

### HOME HEALTH PROVIDER: Home Health, LLC, Home Care and Hospice



Home Health, LLC, provides care for patients who have been discharged from the hospital, or other facility, while still needing close medical supervision. They also help when a doctor decides that a patient needs assistance but may not need to come to the hospital.

- Hospice Care
- Registered nurses
- Licensed practical nurses
- Licensed physical, speech and occupational therapists
- Respiratory therapists
- Registered dieticians
- Home health aides
- Medical social workers
- Bereavement specialists
- Chaplains and spiritual counselors
- Patient service technicians
- Volunteers
- Infusion Therapy
- Respiratory Services
- Oxygen Therapy

### PATIENT PERSONA: Moira Campbell



Moira is a 77-year-old woman with recent history of hip replacement surgery, due to fall. She was prescribed nursing and physical therapy through home health, due to her homebound status. Also presents with comorbidities of hypertension (high blood pressure) and type 2 diabetes. With long history of COPD and requires oxygen therapy.

#### EXPECTATIONS:

- Access to care in a hassle-free manner
- Confident in care team
- Consult with physician remotely
- Timely communication of changes to care to self and caregivers
- Confident in care plan
- Access to information
- Clear communication channels
- Timely education on what to expect with care
- Patient to understand and know to who call or what to do when the care team leaves their home

### CLINICIAN PERSONA: Karen Hodgins, BSN, MSN, RN, ONC, CNP



Karen is a Nurse. She has worked in both acute and post acute settings throughout her career. She chose nursing for its connection to healing purpose, and home healthcare because it allows patients to receive care where they are most comfortable. She is passionate about supporting elderly care. Home healthcare has lower infection rates and is cost effective so is a great option for patients, when appropriate. (add in verbiage about acute patients just released, yet not ready to be home).

#### EXPECTATIONS:

- Culture of support for clinical team wellbeing
- Geolocation patient scheduling capabilities of home office
- Timely communication between care team members and providers
- Modern and functional equipment to update patients chart
- Ability to get answers from her back-office and technology team as soon as she need help (real-time support/answers)