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## 2022 CAASE Award Submission

### CAASE Awards Submission

**Submission Category:**

Innovation in EMS

**Submission Title:**

Medic Ambulance - Kaiser Permanente - Medically Home - Care in Home Virtual Hospital

**Contact Name:**

James Pierson

**Organization:**

Medic Ambulance Service, Inc.

**Email:****Preferred**

jpierson@medicambulance.net

**Number of Annual Service Requests:**

85000

**Number of Ambulances:**

80

**Business Type (check all that apply):**

Business

Privately Held Corporation

**Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):**

James Pierson, President, Medic Ambulance Service  
Cynthia McBride, VP-Quality, Medic Ambulance Service  
Brian Meader, Regional Director, Medic Ambulance Service  
Doug Clarke, Medically Home  
Mark Scagliarini, Medically Home, mscagliarini@medicallyhome.com  
Phyllis Stark, Kaiser Permanente, Phyllis.C.Stark@kp.org

**Situational Analysis (Background of Project):**

Kaiser embarked upon a National program to provide hospital care at home and utilized their partner Medically Home. When Kaiser was looking for a provider in California to navigate the complex regulations of California, they turned to its Solano County provider Medic Ambulance, and its history in community paramedicine and as the EOA provider to start this program. Medically Home Group, Inc. is a technology enabled company that provides a platform for healthcare systems to create a virtual hospital for delivery of care to take place where patients desire the care be delivered, their own home. This program provides high quality in patient level care in the comfort of a patients home. This virtual hospital visit has a robust system set up behind, with direct access to a physician and nurse practitioner 24/7 via an in home Wi-Fi that maintains connectivity to the control center. The patients is setup with an ipad, v/s measuring tools, a dial phone, alert system and Power back up system to ensure direct and maintained access to the patient.

**Project Goals:**

To provide high quality Nurse and Paramedic

**Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):**

Kaiser, Medic and Medically Home began planning in June of 2020, with a targeted implementation of September 2020. Medic did a site visit with MetroWest Ambulance in Oregon. The Medic leadership team was able to meet directly with Medically Home team and MetroWest Team to learn the ins and out of the program. Medic acquired 5 GMC Terrain SUVs for deployment of the Nurses and Paramedics. The vehicles are fully staffed to local requirement and to the par levels set forth by the Medically Home Team. Kaiser, Medically Home and Medic did live simulated patient encounters for months with all our trained care givers. Our teams worked through operational issues, technological issues and documentation issues prior to the go live data. Our teams meet on weekly basis and continue to meet on a weekly bases for operational purposes. Ensuring Medic staff is trained in all the equipment needed to properly setup the patient for the virtual hospital visit and length of interaction is one of the most vital pieces to the program. Whenever a patient is admitted into the program, our teams have to coordinate the ambulance transport from the hospital to the home. Our teams have to ensure coordination of services so there is no lapses in care. Having Medic be the in home provider and the transport provider has helped maintained a smooth transition of care.

**Results (Did you achieve your goals? How did you measure results?):**

Since 2021, Medic, Kaiser and Medically Home have enrolled over 215 patients into the program with over 1,615 in home patient contacts. Patient satisfaction scores have routinely maintained at the highest levels and the clinical care has compared to that of in-patient hospital stay.

**Impact (What impact has this project had on your service? Information can be given as narrative. However, if possible, please provide qualitative and quantitative information.):**

With COVID, many new ways to provide care are on the horizon. Virtual hospital and telehealth services are becoming more prominent. This program has allowed community partners to come together and provide high level hospital care in a patients home. While we are still learning from our programs, we are celebrating the foundation for the future we have started.

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

N/A

**Supporting Documents #1:**

Medically Home - 1.jpg

**Supporting Documents #2:**

Medically Home - 2.jpg



**Supporting Documents #3:**

Medically Home - 3.jpg

**Supporting Documents #4:**

MIH - 1.jpg

**Supporting Documents #5:**

Exploring Hospital at Home Programs with Medically Home, Kaiser Permanente, and the Mayo Clinic – Medical Alley Association.pdf

**Supporting Documents #6:**

Mayo Clinic, Kaiser Permanente to scale up hospital-at-home efforts with \$100M investment into Medically Home \_ Fierce Healthcare.pdf

**Comments:**

**CAASE Awards Submission Fee:**

CAASE Awards Submission - \$100.00

**General Section**

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# Exploring Hospital at Home Programs with Medically Home, Kaiser Permanente, and the Mayo Clinic

Tags: [Digital Health](#), [Hospital at Home](#), [Kaiser Permanente](#), [Mayo Clinic](#), [Medically Home](#), [Virtual Care](#), [Webinar](#)

Decades ago, you could be treated by a doctor in the comfort of your own home. Today, the house call is making a return as hospital at home programs gain popularity and can treat more complex patients.

While some level of virtual care at home has been around for years, the COVID-19 pandemic has accelerated its adoption. Exemplifying this shift is a strategic partnership between providers Mayo Clinic and Kaiser Permanente, and digital health company Medically Home.

To explore this partnership, along with the rise and future of hospital at home programs, the Medical Alley Association gathered these three organizations for a webinar titled “You’ll See the Doctor Now: Hospital at Home.”

Joining this event was Raphael Rakowski, Executive Chairman for Medically Home, Stephen Parodi, an infectious disease doctor for Kaiser Permanente and Executive Vice President for the Permanente Federation, and AJ Dunn, the Chair of Advanced Care at Home and Digital Practice Strategy with Mayo Clinic.

## An Innovative Partnership

With Kaiser Permanente and Mayo Clinic being two of the most forward thinking and progressive health systems in the country, they both knew that hospital at home programs were the next major step in virtual care. As they began exploring this method of care, a partnership with Medically Home was born.

Rakowski explained that Medically Home provides the tools and software to allow higher acuity patients to receive care in their home, while the hospital systems provide the physicians and caregivers. Some of these tools include two-way audio and video communication and vitals monitoring. Together, the three organizations have led the market in creating this new model of care.

“People always ask me, ‘When is the market for hospital at home going to arrive?’” Rakowski said. “I always answer the same way. If you decide to do the hospital at home application for your patients, the market has arrived. You can’t wait for something to happen – it’s you that’s making it happen. The real power of the combination of Mayo and Kaiser has resulted in an extraordinary increase in the model, because Mayo and Kaiser have decided to do and lead it.”

## Exploring a New Model of Care

rural health systems have a severe lack of resources for the population and Rakowski sees the hospital at home system as a way to fix these issues. By decentralizing the care, rural populations can access specialists such as oncologists without leaving their home.

Dunn noted that the pandemic unlocked the opportunity of digital health for the Mayo Clinic by pulling away barriers like payment issues and patient acceptance. Although the Mayo Clinic had been discussing digital health options for some time, healthcare providers need much more time to adopt changes compared to other industries who were able to integrate digital technology quickly. Suddenly, due to COVID-19, the Mayo Clinic was able to demonstrate what they have been talking about for years and make real strides.

## Ensuring Success

Given these steps forward, the topic then turned to the question of what needs to be done to have these changes stay in place. Dunn believes that the key to ensuring success is establishing effective guard rails so that care is being provided appropriately and with cultural competence.

Each of the panelists acknowledged that significant changes in regulations for the workforce would be needed to make this model successful. Parodi noted that having doctors going into the home isn't always practical, and alternative practitioners will be needed, along with new regulations to allow those professionals to care for patients.

"I think it's likely, if we map out the career fields that would be necessary to make this wildly successful in the future, there are several career fields that don't exist yet," Dunn said.

While this type of advanced care at home is still relatively new, Kaiser Permanente, Mayo Clinic, and Medically Home have a strong vision of what the future of this program can look like and are pioneering the field. These three organizations are just one example of the partnerships and innovation that come out of Medical Alley, The Global Epicenter of Health Innovation and Care®.

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Both health systems have seen strong outcomes and high patient satisfaction among their early deployments of Medically Home's high-acuity care technology. With this strategic partnership, the organizations said they hope to spark greater interest in at-home care delivery models among other providers. (Getty/FatCamera)

Hospital-at-home care models had been gaining steam over the years alongside the gradual introduction of new remote care tools, but the acceleration of digital health in 2020 [has uniquely paved the way](#) for these initiatives to push into regular care.

Today, those tech-driven care models hit another milestone for institutional acceptance as the Mayo Clinic and Kaiser Permanente announced a major collaborative partnership with at-home acute care company Medically Home.

WEBINAR

## A Member-Centric Approach to Prepare for the Unwinding of the Public Health Emergency

Sponsored by SameSky Health

This webinar is focused on helping health plans that serve Medicaid enrollees prepare for the unwinding of the PHE. SameSky Health will share new research that will help attendees understand member perspectives on the PHE, and what they want from their health plans. SameSky Health will also highlight the steps health plans can take to minimize Medicaid coverage losses.

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The high-profile systems said they will be massively scaling up existing deployments of Medically Home's services among their markets, communicating across organization lines to hammer out best practices for hospital-at-home care delivery models and strategically investing roughly \$100 million into the startup.

“The heart of this announcement is that we believe together—Kaiser, Mayo, Medically Home—that it's time for a provider-led transformation of healthcare delivery,” Raphael Rakowski, executive chairman of Medically Home, said during a press briefing. “Others have tried to transform healthcare—the Amazons of the world [and] the others who come from outside have not been successful, and we believe that the right approach to actually provide the transformation that everyone is recognizing is needed needs to come from within. We believe ... there [are] no better partners in the world to lead that provider-led decentralization of care.”

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Medically Home installs a suite of communications devices, remote patient monitoring devices, emergency response systems and other supplies such as durable medical equipment in a patient's home so that providers can treat high-acuity patients outside of the costly hospital setting.

Providers use these integrated tools to coordinate care from a “command center” that allows continuous monitoring and on-demand communication with patients around the clock. Should the patient require additional support, such as a delivery of oxygen, the startup's rapid-response logistics system can also

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John Halamka, M.D., president of the Mayo Clinic Platform, said that his organization has so far discharged more than 300 patients who received care with the support of Medically Home's services. These patients had similar medical outcomes but with the benefits of reduced readmission rates, "extraordinarily low" complication rates and much higher satisfaction among patients and their families.

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"The timing of announcing this collaboration of Kaiser and Mayo and Medically Home couldn't be better because the culture is ready to accept it," Halamka said during the press event. "Although the pandemic has been a tragedy, it has built collaborations that are extraordinary, patient experiences that are culturally appropriate and regulatory frameworks that will make it sustainable."

"The coming together of a Kaiser and a Mayo ... is [a] signal to the industry," Halamka said.

Stephen Parodi, M.D., executive vice president of The Permanente Federation, noted that the hospital-at-home care model also allows providers to take more information about the patient's life into account when delivering care. Entering the home allows teams to observe behaviors, diet, relationships and other health determinants and then mold their approach around those factors.

"The person-centered approach to providing high-acuity and quality care in the comfort of a patient's home has emerged ... during this pandemic," he said. "Never has it been as clear as it is now to ensure healthcare is focused on the entire patient, where we are able to address both medical and social determinants that have led to a patient's condition so we can prevent hospitalizations altogether and address a person's true goal of care."

"We believe that this technology-enabled platform will extend the reach and expertise of our hospital teams and provide the opportunity for new members of the team to visualize the reality of a patient's home through true community-level care that's inclusive of home nurses, physician's assistants and paramedics," Parodi said.

**RELATED:** [Mayo, Intermountain navigate 'Wild West' of starting Hospital at Home during COVID-19 pandemic](#)

The partners described the \$100 million funding as beyond just a financial investment and more as the fuel Medically Home will need to size and scale its model to more patients.

But Rakowski admitted that the weight of these names does come with market benefits for the Boston-based, roughly 170-person startup. After [last year's announcement](#) of the initial Mayo partnership, Rakowski said he has had more than 100 conversations with others interested in potentially deploying decentralized care models alongside a trustworthy partner.

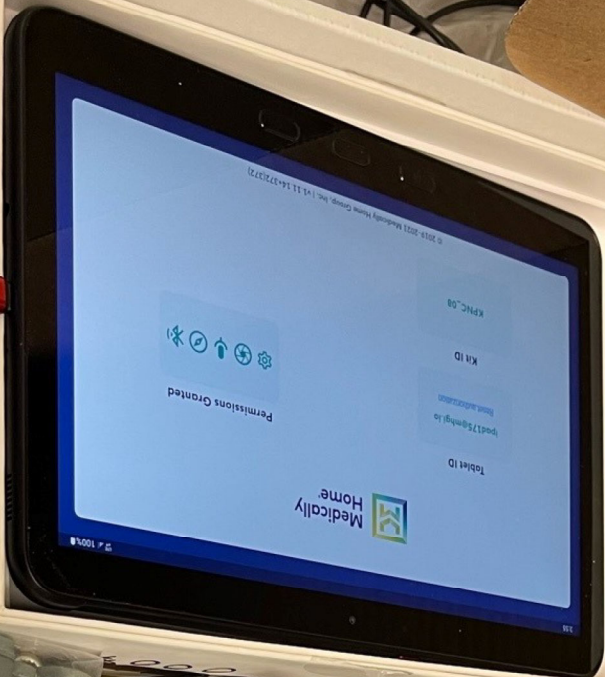
"By bringing Kaiser and Mayo in as we are, we have ... repositioned how we are perceived both in the marketplace around the world and in a regulatory way," he said. "So, the other value of the Mayo-Kaiser partnership is it repositions Medically Home in the primary service of care for patients, above and beyond anything else."

As a result, he said Medically Home's current business plan is to ramp up its presence among existing customers and then target "the coalition of the willing who follow the coalition of the leaders."

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