



HCCITM
HOME CENTERED CARE
INSTITUTE

Technology & Infrastructure

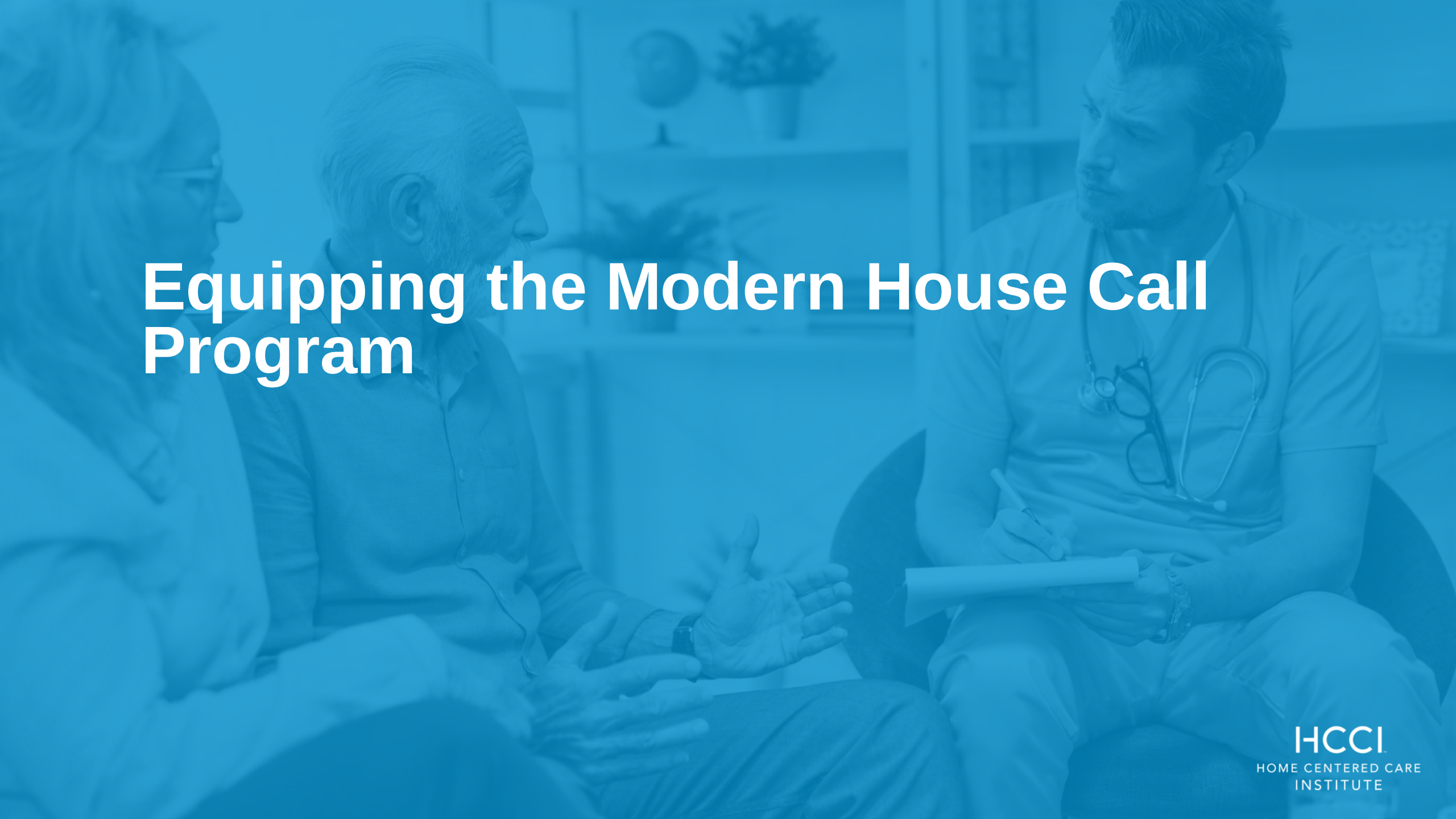
Loyola Medicine – January 16, 2025

Agenda

Topic	Time	Presenter
Welcome	1	Raabiah
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Technology and Infrastructure	30	Paul & Tammy
Equipping the Modern House Call Program		
Route Planning		
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Technology & Emergency Planning		
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Opening Discussion

1. How has the implementation of the Loyola House Calls program been progressing so far? Are there any notable milestones or successes you'd like to share?
 - Patient census
 - Recruitment & outreach
 - Services provided and continuity of care
2. What challenges or barriers have you encountered during the rollout or ongoing management of the program, and how have you been addressing them?
3. In what areas do you feel HCCI can provide additional support or resources to help strengthen the program and drive further success?



Equipping the Modern House Call Program

Making What's Old, New Again!

- House calls declined in the latter part of the 20th century
- Advances in technology and transportation shifted care to the office and acute care settings
- Today, advances in mobile technology allow most HBPC providers to stay in touch, and perform many diagnostic tests in the patient's home

Types of Technology Used in HBPC

1. Diagnostic Technology

- Necessities
- Advanced options

2. Operations Technology

- Necessities
- Advanced options

Diagnostic Equipment Necessities

At a minimum, HBPC providers should have:

- Pulse oximeter
- Thermometer
- BP cuffs of various sizes
- Stethoscope
- Laptop
- Smart phone
- Flashlight
- PPE



Advanced Diagnostic Technology Options

- Point of care testing (POCt)
- Medical apps
- Remote monitoring technology
- Centrifuge
- Other needed items for patient care (knee injection, G tube, for example)

Ancillary Technology Considerations:

- Phlebotomy
- Ultrasound
- X-ray
- Supply chain management (bar codes for ordering supplies)
- Fleet management

The desire and need for such technology varies practice-to-practice. For mobile devices, **consider portability, connectivity, reliability, security**

Point of Care Testing (POCt)

Point of care testing can improve patient care since results are available during the visit and diagnostic and therapeutic interventions can be instituted during the visit or shortly afterward

Types of POC technologies include:

- Ultrasound
- Cardiac monitors
- Oxygen saturation monitors
- Glucometer
- Portable blood analysis systems



Point of Care Testing (POCt)

Upsides:

- Portability and rapid results
- Quickly monitor INR, glucose, hemoglobin/hematocrit, chem 6-8, ABG, CK-MB, BNP, urine

Downsides:

- Cost
- Maintenance
- Technical skill
- CLIA License, may be required
- Limited panel of blood tests
- Proper care and transport of devices and/or cartridges
- Temperature requirement for machine operation
- Interface difficulty between lab results and EHR
- Battery life can be limited

Medical Apps

Upsides:

- Improved accuracy
- Increased efficiency
- Enhanced productivity
- Quick reference
- Convenience
- Better clinical decision-making
- Information is usually current

Downsides:

- Need internet access
- Quality can vary
- Cost

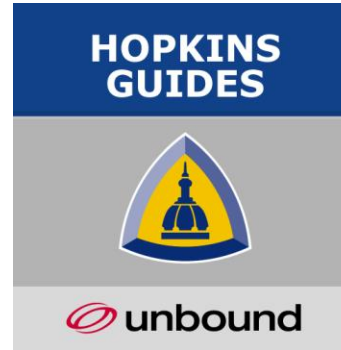
Medical Apps & Resources - Examples



epocrates



Medscape



Johns Hopkins Antibiotic Guide



Anticoagulation Guide



MD Calc



UpToDate



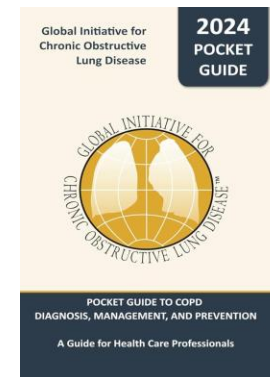
doximity



Kardiamobile by AliveCor



ACC Guideline Clinical App



GOLD Pocket Guide for COPD

Remote Activity Monitoring Technology

- Smart scales
- Telehealth platforms
- HIPPA-compliant video conferencing
- Medication management
- Glucose monitoring
- Wearable devices



Consider RPM data integration

Advanced Operations Technology Options

- Smart phone
- Laptop/tablet
- Secure internet hotspot



Smart Phone Devices

Upsides:

- Communication with staff/patient/caregiver/family
- Send/receive text/email
- Ambient AI
- Search internet
- Navigation app
- Medical apps for reference/patient care
- Camera/video for visits/documentation

Downsides:

- Source of distraction
- Breakdown/damage
- Small screen can be difficult to read
- Connectivity issues
- Learning curve
- Patient information/privacy concerns
- Cost of device, app, data plans
- Potential for theft or loss
- Accuracy, over-dependency on tech

Laptop/Tablet

Upsides:

- Access to internet
- Access and documenting in EHR in real time
- Another avenue for communication with staff/office/patient/caregiver
- For cloud-based systems, no medical records are stored on a device
- Ambient AI

Downsides:

- Cost of device
- Cost of data plan
- Breakdown/damage
- Needs power or routine recharging
- Boot time
- Size/weight
- Need secure internet hotspot/encryption
- Distraction, reduce eye contact with patients
- Cost, privacy, reliability

Secure Internet Access/Hotspot

Upsides:

- Allows you to chart /send pharmacy orders while at the visit
- HIPPA compliance

Downsides:

- Requires a consistent, reliable internet service provider
- Cost
- Another device to carry, protect, update

Powering Your House Call Practice

- Power inverter for the car to power or for re-charging electronics
- Jumper cables in case of emergency
- Roadside assistance

A blue-tinted photograph showing an elderly man sitting in a wheelchair. He is looking towards the camera with a slight smile. Two people are standing around him, one on the left and one on the right, both appearing to be assisting him. The background shows a home interior with curtains and a lamp. The overall tone is professional and caring.

Route Planning

Route Planning

- **Account for start and end locations**
- **It's recommended to provide a time window for appointment times:**
 - 2-hour time frame window for each patient (e.g. 9:00 am - 11:00 am)
 - Provide AM or PM time frames (e.g. 9:00 am - 12:00 pm or 1:00 pm - 4:00 pm)
- **Consider travel time between visits**
- **Build in time for lunch or breaks as needed**
- **Schedule time to address messages throughout your day**

A Geographic Scheduling Software Should...

- Optimize travel routes to minimize travel time
- Adjust routes based on live traffic conditions
- Display patient and provider locations on map for easier visualization
- Accommodate schedule changes and adjust routes accordingly
- Integrate with EHR (this would be a nice feature, but not sure how realistic it would be)
- Allow for mobile and desktop versions of software
- Offer data analytics such as travel time and patient density

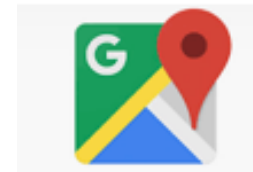
Technology Resources



roadwarrior.app.com



multiplottr.com



maps.google.com

A doctor in scrubs with a stethoscope is sitting and talking to an elderly couple in a home setting. The doctor is holding a clipboard and pen, and the couple is listening attentively. The background shows a bookshelf and a plant.

Utilizing EHR Software for HBPC

EHR Maximization

Create regular check-ins to evaluate how providers are using the EHR

- Incorporate as regular workflow review with your providers, such as touching base at regular meetings
- Bad habits and “short cuts” can appear over time that are inefficient
- Include coding tips, template examples, new software updates, any software or hardware bugs that may appear, and any future product launches
- Care coordination

EHR Templates

Templates are an acceptable form of documentation within the practice.

Create templates for the following:

- Any phrase that must be included in documentation i.e. – Time and counseling statement, medication reconciliation
- Annual Wellness Visits
- New patient visits
- Advance Care Planning
- Chronic Care Management Consent
- DME Requirements and Home Health face-to-face
- Review of Past, Family, Social, History
- Medication Reconciliation
- Fall precautions and other common patient/caregiver education

Other EHR Software Considerations

- Pre-charting capabilities
- Wide screen for easier viewing
- Voice recognition/ambient AI
- HCC diagnosis prompts
- Smart phrases
- Preset "speed buttons" for real time documentation
- Time tracking
- E-prescribing
- Patient Portal
- EHR integration with population health and quality measures software to conduct data analytics

A blue-tinted photograph showing a healthcare professional, likely a nurse or doctor, sitting on the floor and talking to an elderly couple. The professional is wearing scrubs and has a stethoscope around their neck. They are holding a clipboard and pen. The elderly man is gesturing with his hands while speaking. The woman is partially visible on the left. The background shows a home interior with a bookshelf and a plant.

Emergency Planning

Emergency Planning

Plan for emergencies if all key systems “go down” due to natural disasters, system failures, and/or other emergencies

Internet Inaccessibility

- Downtime training
- Protocols
- Communication

Roadside Emergency Kit

- Jumper cables
- Personal safety device (e.g., whistle)
- Power bank
- Personal safety app (e.g., Citizen)



Patient and Caregiver Communication

Patient and Caregiver Communication

- Legal and compliance considerations
 - HIPAA compliant devices and software (patient portal, video calls, etc.)
- Patient and caregiver education
 - Portal use
 - Urgent issues
- After hours call and answering service

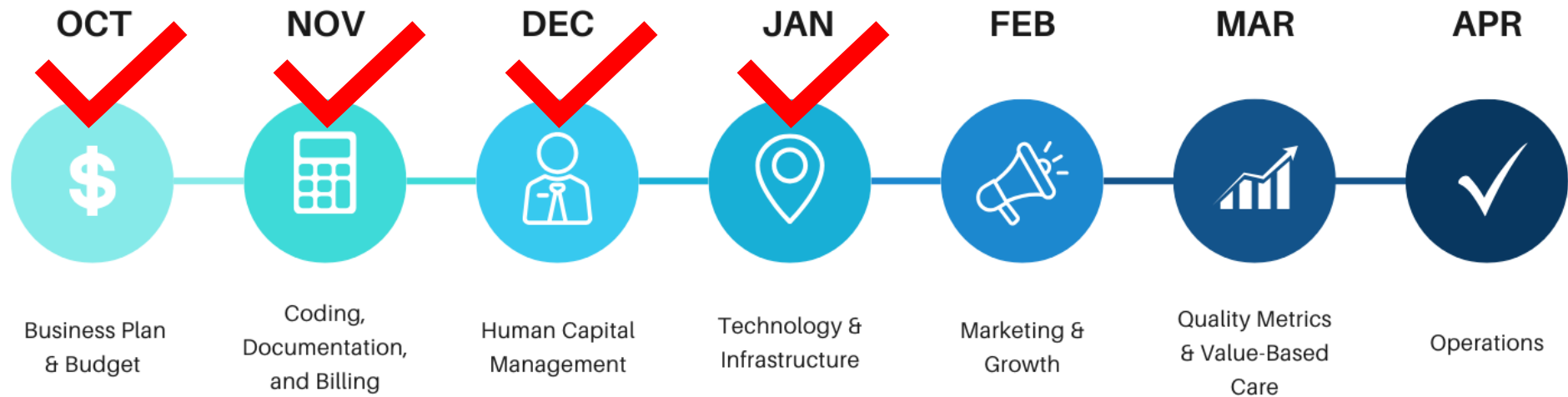


Q&A



Next Steps

UPCOMING MONTHLY TOPICS



HCCIntelligence™ Community Webinar Series

CY 2025 CMS Final Rule Unpacked: What Home-Based Medical Care Professionals Need to Know

Objectives:

- Review the coding, reimbursement, and policy impacts resulting from the CY 2025 Medicare Physician Fee Schedule Final Rule (MPFS) and how to best respond to these changes.
- Discuss changes to & newly implemented CPT codes to maximize revenue in home-based medical care.
- Discuss documentation requirements to ensure coding compliance.

January 22, 2025
2 pm - 3 pm CT

Illinois House Call Project: Upcoming Reports Due

Q4 Report Due Date: 1/31/2025
Reporting Period: 10/1/2024 - 12/31/2024

Data Points:

- # Active HBPC Patients
- # New HBPC Patients

Please send reports to Raabiah Ali, Program Manager
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Contact HCCI



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