



*Teleheath:
The Strength of Looking Closely*

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Comprehensive Home Care

“Raising the Standards of Home Health Care”

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Strengths – Comprehensive Home Care Telehealth Program

- Largest and most experienced HCA in home telemonitoring in Florida/Southeast
- Over 560 single-use monitors available for home use
- Over 10,000 homecare patients monitored with home telemonitoring since 2004
- 98% Patient Satisfaction
- Improved Clinical Outcomes below State & National Averages

Strength – Central Station Nurse



Strength – Central Station Nurse

Interprets objective and subjective data

*Determines appropriate course of action
for early intervention*

Strength – Role Requirements

- *Strong clinical judgment and triage skills*
- *Exceptional patient assessment*
- *Efficient time management with minimal oversight*
- *Excellent communication skills*
- *Positive phone interaction/customer service*
- *Computer literate*

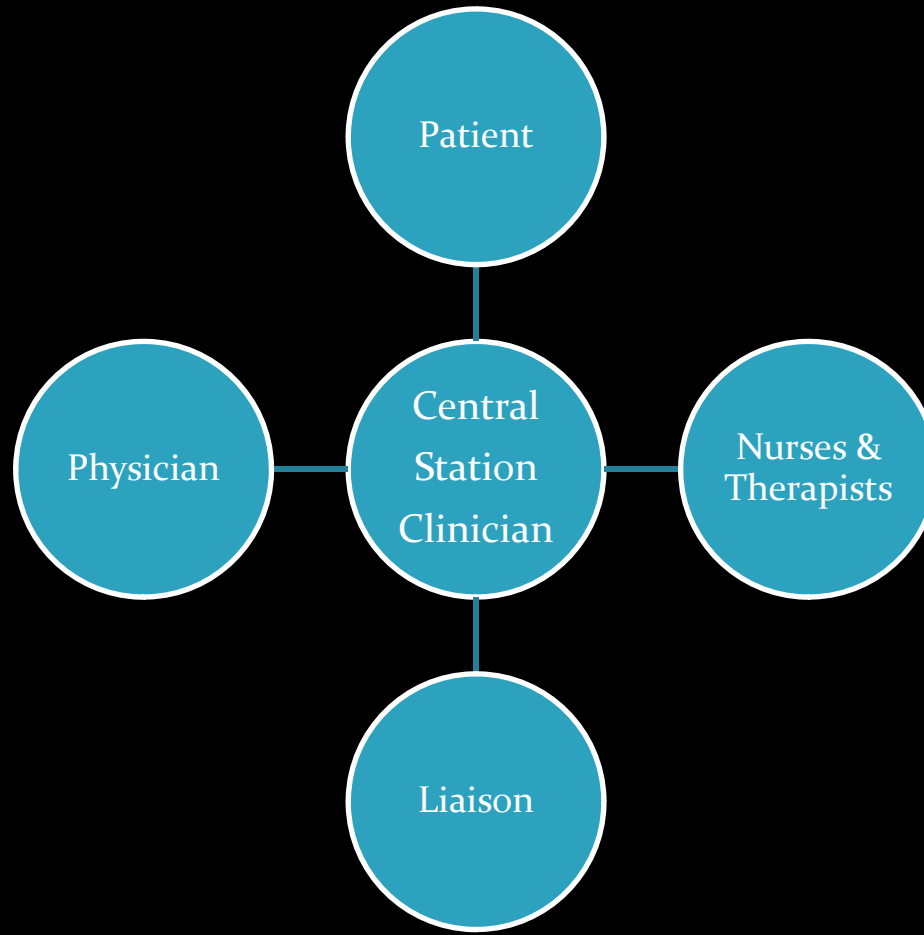
Strength – Virtual Assessment

- *Transmitted data*
- *Symptom assessment*
- *Systems assessment*
- *Patient education*
- *Communication with other health team members*
- *Documentation*

Strength - Telephonic Assessment

- *Interpreting objective & subjective data transmitted by monitor*
- *Probing through further questioning of systems assessment*
- *Listening – to not only what the patients says but what the patient doesn't say; breathing*
- *Educating of disease process, medications, diet and nutrition*

Strength - Communication



Strength – Patient Outcomes

*Comprehensive Home Care
of
Broward County*

Comprehensive Telehealth Program

Outcome: Acute Care Hospitalization

Date range: 06/1/2008-8/31/2008

Total Patients: Telehealth # 151 Non-Telehealth # 678

State Average 24% National Average 28%

Medicare Home Health Compare 14%

Hospitalization	Telehealth		
	# Events	Total Pts	Rate
CHF	5	32	15.6%
COPD	7	39	17.9%
Hypertension	11	94	11.7%
Diabetes	3	19	15.8%
All Diagnosis'	18	151	11.9%

Non-Telehealth		
# Events	Total Pts	Rate
24	63	38.1%
18	80	22.5%
74	355	20.8%
14	46	33.1%
141	678	20.8%

Comprehensive Telehealth Program

Outcome: Emergent Care

Date range: 06/1/2008-8/31/2008

Total Patients: Telehealth # 184

Non-Telehealth # 670

State Average 16%

National Average 21%

Medicare Home Health Compare 6%

Hospitalization	Telehealth		
	# Events	Total Pts	Rate
CHF	2	32	6.3%
COPD	3	39	7.7%
Hypertension	5	94	5.3%
Diabetes	1	19	5.3%
All Diagnosis'	11	184	6.0%

# Events	Total Pts	Rate
13	62	21%
8	79	10.1%
35	353	9.9%
11	45	24.4%
79	670	11.8%

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SHP Data