a positive experience for the patient and care team.

Through this partnership, Prospero Health was able to continue caring for seniors who would not otherwise have access to traditional in-home care services or social connections because of COVID-19.

Leading quality institutions, such as NCQA, have convened leaders from all sectors of healthcare to study and quantify how the rapid deployment of telehealth during the pandemic has impacted patient safety, cost of care, and the patient experience. Early findings report no dramatic increase in utilization; in fact, they demonstrate some reduction in cost of care, while improving the patient experience and access to care.

Sources: NCQA: Taskforce on Telehealth Policy. <https://www.ncqa.org/programs/data-and-information-technology/telehealth/taskforce-on-telehealth-policy/>

"I was in pain. I knew I needed to see someone, but I was afraid to go to the hospital. I pushed a button to schedule a visit, talked to Prospero on video, and they took care of me. I didn't have to leave my house."
 – Prospero Patient

Prospero's Video Tablet is an easy-to-use medium that improves patient access to care teams and loved ones involved in their care. Features include email, telephone calls with the care team, weather, program consent, Zoom conferencing, and video and voice calls—with security features to ensure a safe health environment.

800 senior-friendly video pads are currently deployed, and they have been used to conduct over 42k telephonic or video visits. This is an exciting and innovative new communication method.

Patient Eligibility and Enrollment Process:

- Clinical Criteria: high risk of hospitalization, observable signs and symptoms, wound or skin problems, and/or SDoH barriers
- Prospero clinicians are able to send tablet devices to patients based on clinical need and interest in the program.

LEADING INDICATORS OF PROGRAM SUCCESS:

50% reduction in ED Visits

15% reduction in Inpatient Visits

Using a random sample of 172 patients, who consented to use a video tablet, were enrolled in Prospero's serious-illness program for at least 2 months before and after the date of receiving the video tablet. For patients with at least one clinical video visit via the video tablet, compared to patients who have received a device but did not complete a clinical video visit. Claims data thru July, so April 30th date +/- 2 months was used in this analysis.

"I trust I can always reach you, and you've proven that you always call me back. I know my mom is in good hands and getting the care she needs."
 – Caregiver in NJ

KEY TAKEAWAYS:

Patients in the serious-illness support program are interested in utilizing video tablets to augment in-person medical care during a pandemic.

Telehealth consent requirements can create a barrier to use of video tablets.

When deployed to patients with appropriate clinical need, video tablet support can have an impact on important cost of care drivers.

Loneliness is addressed. Patients are comforted by knowing that they can reach their care team and delighted that they can connect with friends and family.

There is room to improve patients' technology learning curve. Once video tablet on-boarding is complete, patients feel capable. There is an opportunity to make the technology feel less intimidating earlier in the process.

"I am so emotional right now! These are tears of joy! The Lord has answered my prayers! Thank you so much and thank you, Prospero"
 – Prospero Patient

"I am proud to work for an innovative company that is truly dedicated to the people we serve. Our leaders take the time to listen to the people who deliver care for guidance on how to evolve next. I've never seen anything like it before."
 – Prospero Clinician

Clinical Video Visits Completed	2,269
Video Connections to Loved Ones	7,455
Total Hours of Video Tablet Use	3,038
YTD Telephonic and Video Visits Completed	42,175
YTD Active Users	816
Current Active Users	589

as of 9/21/20

"Without Prospero Health, my patient would be dead right now."
 – Cardiologist in CT