



ACO Resiliency: Responding to the COVID-19 Pandemic

Accountable Care Organization

Indiana University Health
<https://iuhealth.org/about-our-system/accountable-care-organization>

Location

Operates across Indiana

Number of Clinicians

3,200 Providers

Aligned Beneficiaries

62,000 Medicare beneficiaries

Years in Next Gen

2017 - 2020

Payment Track

Population Based Payment (beginning in 2021)

Indiana University Health's COVID-19 Efforts: "Hospital at Home" Program

The Indiana University Health Accountable Care Organization (IU Health) serves patients across the state of Indiana. In April 2020, Indiana University Health created the "Hospital at Home" program to relieve strain on hospital resources and to allow certain patients recovering from COVID-19 to complete their recovery in the comfort and safety of their homes. Following the success of the Hospital at Home program, IU Health has expanded the program to patients recovering from other illnesses.

The Hospital at Home program, primarily launched by IU Health's Population Health Team, allowed COVID-19 patients who were stable and beginning recovery to be discharged from the hospital to finish their recovery at home. Patients were then transitioned back to their primary care provider. Prior to discharge, IU Health provided patients with remote monitoring devices, such as blood pressure cuffs and pulse oximeters, to allow patients to record and transmit their vital signs to a team of clinical nurses who monitored patient data.

When necessary, IU Health also provided Wi-Fi routers to patients to enable them to use the remote monitoring technology in their homes. IU Health also taught patients how to use the monitoring devices via virtual instructions, to ensure that patients understood how to use the technology correctly. Along with remote monitoring, IU Health conducted virtual visits to check in

with patients, and maintained a team of on-call hospitalists to assist patients when necessary.

To date, with over 200 patients participating in the Hospital at Home program, only three were re-admitted to the hospital. With a high rate of patients successfully recovering from COVID-19 at home, the Hospital at Home program has proven to be a safe, effective, and innovative model of care.

IU Health has expanded Hospital at Home for patients with certain other diagnoses, including congestive heart failure, pneumonia, urinary tract infections, and soft tissue infections. With COVID-19 cases rising across the Midwest, Hospital at Home will help ensure there are available beds for patients who need inpatient care, while enabling others to recover safely at home.

The Next Gen Model Supports the "Hospital at Home" Program

The NextGen ACO model provided IU Health with the resources and relationships needed to quickly establish the Hospital at Home program. Without the expertise of the Population Health and the ACO Teams, the program would not have been possible.

While the IU Health's telehealth waiver has not been needed due to the public health emergency, the telehealth waiver will be crucial to the program's success after the public health emergency period ends.