



# Mayo Clinic Advanced Care at Home

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# What is Advanced Care at Home?

- Mayo Clinic Advanced Care at Home (ACH) is Mayo Clinic's hospital at home platform.
  - Provides acute (hospital level) care for patients meeting inpatient status, in the comfort of their home.
- Participating in the CMS waiver and Arizona Department of Health Services pilot program rules.

## Acute Hospital Care at Home

[Overview](#) [Reporting Measures](#) [Resources](#) [Webinars](#)

### Acute Hospital Care at Home Individual Waiver Only (not a blanket waiver)

**i Update:** On Thursday, December 29, 2022, President Biden signed into law H.R. 2716, the Consolidated Appropriations Act (CAA) for Fiscal Year 2023. This legislation provides more than \$1.7 trillion to fund various aspects of the federal government, including an extension of the major telehealth waivers and the Acute Hospital Care at Home (AHCaH) individual waiver that were initiated during the federal public health emergency (PHE).

CMS is accepting waiver requests to waive §482.23(b) and (b)(1) of the Hospital Conditions of Participation, which require nursing services to be provided on premises 24 hours a day, 7 days a week and the immediate availability of a registered nurse for care of any patient.

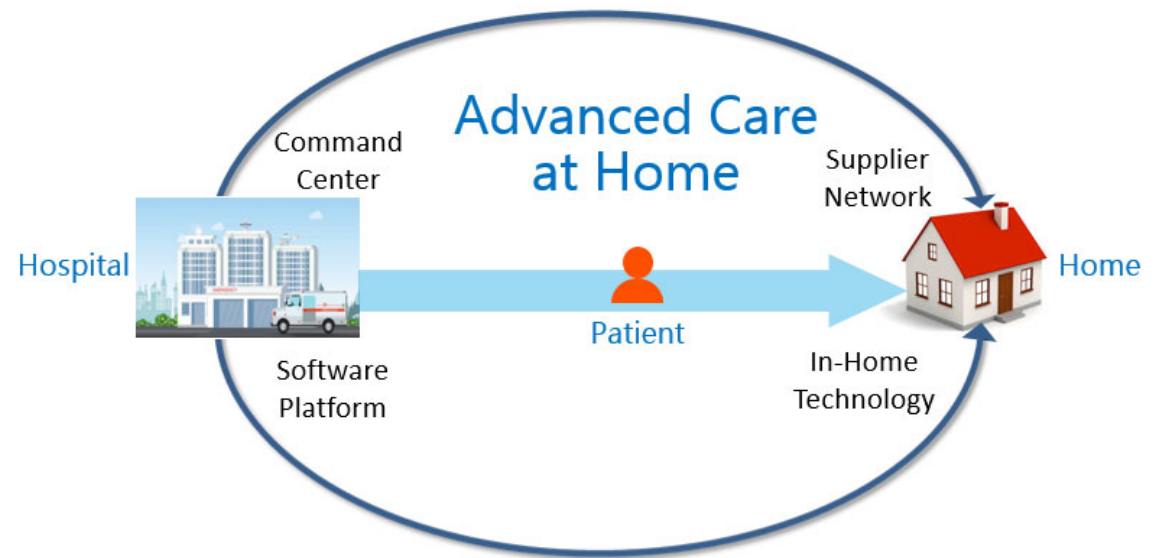


HEALTH CARE INSTITUTION  
Request for participation in Acute Care at Home Pilot Program  
(For Licensed General Hospitals only)  
ARIZONA DEPARTMENT OF HEALTH SERVICES  
PUBLIC HEALTH LICENSING SERVICES – MEDICAL FACILITIES

In accordance with Laws 2021, Chapter 320, ADHS developed the Acute Care at Home Pilot Program, for which the criteria and protocols are detailed below. By volunteering to participate in the Pilot Program, licensed hospitals agree to substantially adhere to the criteria and protocols as outlined in the Acute Care at Home Program Criteria and Protocols and cooperate with the ADHS to resolve patient concerns and complaints. Any failure to substantially adhere to the below criteria and protocols may result in withdrawal of a licensed hospital's participation in the Pilot Program. This **withdrawal from the Pilot Program does not constitute an appealable agency action.**

# ACH at Mayo Clinic

- Began in Jacksonville, FL in July 2020
- Expanded to Eau Claire, WI in September 2020
- Arizona program started September 2021
- ACH – what are we talking about?



# Medical Institution

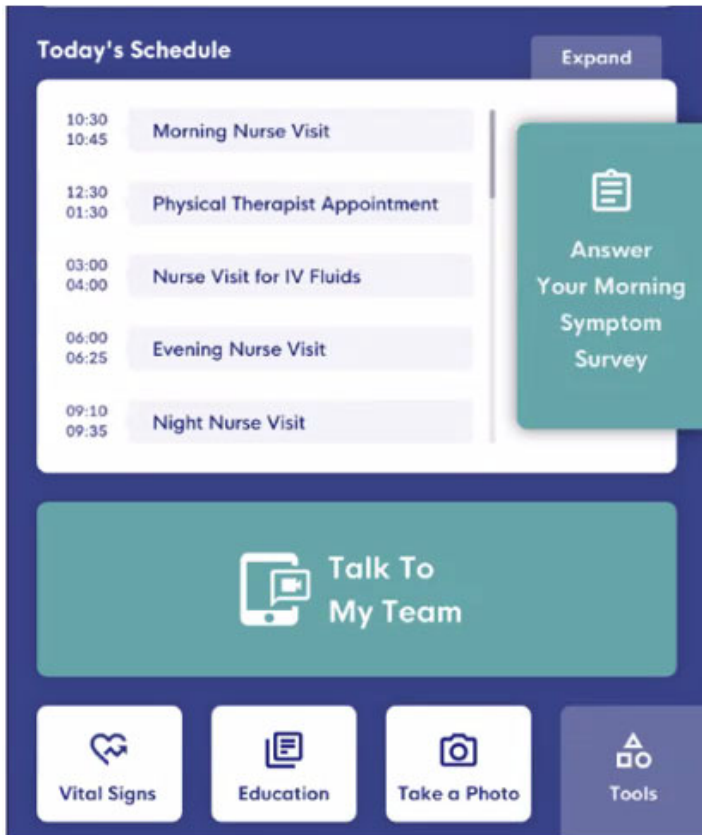
# Patient Home



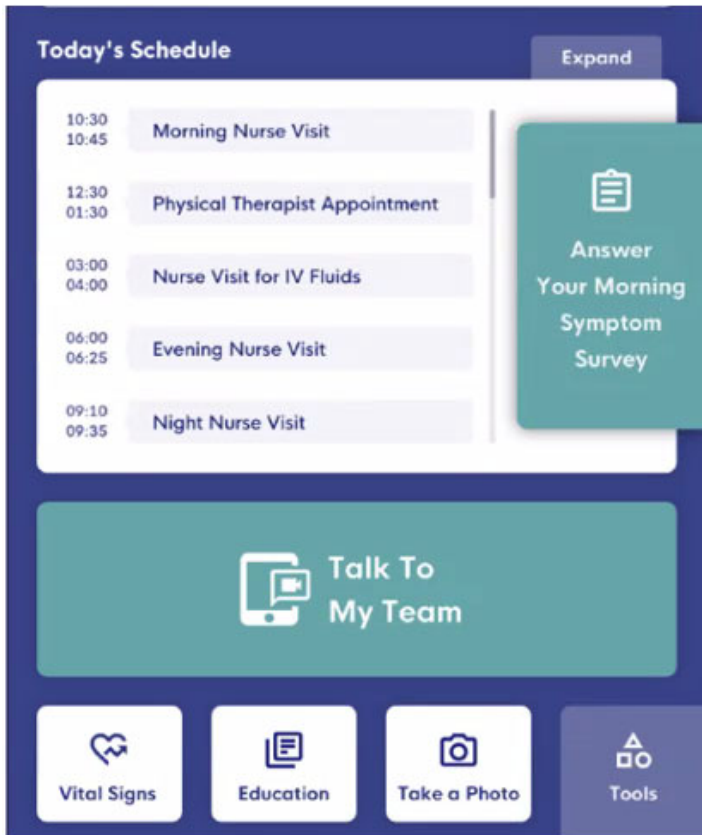
Home Technology

# Home Technology

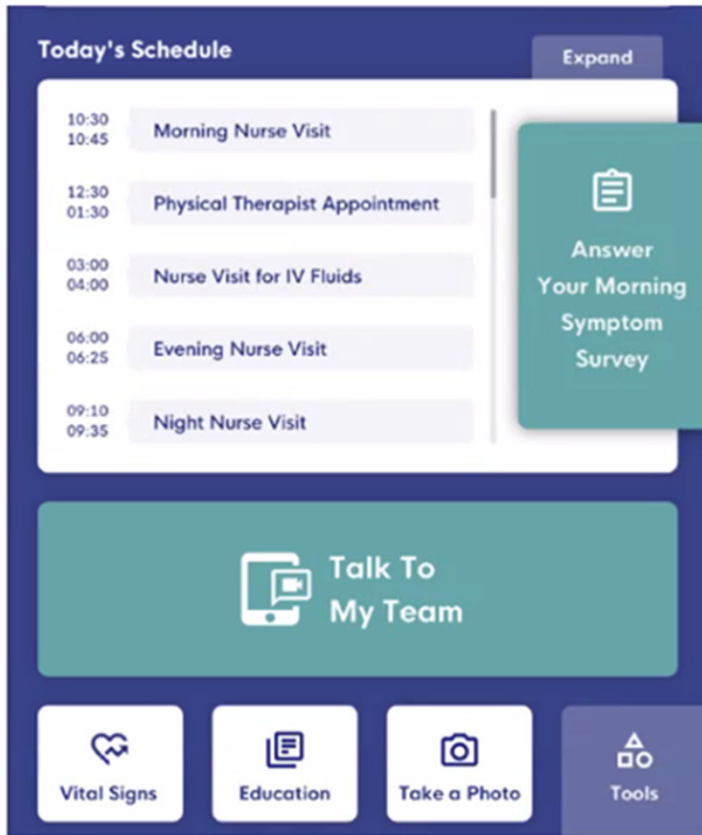
# Remote Monitoring Technology



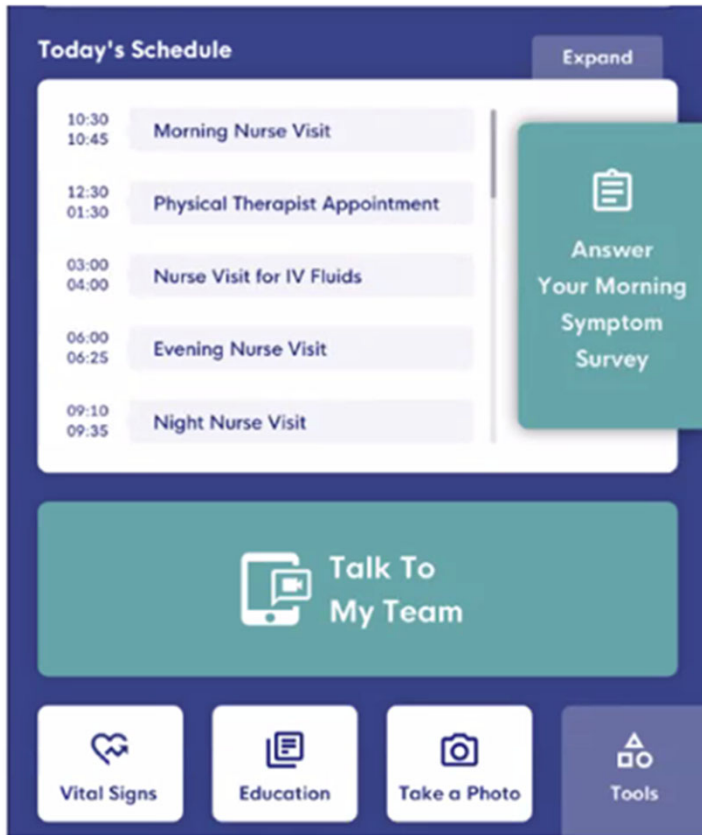
# Remote Monitoring Technology



# Remote Monitoring Technology

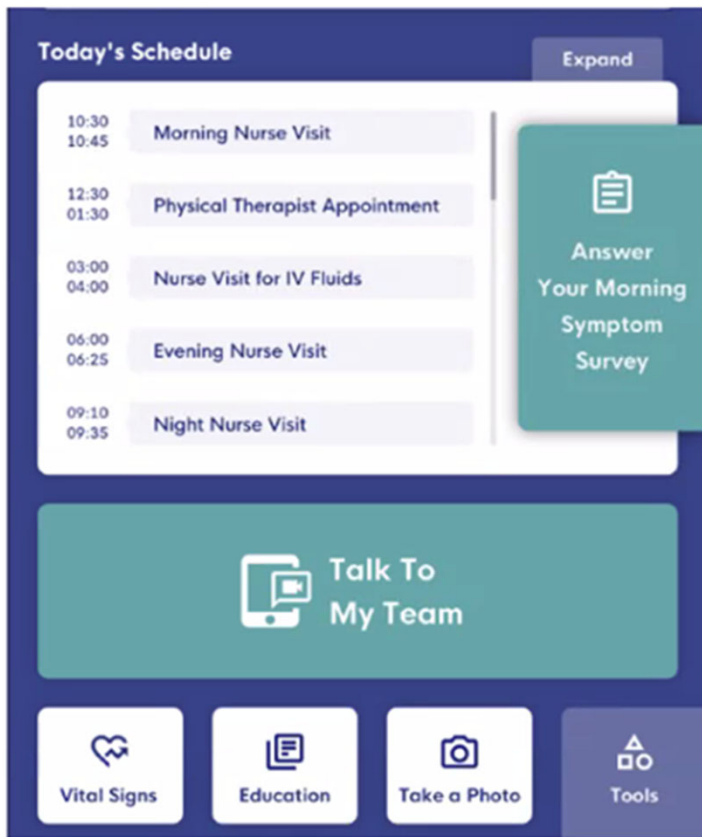


# Remote Monitoring Technology



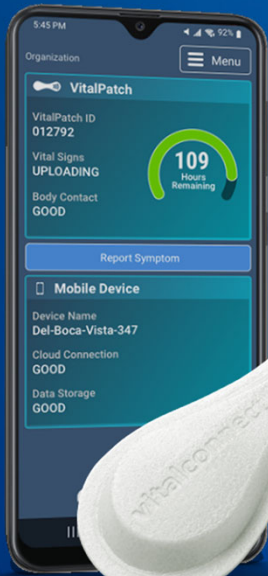


# Remote Monitoring Technology





# Wearables



VitalPatch RTM  
Vital Signs and ECG



Vitls  
Vital Signs



BioButton  
Vitals and Body Position



Anelto – On the Go Elite  
mPERS w/ GPS



Belle+  
mPERS w/ GPS



VIVALINK  
ECG

# Remote Monitoring Technology Kits



Life365.health  
RPM Kit



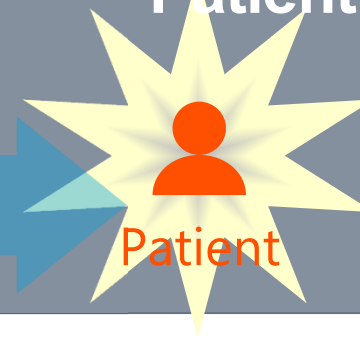
Anelto  
RPM Kit

# Medical Institution



Software Platform

# Patient Home



Patient



Home Technology



# Software Platform

# Medical Institution



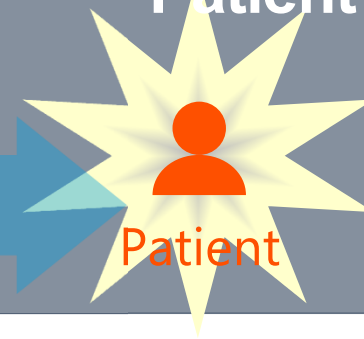
Software Platform



Command Center



# Patient Home



Patient



Home Technology



# Command Center

# Medical Institution



Software Platform

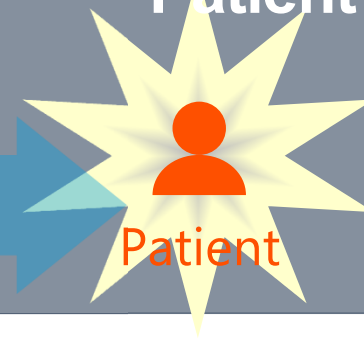


Command Center



Supplier Network

# Patient Home



Patient



Home Technology

Community Paramedicine / ARR	Courier	DME	Home Health Aides	Home Care Services	Home Technology
Infusion Therapy	Lab Processing	Medical Meals	Medical Supplies	Medical Waste	Mobile Diagnostics
Nurse Practitioner	Oxygen/Respiratory	Phlebotomy	Pharmacy	Security	Transportation

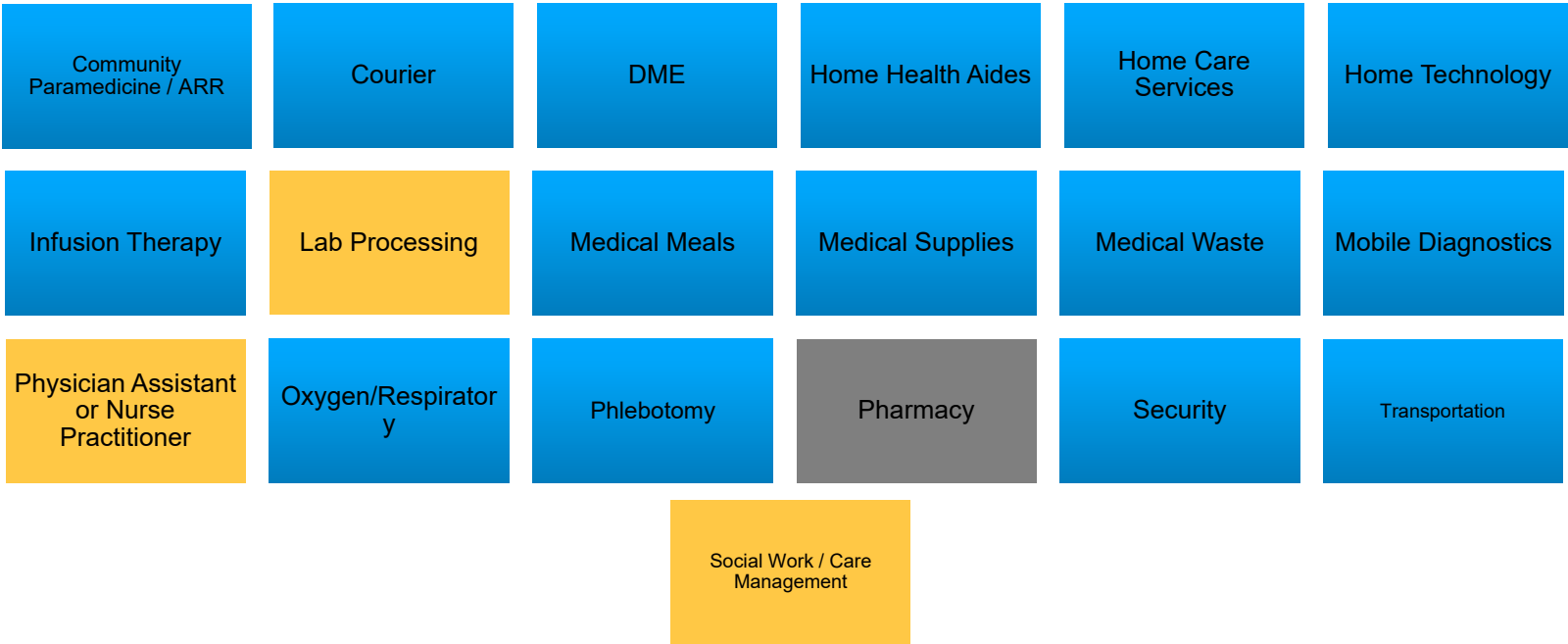
# Supplier Network

# ACH SUPPLIER NETWORK - ARIZONA

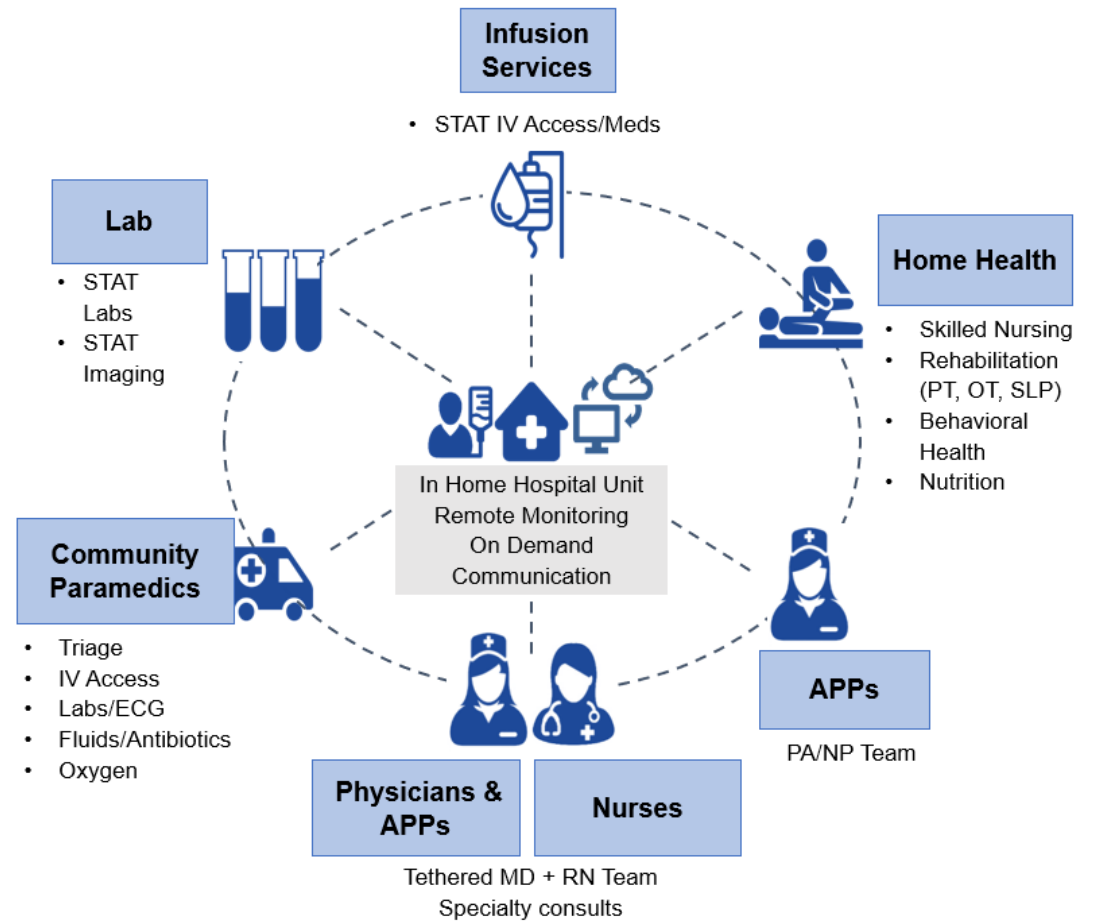
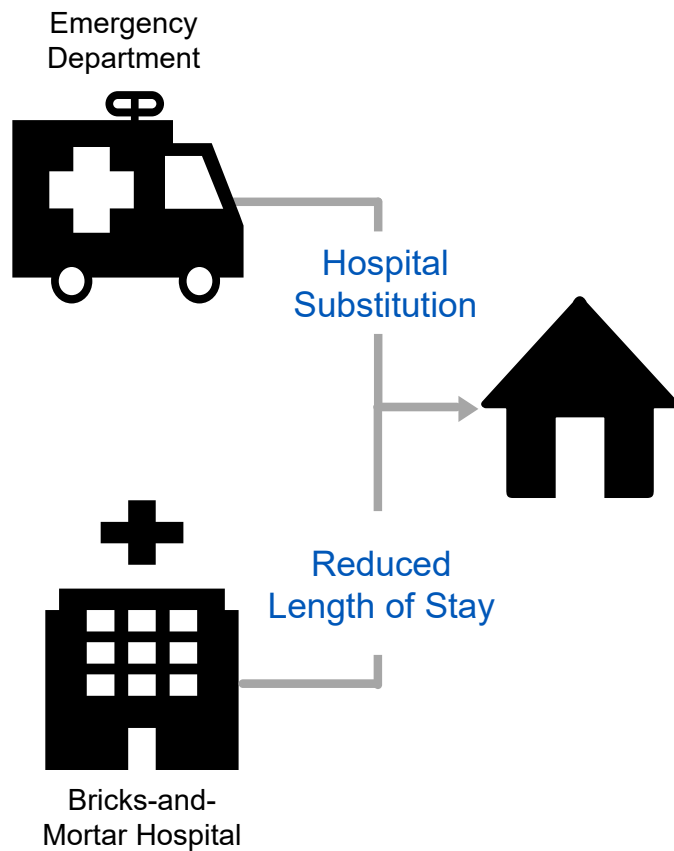
Inourced (MCA)

Outsourced (Managed by Medically Home)

Combination Inourced / Outsourced



# Overview of Home Hospital Program





# A DAY IN THE LIFE OF AN ACH PATIENT

## Brick & Mortar Hospital

<b>6 AM</b>	Blood draw for daily labs
<b>8-11 AM</b>	Physician visit
<b>11-1 PM</b>	Watch TV & wait for x-ray
<b>2 PM</b>	Sponge bath in bed
<b>4 PM</b>	Push call button to speak to physician
<b>5 PM</b>	Physician stops by
<b>6 PM</b>	Dinner is served
<b>11 PM</b>	Hospital is quiet enough to fall asleep

Hospital patients typically have to wait for a physician to stop by their room when they have a question. ACH patients have on-demand access to their physician at the touch of a button.

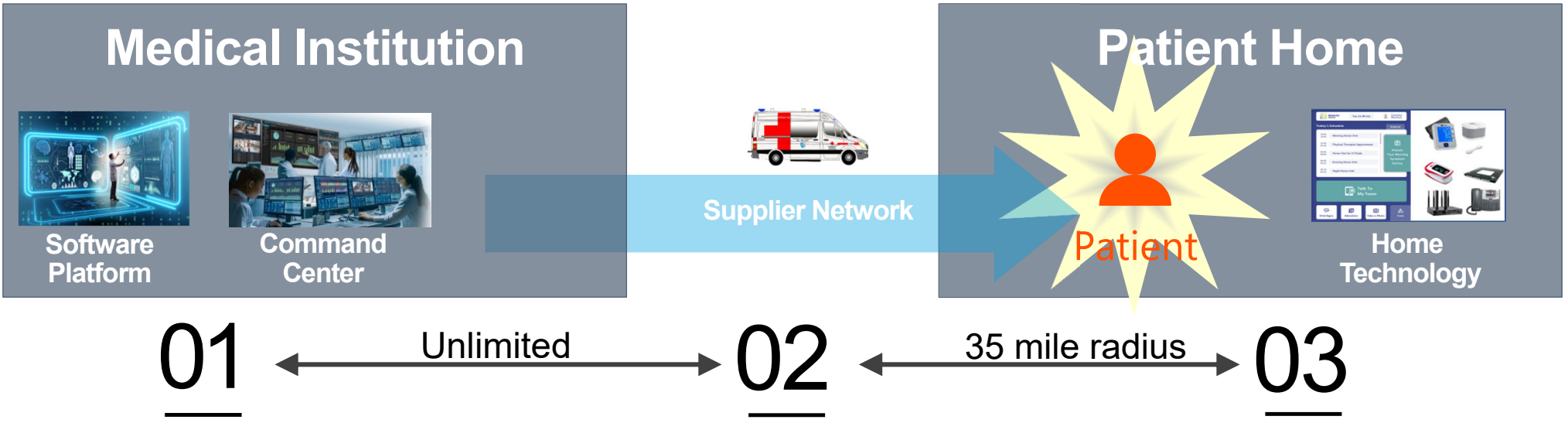


## Advanced Care at Home

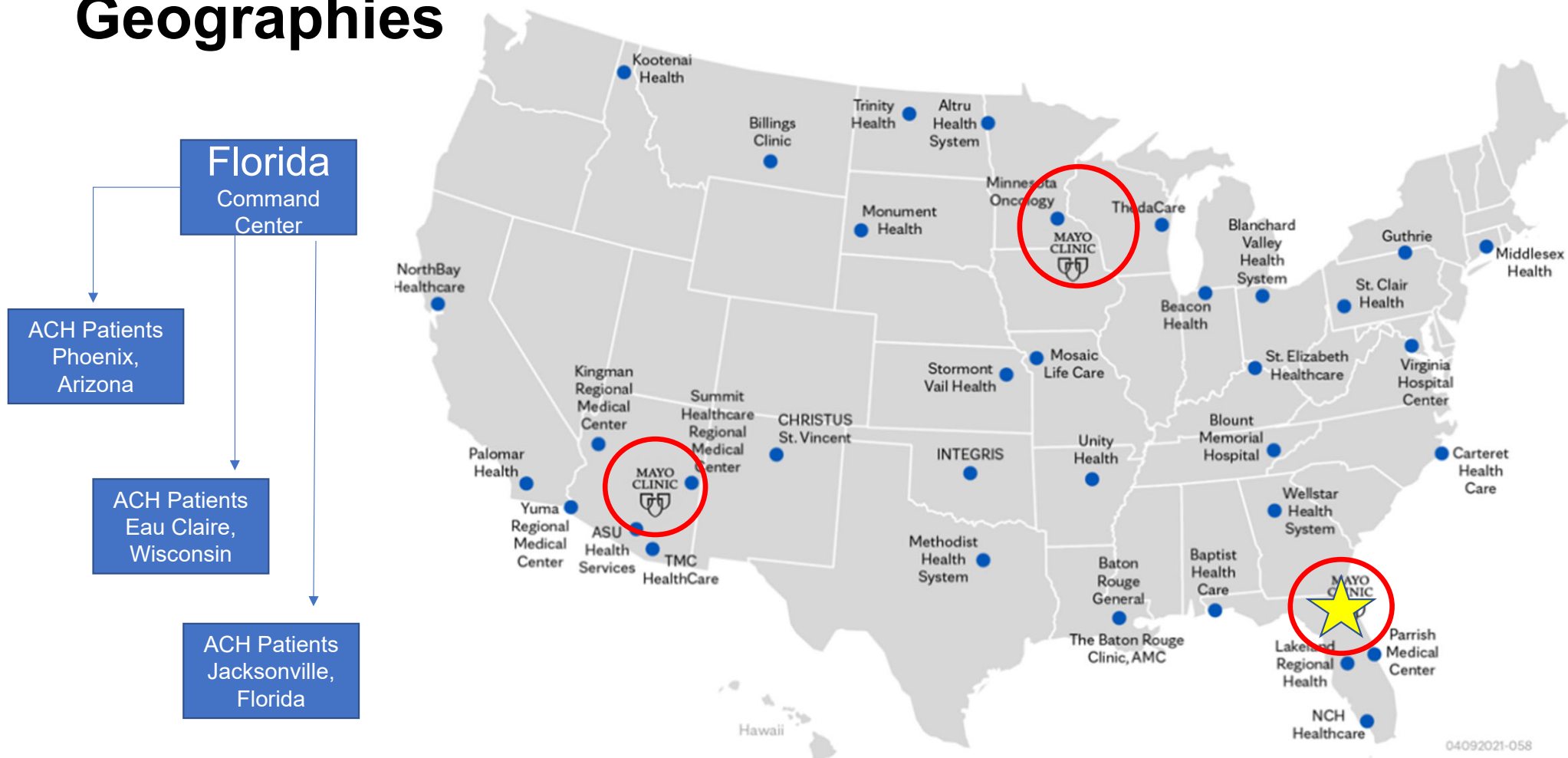
<b>9 AM</b>	Blood draw for daily labs
<b>10 AM</b>	APP in-person visit
<b>10-12 PM</b>	Children stop by to say hello
<b>12 PM</b>	X-ray
<b>2 PM</b>	Shower with the help of aide
<b>4 PM</b>	Use tablet to connect with physician
<b>6 PM</b>	Enjoy home-cooked meal
<b>9 PM</b>	Fall asleep in your own bed

Patients in Advanced Care at Home receive inpatient level of care but are able to go about their daily life, such as visiting with family or sorting through their mail.

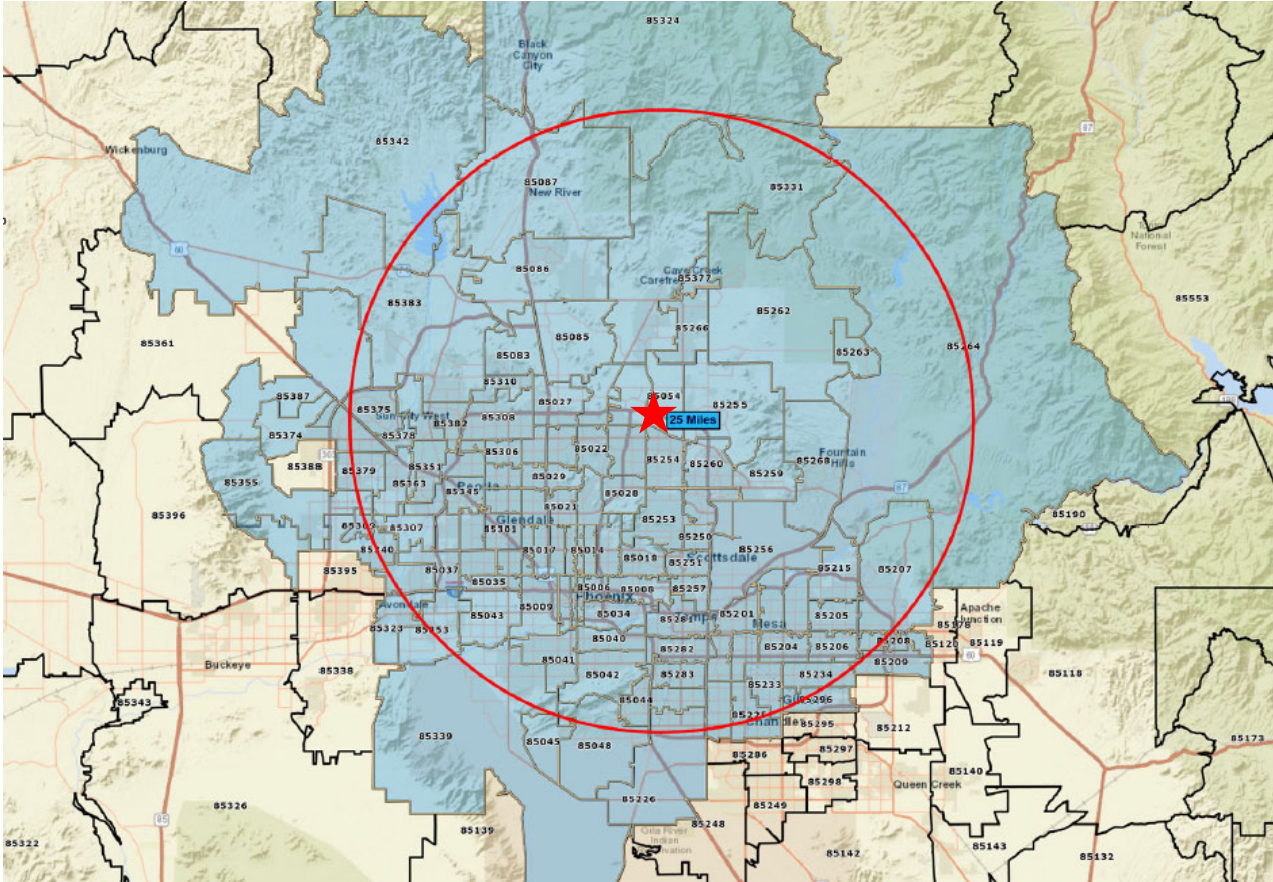
# What does this give us?



# Advanced Care at Home Across Mayo Clinic Geographies



# Mayo Clinic Arizona Advanced Care at Home Service Area



# Patient Eligibility

## Inclusion Criteria

- Clinical stability
- Geography – within 30 minutes of hospital
- Social determinants
- Payer source
- Age (adults only)
- Requires inpatient status

## Diagnoses

- COVID
- Pneumonia
- CHF
- COPD exacerbation
- Cellulitis
- Bacteremia
- UTI
- Pyelonephritis
- C diff
- Renal failure
- IBD exacerbations
- Pancreatitis

## Exclusion Criteria

- Clinically unstable
- IV pain medication needs
- Requires 24/7 assistance with ADLs
- Requires telemetry monitoring
- Unstable home environment
- Uncontrolled mental illness

# PATIENT EXAMPLES



88 yo female

**DX:** Acute on chronic DHF, AKI, orthostatic hypotension

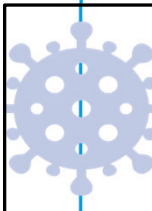
**PMH:** O2-dependent COPD, PE on AC, CAD, CHB s/p PPM, CKD, HTN, HLD, DM2



67 yo male

**DX:** Klebsiella bacteremia 2/2 UTI, C. diff

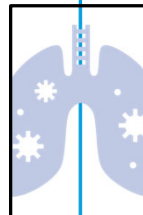
**PMH:** ESRD s/p renal transplant 2020, cirrhosis, recent WNV, prior CMV viremia



41 yo male

**DX:** COVID-19

**PMH:** None



72 yo female

**DX:** CAP, hyponatremia, AKI

**PMH:** Dementia, HTN, recurrent UTIs

# Advantages

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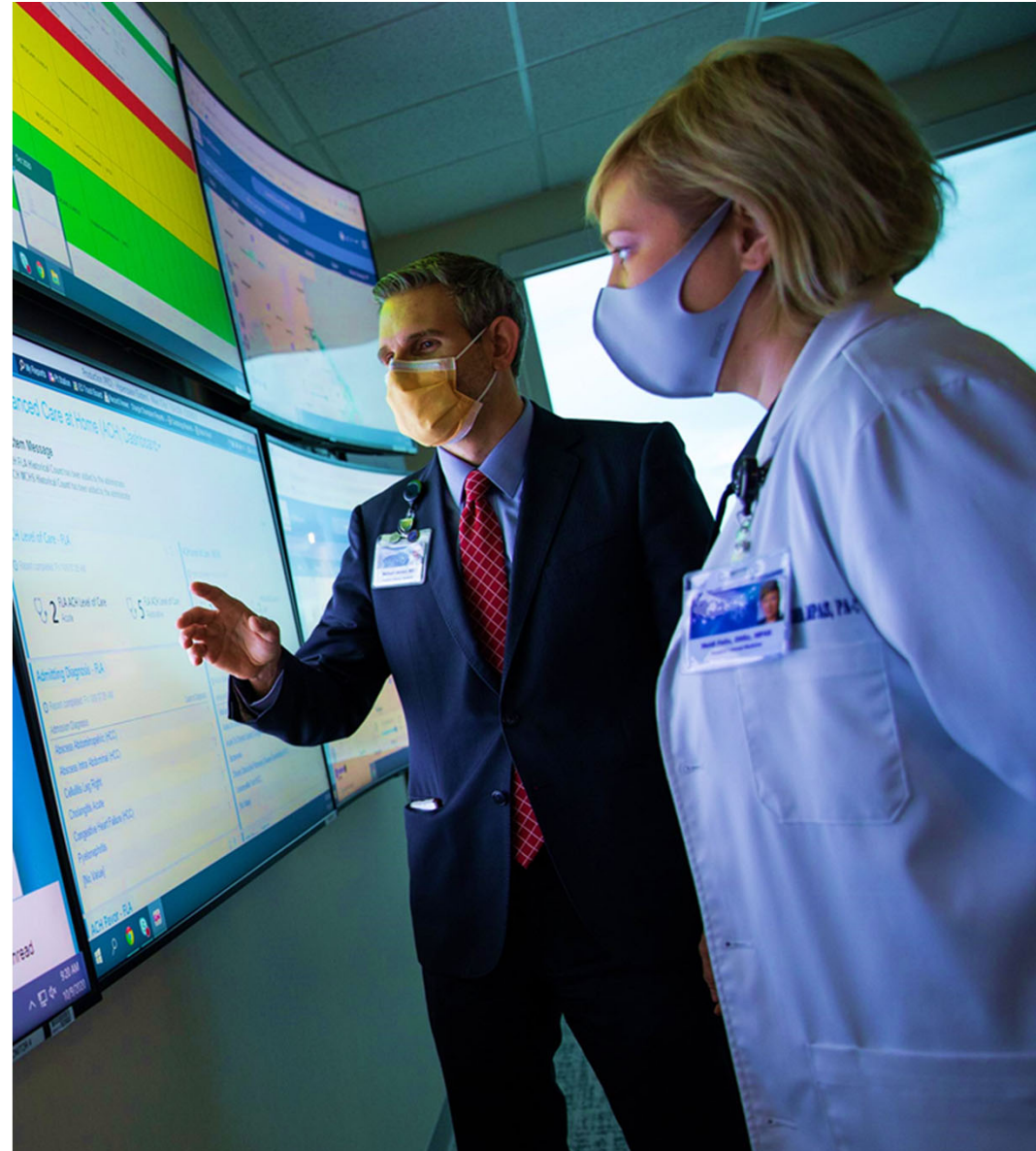
- Allows brick-and-mortar beds to be used for acute, unstable patients
- Enables providers to truly understand the patient's lifestyle and care ecosystem to provide tailored, individualized care
- Can, at scale, create cost savings for healthcare providers, insurers, and patients



# Challenges

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- Payers
  - Medicare vs. Commercial
  - New CPT codes in 2022
- Policies and Regulations
  - Pilots and Waivers
  - Restrictions (geographic)
  - Variations from state to state (Paramedics etc.)





# Our Experience at Mayo Clinic

**Safe**

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**Happy**

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**Personalized**

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**Admissions**

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**3,032**

Building experience with each new encounter

**Severity of illness**

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**2.8**

Acuity of patients in ACH is similar to the hospital demonstrating that acute, but stable patients can effectively be cared for at home

**Bed Days Saved**

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**13,219**

Bed days saved allow more highly acute patients to receive treatment in the B&M hospital

**Patient Experience**

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**92%**

of patients responded as highly likely to recommend the program

Mayo Clinic analysis matching ACH patients to their brick-and-mortar equivalents confirm equivalent safety and readmission outcomes. An ongoing RCT will continue to assess safety, quality, patient, and caregiver outcomes.

# Mayo Clinic Arizona Experience



## Admissions

**318**

Building experience  
with each new encounter

## Top DRGs

- Respiratory infections
- Sepsis
- Heart failure
- Cellulitis

## Bed Days Saved

**1,317**

Bed days saved - allows  
more highly acute  
patients to receive  
treatment in the B&M  
hospital



# Informational Videos

[A Patient's ACH Experience](#)

[How Medically Home's Hospital-At-Home Works](#)

[ACH on the Today Show](#)

