

“Healthcare at Home exceeds targets through Clinical Solutions’ IntefleCS Home Clinic”



Healthcare at Home

Healthcare at Home Ltd (HaH) provides a unique end of life care service, which coordinates the provision of a wide range of health and social services, giving NHS patients and carers the 24/7 support needed to continue to live (and ultimately die) at home or in the place of their choice.

HaH is utilising IntefleCS Home Clinic, a clinical decision support technology from Clinical Solutions. The clinical content is enabling good clinical practice, accurate record keeping and aiding decision making, leading to the most appropriate and safe outcomes - enabling HaH to lead the change to a more cost effective but high quality model of care from which patients benefit.

Exceeding targets

HaH has seen proven results of the technology through the end of life care service provided by HaH in partnership with NHS Birmingham East and North (NHS BEN). The end of life care service resulted in fewer unnecessary admissions into acute care,

shorter bed stays and better end of life choices for patients, in addition to saving the PCT more than £1 million in its first year. The year-long pilot exceeded expected referral numbers by 12 per cent and exceeded targeted savings by 51 per cent.

The use of IntefleCS technology to support the registration and management of each individual patient case is being extended as the service evolves. It can generate special notes, providing specific warnings or high priority information relevant to the patient; import and attach documents relevant to a case, such as a referral letter, diagnostic test results or images; schedule patient appointments for home visits;

support telephone triage for symptomatic call assessment and evidence based care advice; upload cases assigned to individual clinicians to their mobile device, plan future activities and record detailed outcomes of visits; deliver detailed data reporting against Key Performance Indicators.

Future savings

In addition to exceeding targets for patient referrals, hospital admission avoidance and cost reductions, a similar service has subsequently been commissioned by NHS Bristol, along with various other home treatment services to be provided in partnership with HaH. Early outcomes from the NHS Bristol project are encouraging, and the IntefleCS technology has been seamlessly extended to provide technological support to this service.

Demographic information from the NHS BEN end of life service has been used to evaluate what the savings to

the NHS would be, if a similar service were provided to a similar number of patients within each PCT at a national level. Findings show that across England, savings from home-based end of life healthcare for approximately 88,000 such patients could total in the region of £160 million.

NHS BEN has also worked with HaH to deliver home healthcare services for patients with long term conditions, a supported hospital discharge programme and specialised home cancer treatment.

Results from all four pilots show that adopting these models nationally could generate savings in excess of £1 billion, benefiting 550,000 patients.

In summary

Customer

Healthcare at Home

NHS Birmingham East and North (NHS BEN)

Website

www.hah.co.uk

Customer profile

Healthcare at Home Ltd (HaH) provides a unique end of life care service, which coordinates the provision of a wide range of health and social services, giving NHS patients and carers the 24/7 support needed to continue to live (and ultimately die) at home or in the place of their choice.

Product profile

IntefleCS Home Clinic supports new and emerging models of care. Our

comprehensive system enables the registration and management of patients according to the pathways agreed for their care locally. Our URAC process accredited clinical content guarantees good clinical practice, record keeping and assists in decision making, leading to the most appropriate and safe outcomes.

Benefits

HaH is utilising IntefleCS Home Clinic to lead the change to a more cost effective but high quality model of

care from which patients benefit, HaH has seen proven results of the technology through the end of life care service provided by HaH in partnership with NHS Birmingham East and North (NHS BEN) which show **by adopting these models nationally savings could be made in excess of £1 billion, benefiting 550,000 patients.**

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