

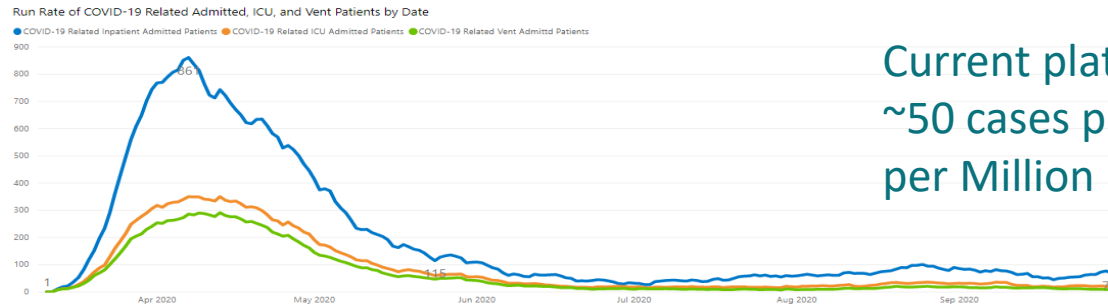
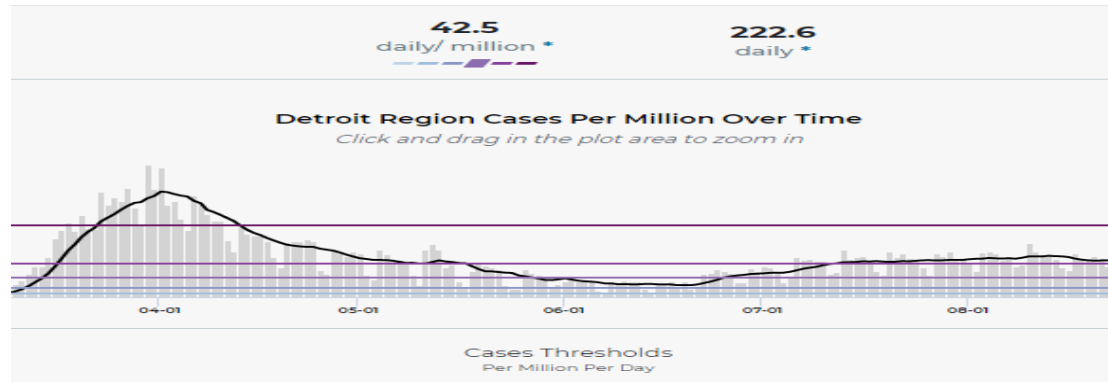
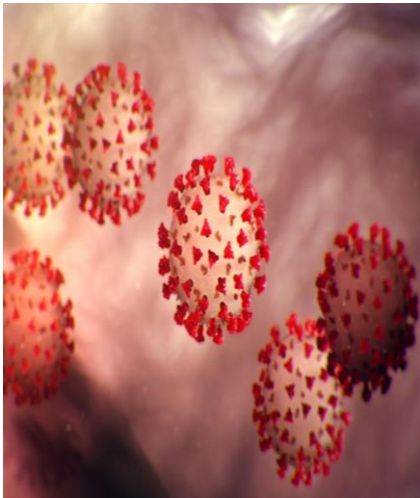
Using An Innovative Care Model To Support Our Patients In The Time of COVID

Adnan Munkarah, M.D.
Chief Clinical Officer
Henry Ford Health System

Progression of the Disease in Michigan

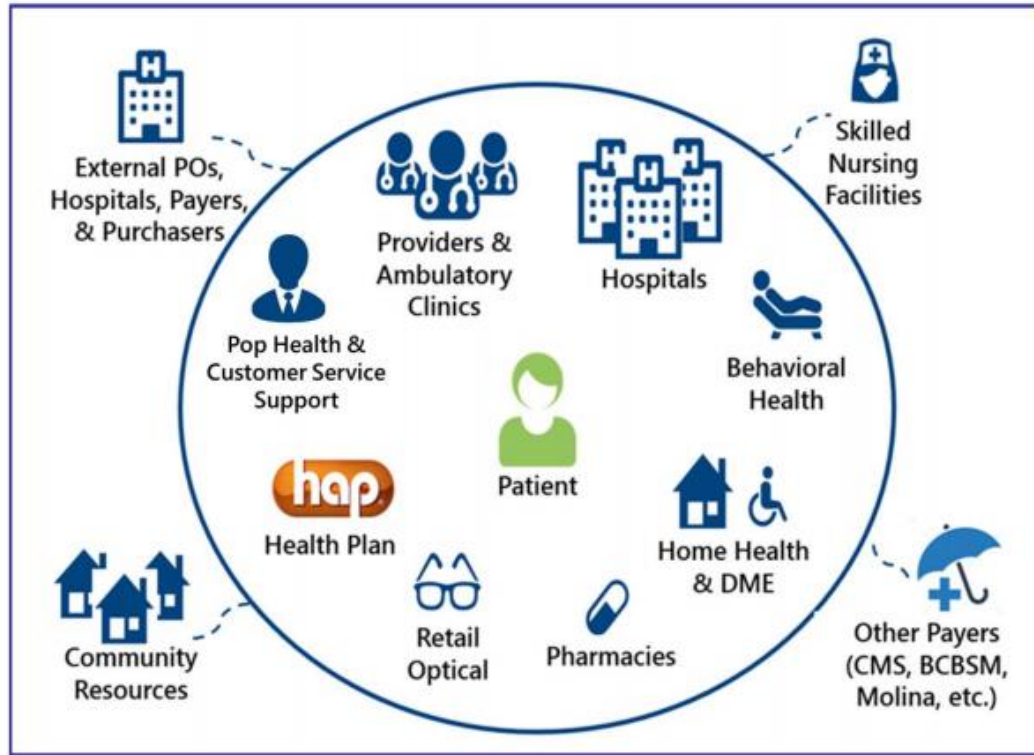


Peaked at 900 inpatients with 350 in ICU, currently 50 to 70 each day



Current plateau at ~50 cases per Day per Million

Coordinating Care Across the System

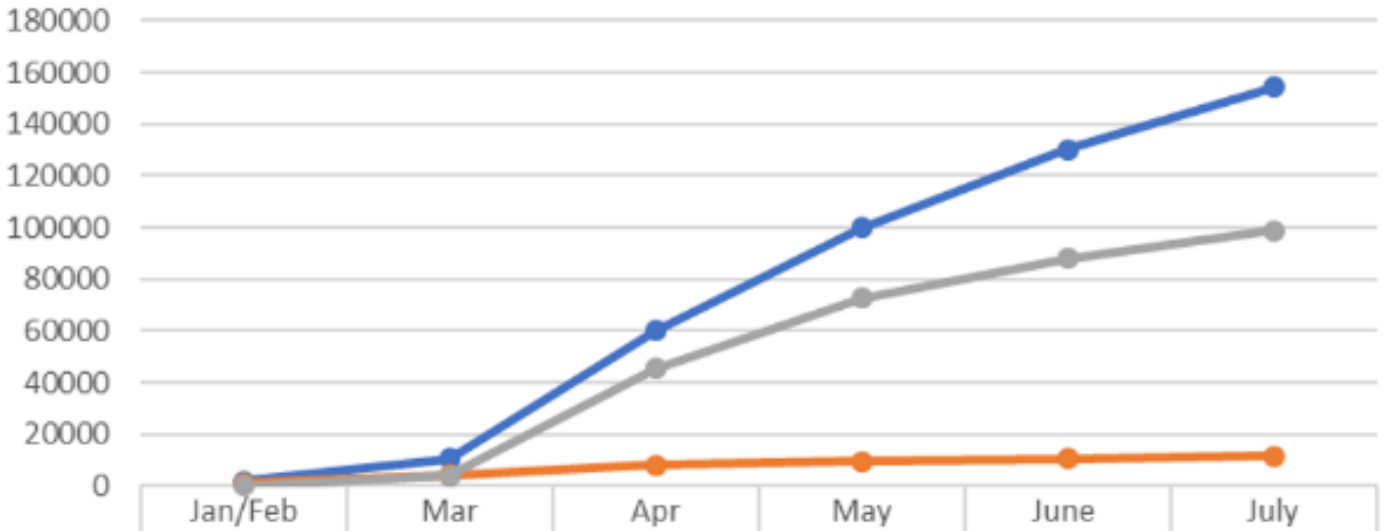


Virtual Care- Primary Care and Specialties



**Over
1,460%
Growth
Rate
(From 2019)**

System Virtual Growth (Cumulative)



	Jan/Feb	Mar	Apr	May	June	July
YTD Completed Video Visits	1766	10686	60202	99840	130218	154354

Home as a Safe Alternative to Hospitalization

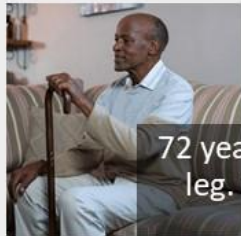


- Mobile Integrated Health paramedicine program – *Henry Ford Healing at Home* – launched April 2020
- HFHS paramedics provide in-home, intensive treatments to patients meeting clinical protocols and referred by their PCP or attending/ED physician
- Physician telemedicine visits leverage virtual diagnostics; daily huddles ensure coordinated care
- *Healing at Home* program goals:
 - Enhance safety and experience for patients
 - Free up hospital capacity during COVID surge
 - Avoid unnecessary ED visits or re-visits
 - Avoid unnecessary hospitalizations or readmissions
- 445 patients have received 670 home visits since April; estimated 45% of these avoided an ED visit





**Mobile Integrated Health can make a positive impact on your patient's health and see them in <1-2 days.
Call 313-874-0373**



72 years, cellulitis of left leg. Will it progress?



67 years, glucose 580 – will she develop DKA?



78 years, acute COPD - considering observation?

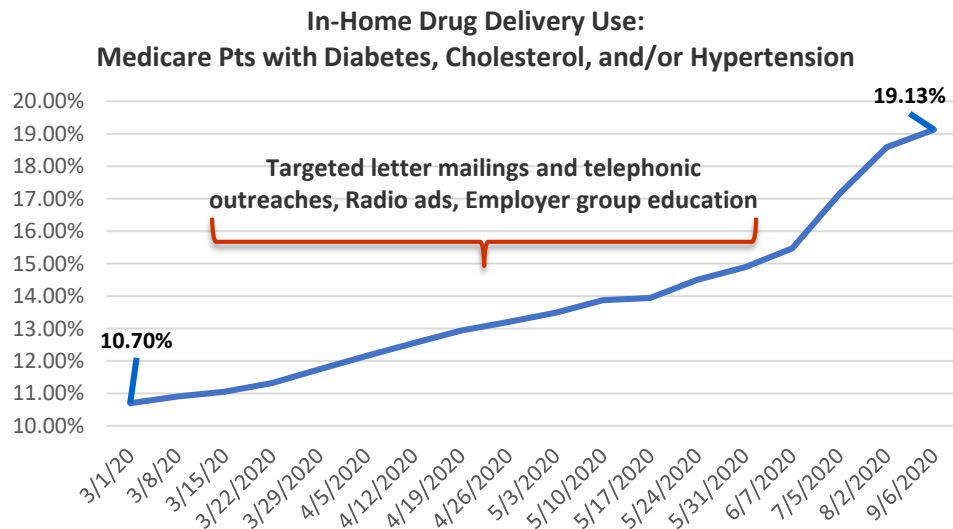


82 years, fell at home but no fracture. Will she be safe?

Free In-Home Delivery of Medications



Patients at high risk for becoming non-adherent to critical chronic disease medications due to pandemic were targeted for a Free In-Home Drug Delivery Program

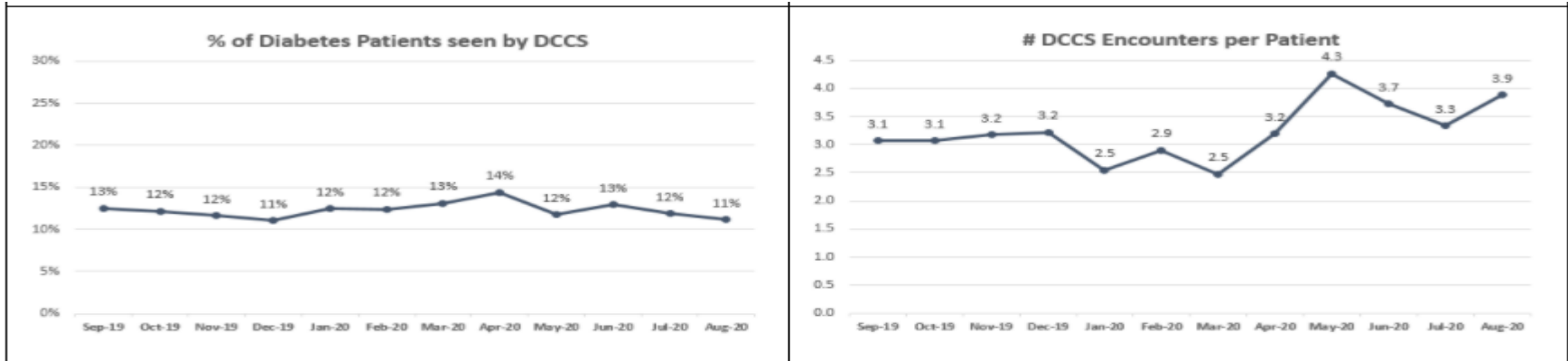


- In-Home Medication delivery service by Pharmacy Advantage optimized during pandemic to:
 - Provide safe option for obtaining meds
 - Improve drug adherence
- 79% growth in use of in-home delivery
- Numerous Positive Patient Experiences Shared: *“I wish I would have enrolled into this service earlier ... it is so convenient.”*

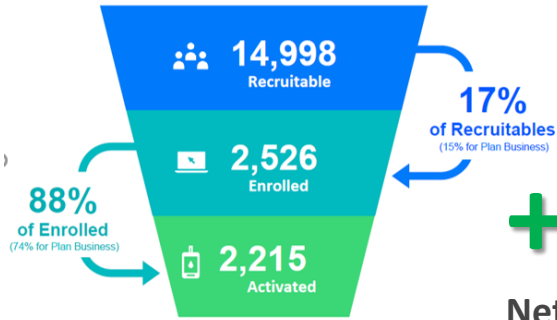
Diabetes Care



- Transitioned Primary Care and Endocrinology visits to Virtual.
- Maintained consistent patient support with Diabetes Care Connection Services



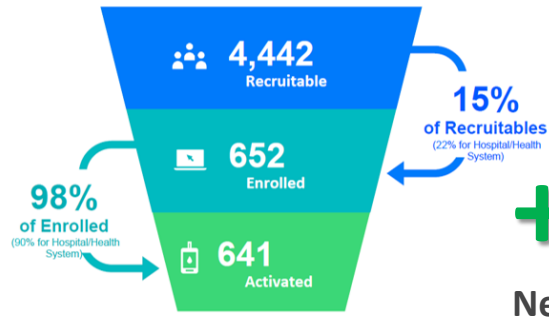
Digital Diabetes Management



HAP MA

+62

Net Promoter Score
Medicare Advantage



HFHS Employees

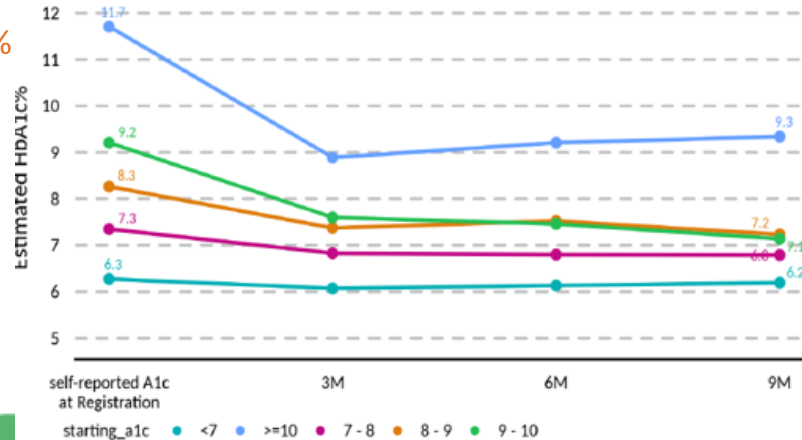
+73

Net Promoter Score
HFHS Employees

Absolute A1c
Reduced by 0.6%



Segmented eHbA1c



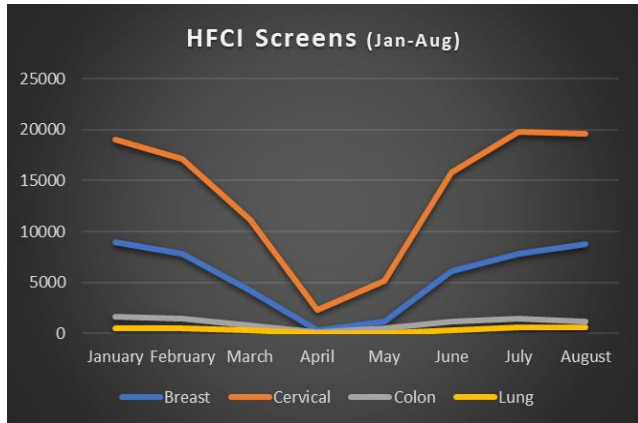
Reduced Hypoglycemia
Early Decrease in ER Visits



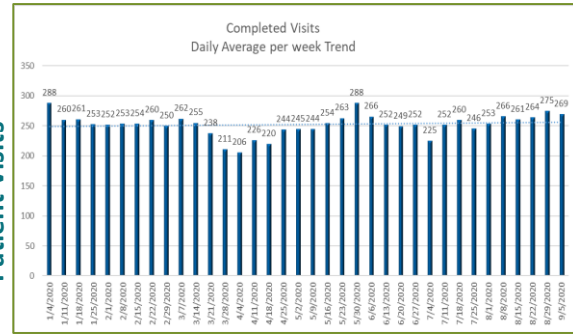
Program Launch April 2019

Cancer Care

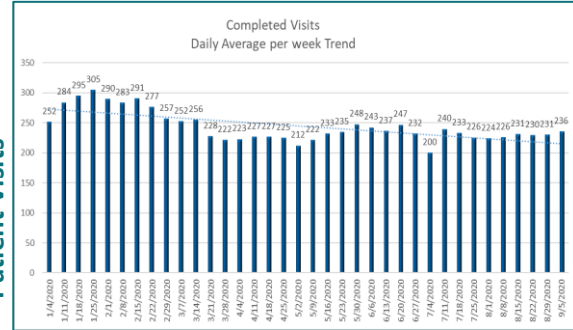
- Reductions in cancer screenings and surgeries during peak
- Continuation of infusion and radiation treatments
- Broad-based efforts to recover patient engagement in care



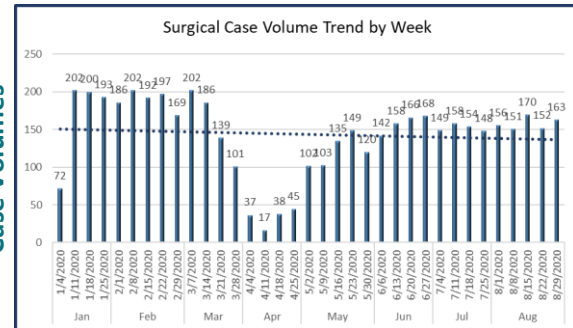
Hematology/Oncology Patient Visits



Radiation Oncology Patient Visits



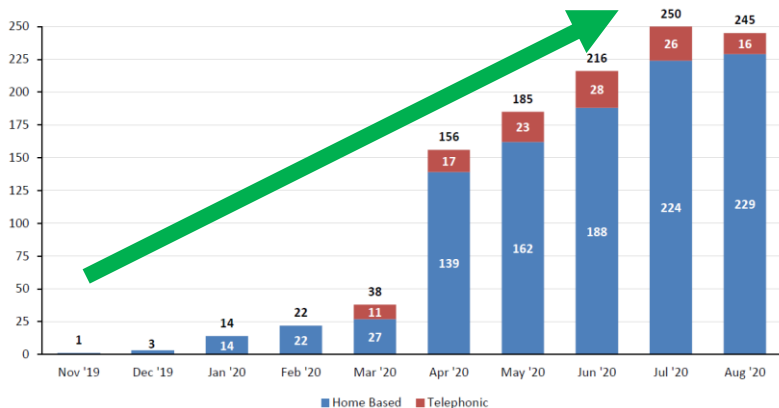
Surgical Oncology Case Volumes



Home-Based Palliative Care



Active Patients Enrolled in Aspire by Month



97%

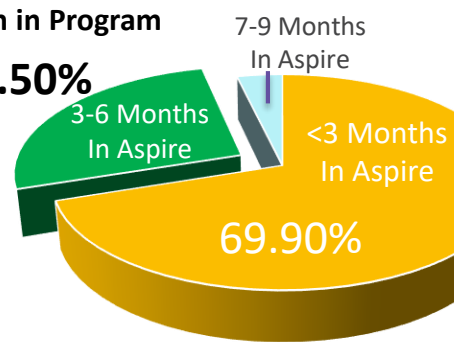
Member Enrollment
Direct Referral

67%

Member Enrollment
Algorithm Referral

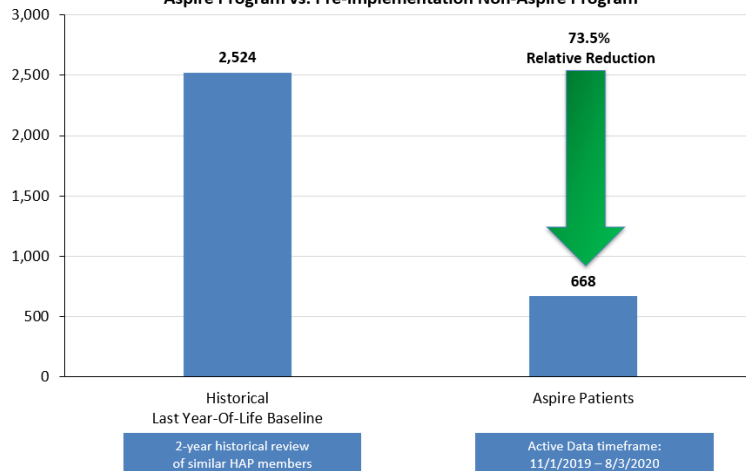
Length in Program

26.50%



Admissions Per Thousand:

Aspire Program vs. Pre-implementation Non-Aspire Program



Primary Diagnosis	Frequency
Cancer	36%
CHF	26%
COPD	12%
Dementia	10%
Debility	5%
Kidney Disease	7%
Other (Neurology, Liver Disease, etc.)	7%

Nearly 1 in 3

HAP – Aspire Members
have alignment with
Henry Ford Medical Group

83%

HAP – Aspire Members
Passing Away Using
Hospice Benefit

Program Launch December 2019

COVID and Flu Surge Planning Dashboard



Surveillance

Readiness

Ro (Tri-County)

Jackson Region
New Cases per
Million

5-day Avg
Statewide
Hospitalization

Detroit New
Cases per Million

COVID
Hospitalization
Index

Total COVID
Census

COVID % of Total
Non-ICU
Occupancy

COVID % of Total
ICU Bed
Occupancy

%COVID Vent
Utilization

Daily
Asymptomatic
Pre-surgical
Testing Data

Nitrile Gloves
Level

*Staffing
Levels for ICU
Nurses

Daily COVID
Positivity in
ED Overall
(combined)

N95 Mask
Levels

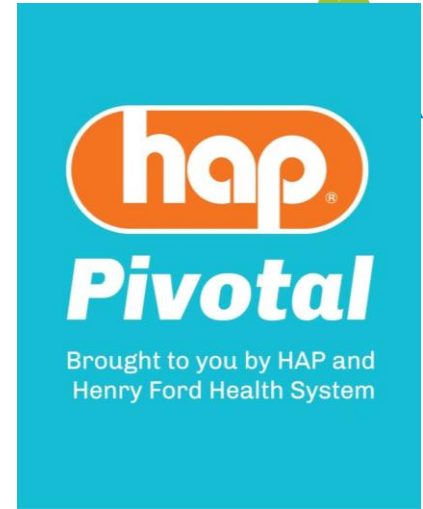
*Staffing
Levels for EVS
Staff

Overall
Inventory
Levels

Germicidal
Wipes Levels

of
Employees
Tested
Positive

*Staffing Levels for ICU Nurses and EVS Staff are Red subjectively



The Path Forward and Lessons Learned