

# HEALTH

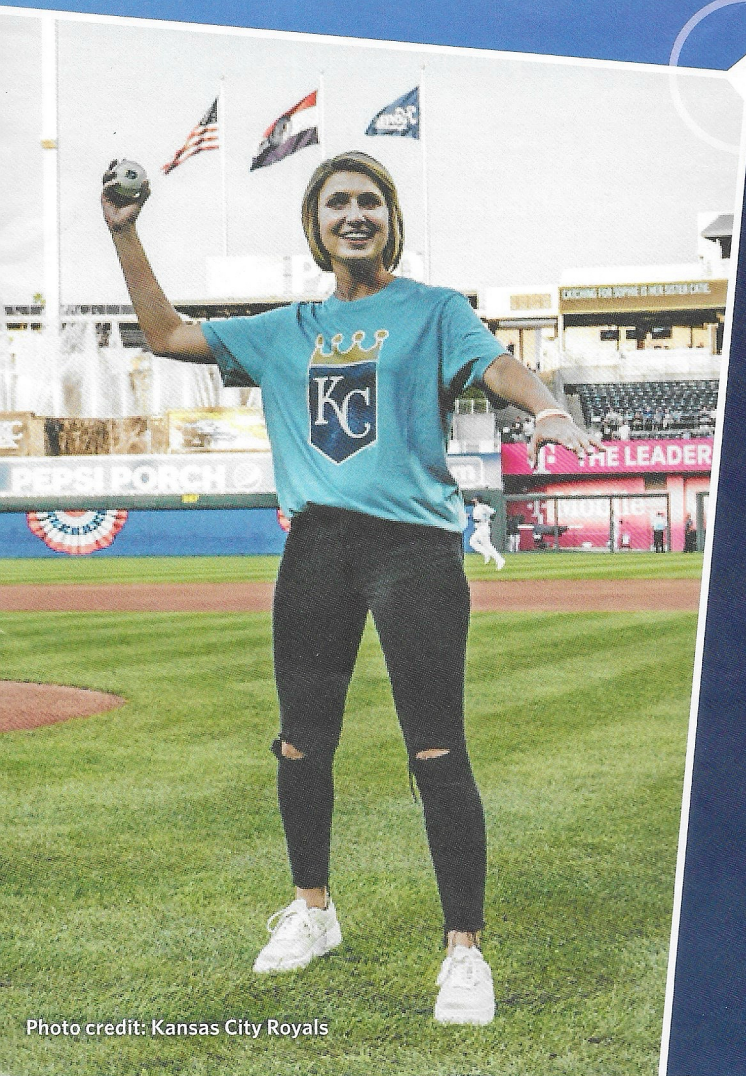
SAINT LUKE'S

2023 v.1

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Hospital In Your Home Exceeds Patient's Expectations

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Small Acts of Compassion



## Baseball Fan Receives Royal Treatment

After treatment at Saint Luke's, Sophie returns to throw the first pitch

## *Lucky Number 879*

Father thankful for his heart transplant and care team



# Saint Luke's— Coming Soon to a Home Near You



Margo Banks was the first patient to experience Saint Luke's Hospital In Your Home, an innovative new program where doctors and nurses use a combination of virtual monitoring, virtual and in-person visits, and in-home technology in a patient's home instead of the hospital.

One Tuesday last July, Margo Banks sat in an exam room in the Emergency Department at Saint Luke's East Hospital, frustrated to be back. Two years earlier she'd been diagnosed with congestive heart failure, and this was her fifth or sixth return—she'd lost count.

She didn't want to be there. Didn't want to be admitted, and certainly not for another multiple-night stay. But this time, it wasn't her heart that was the concern. It was COVID-19, and it was getting worse.

"I always felt like I was a burden when I was in the hospital because someone would have to come over, and somebody would have to get me," Margo said. "It was all just a mess."

After her symptoms worsened, she finally followed her doctor's pleas and went to the hospital.

Shortly after arriving, Margo met cardiologist Michael E. Nassif, MD, who, after carefully reviewing her chart, suggested something that not only surprised Margo, it made her burst into tears. Happy, grateful tears.

Dr. Nassif told her about Saint Luke's Hospital In Your Home, an innovative new program set to launch the following day, focused on making home the epicenter of care. Using a combination of virtual monitoring, virtual and in-person visits, and in-home technology, the program promised Saint Luke's-quality care in the comfort of the patient's home. What's more, Dr. Nassif, the program's medical director, believed Margo was an ideal candidate to be its first patient.

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— Debe Gash

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Saint Luke's Hospital In Your Home was exactly the solution Margo needed. She just didn't know it existed.

### Home as the epicenter of care

In the 1930s and '40s, about 40% of all doctor visits were done by "house call." But by the '80s, that number was fewer than 1%.

However, today, in the wake of the COVID-19 pandemic, patients are asking for more convenient access to quality care. Meanwhile, overcrowded hospitals are struggling to keep enough beds open for even the most critical patients in need.

For Saint Luke's, the solution was clear: Take the convenience of care back about a hundred years in time, but keep all the skills, knowledge, and technology available today. The end-result? The first at-home, acute care program, not just in the Kansas City metro, but in all of Missouri and Kansas.

"The simple fact is we're striving to give patients great experiences," Debe Gash, Saint Luke's senior vice president and chief digital officer, said.

"We want to be more efficient in the delivery of care. And, when possible, we want to treat our patients where they want to be treated, which is typically at home."

To make that a reality, Saint Luke's Hospital In Your Home brings everything to the patient. And fast. Within the same day of admission, a complete suite of self-contained, self-powered, high-tech tools and devices is delivered and set up. A team of nurses and community paramedics train the patient and family on the equipment and educates them about the entire process. They set a daily schedule of virtual and in-home visits. Then, care begins.

### Truly patient-centered care

But how can care at home possibly be the same as in the hospital? First, Saint Luke's starts by identifying the right patients—patients such as Margo, who have been managing one of the program's many targeted conditions that traditionally require inpatient care. The list includes congestive heart failure, pneumonia, gastroenteritis, chronic

obstructive pulmonary disease (COPD), and COVID-19, to name a few. From there, the team is accessible, day and night.

At the heart of Hospital In Your Home lies Saint Luke's 24/7 Medical Command Center, run by an around-the-clock team of virtual hospitalists and registered nurses, nurse practitioners, service coordinators, patient champions, and, of course, a highly skilled technology support team. From here, the experts monitor patients, answer questions, conduct virtual check-ups, and initiate any necessary emergency responses. But that doesn't mean that all of the care is virtual.

Saint Luke's understands virtual care is an important step forward, but there will always be a need for hands-on exams and face-to-face conversations.

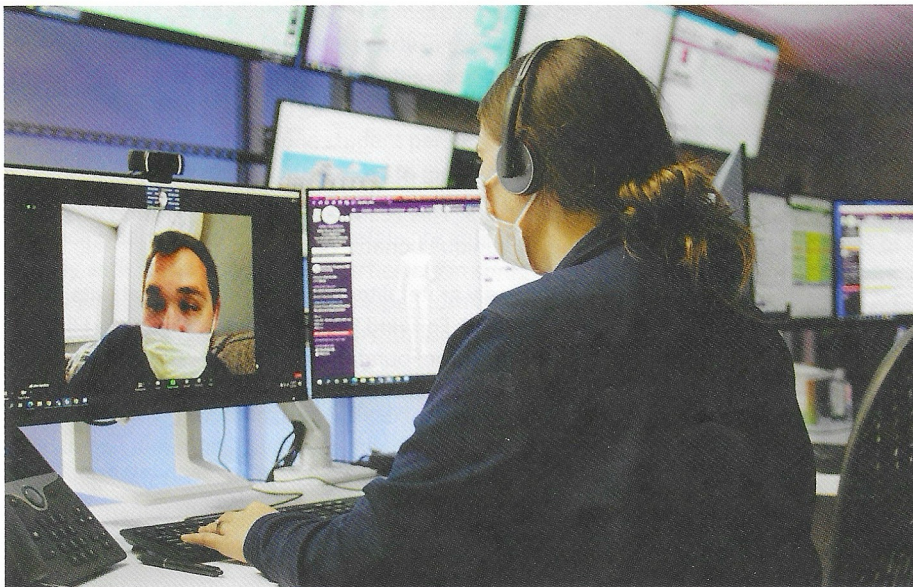
That's why, in addition to being virtually monitored by Saint Luke's 24/7 Medical Command Center, Hospital In Your Home patients are also visited by clinicians as needed, which could include physicians, nurse practitioners, community paramedics, as well as specialized technicians and meal deliveries.

In total, the program provides 18 acute, rapid-response services at the patient's home, including labs, phlebotomy, home infusion, mobile diagnostics, and more.

Discharged three days after her visit to the ER, Margo remained grateful that she was able to sleep in her own bed and stay in her own home, but still receive the highest quality care available in the region.

"It really exceeded my expectations," she said. "It was perfect—absolutely perfect." 📺

*Saint Luke's Hospital In Your Home is currently available at Saint Luke's East Hospital, Saint Luke's Hospital of Kansas City, and Saint Luke's North Hospital.*



Saint Luke's Medical Command Center monitors patients 24/7.

◆ **Learn more**  
[saintlukeskc.org/homehospital](https://saintlukeskc.org/homehospital)





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