

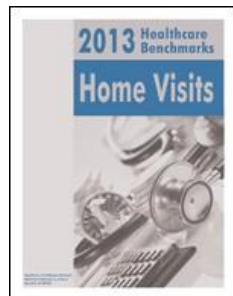
# 2013 Healthcare Benchmarks: Home Visits



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# Home Visits Benchmark Data

- Home visits for at-risk patients provide a unique perspective on the patient experience while helping individuals meet everyday needs, avoid rehospitalization or an ER visit, and connect with community resources.
- HIN's Home Visits e-survey gathered responses from **155 healthcare companies**, including home visit program components, results and ROI, specific responses from hospital/health systems, and successful home visit work flows, processes and tools as told by respondents in their own words.
- This presentation contains highlights from those responses.

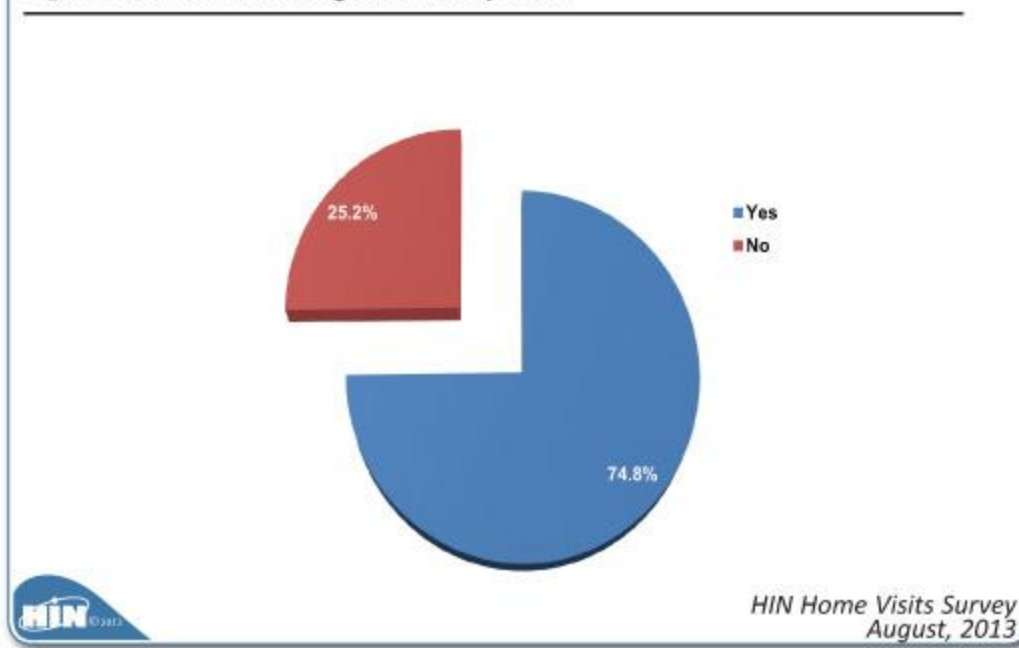


# Home Visits Benchmark Data

- **Figure 1** - Home Visit Program Participation
- **Figure 2** - Who Conducts the Home Visit
- **Figure 3** - Components of a Home Visit
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Figure 1: Home Visit Program Participation



- Almost **75 percent** visit some percentage of their patients or health plan members **in their homes**.
- Still, **less than 10 percent of patients or health plan members receive home visits**, according to 37 percent of respondents.

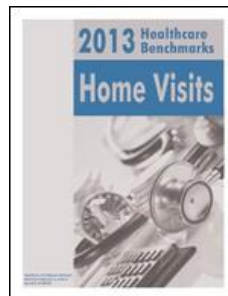
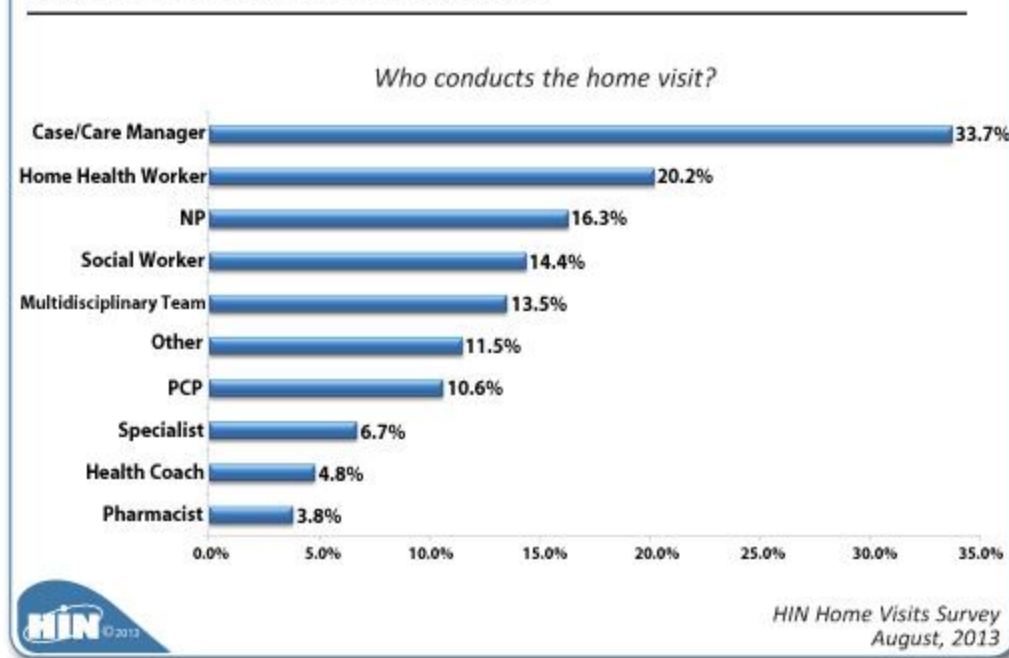


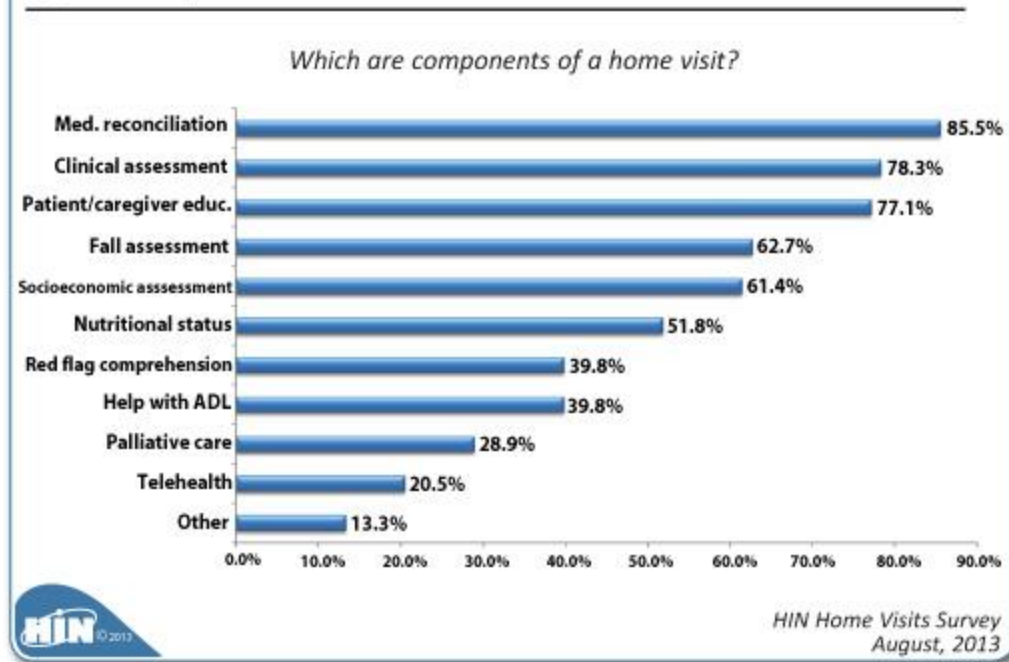
Figure 2: Who Conducts the Home Visit



- The **case/care manager** conducts the home visit, according to 34 percent.
- Beyond the case/care manager, respondents say **home health workers** and **nurse practitioners** are responsible for the home visits.



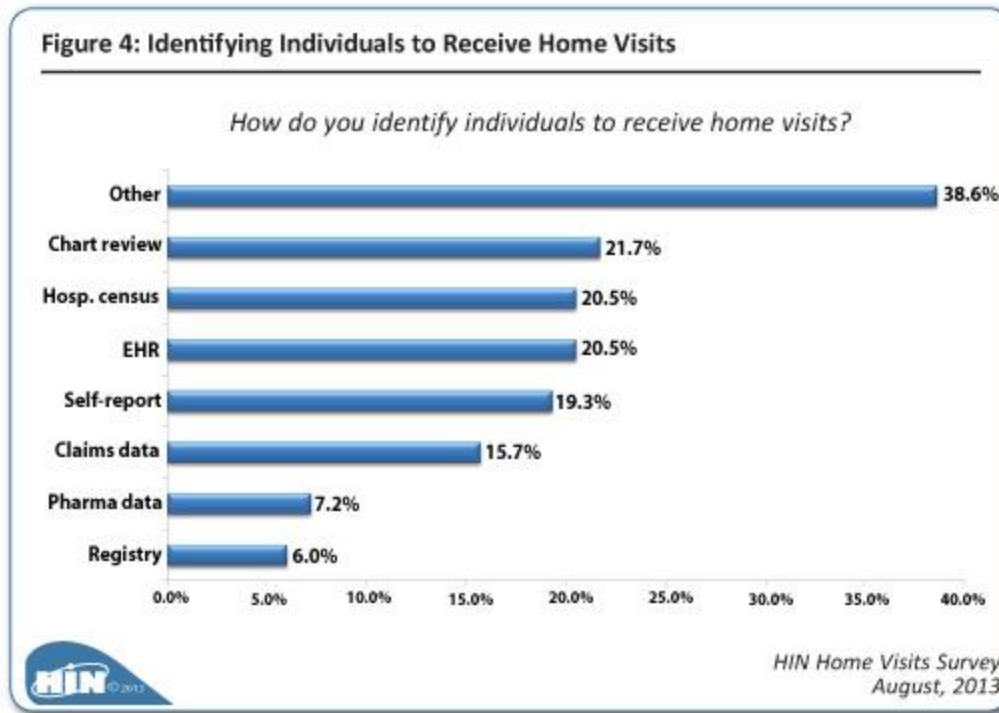
Figure 3: Components of a Home Visit



- According to **nearly 86 percent** of respondents, **medication reconciliation** is a component of the home visit.
- Home visit programs also include **clinical assessment**, say 78 percent, and **patient/caregiver education**, say 77 percent.



Figure 4: Identifying Individuals to Receive Home Visits



- Individuals targeted to receive home visits are often identified by **chart reviews**, **electronic health records (EHRs)**, **hospital census** and **self-reports**.
- Visiting medically complex patients at home can **shed light on health-related issues** that might go undetected during an office visit.



# In Respondents' Own Words

## Successful Work Flows, Processes and Tools of Home Visits:

- *“Routine proactive phone visits to identify worsening condition and/or need for in-home visit.”*
- *“Dedicated staff to operating the house calls program.”*
- *“Use of our medication management machines with skilled nursing follow-up to increase medication compliance.”*
- *“Inclusion of home visiting physician in hospital rounds, collaboration of home visit MD with primary care physicians (PCPs) and complex case managers.”*





# Sources

- See **2013 Healthcare Benchmarks: Home Visits**, a 40-page HIN report that provides critical benchmarks on home-based health visits.
- Responses and data were derived from HIN's Home Visits e-survey conducted in August 2013.



# For More Information

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