Improving Home Health Outcomes

With Scottsdale Physicians Group

The Challenge:

Vulnerable populations often struggle to receive quality care, whether because of barriers to treatment such as travel, cost, limited mobility, or lack of a quality support system. Those patients with chronic conditions suffer immensely from sporadic care, which will result in costly care episodes in urgent care or the ER.

Chronic conditions affect more than half of Americans, and caring for those people accounted for more than 90% of the U.S.'s $4.1 trillion in healthcare expenditures in 2020. Even with that costly care, however, many patients only seek assistance for acute flare-ups instead of consistent disease management.

Many healthcare facilities lack the accommodations required to care for the 15% of people experiencing disability. Some facilities are in areas not serviced by transport options, or they serve populations in medical deserts outside the range of service. Others have poor lighting or confusing layouts that can cause navigation difficulties.

When patients avoid care because of these difficulties, it often means waiting for an emergency situation and receiving high-cost care in the ER. This is incredibly common, especially for those in low-income areas: Even when dealing with two or more chronic conditions, high-risk individuals are less likely to schedule wellness visits when they have lower incomes.

Even when they do receive primary care, chronic disease is often left up to the patient to manage. Doctors provide treatment plans, but rarely do patients receive follow-up or further support to help them succeed. Without sufficient oversight, even patients following treatment to the letter can suffer deteriorating health without realizing it. This leads back to the feedback loop of high-cost care and poor health outcomes.

The Approach:

In-Home Physical Exams Using Remote Providers

Telemedicine services can lower the cost of care by providing a cost-effective way to monitor and treat patients with chronic diseases. Some methods of virtual primary care can be boiled down to video calls, but that limits the doctors' ability to monitor patients. Furthermore, many patients aren't comfortable enough with technology to utilize the full benefits of telemedicine without assistance.
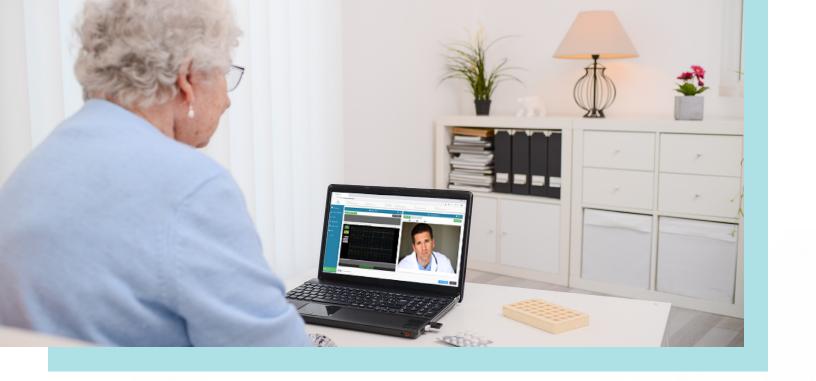
That's why Scottsdale Physicians Group Virtual Care partnered with AMD Global Telemedicine to improve home healthcare. SPG's in-home technicians are the hands of the remote physician and are trained to use AMD's advanced diagnostic technology to provide a clear picture of a patient's health.

Patients are now able to receive essential care whenever they need it, wherever they are. SPG Virtual Care circumvents barriers that keep those with chronic conditions from receiving proper treatment. AMD provides SPG with a secure clinical examination platform: AGNES Connect®. Through a single web-based platform, AGNES provides a patient assessment, medical device data, and the ability for clinicians and patients to exchange documents, medical images, and a video visit simultaneously.

> "We have had great interactions with all levels of AMD. … We truly feel that we are a valued partner that shares a common vision of delivering world-class care in an innovative, efficient, and high-quality manner."
>
> — Scottsdale Physicians Group

The Outcome:

By partnering with AMD to provide home care assistance to Scottsdale's high-risk, high-cost populations, the group was able to decrease medical spending by 22% and stabilize — or even improve — patients' health status.

While traveling physicians are also capable of providing home healthcare, one of the main benefits of telemedicine is that it can reach a much larger population. Furthermore, there aren't enough physicians to sustainably create a scalable traveling model. AMD technology has scaled the SPG Virtual Care model at a much lower cost to the system than a mobile physician model. This, when combined with the lessened need for chronic patients to seek high-cost care environments, means AMD's technology has led to amassing savings for the physicians' group as a whole: SPG Virtual Care has already created a 22% reduction in medical spending.

These savings don't correlate to a lesser quality of care. SPG's telemedicine services have allowed it to coordinate with the patient's health ecosystem. Virtual primary care and home care assistance can evaluate social determinants of health, such as fall hazards or housing security, that office-based visits cannot currently address.

As this home care is for the most vulnerable populations, it's imperative that the exam technology provides only the highest fidelity of diagnostic feedback. AGNES's utilization of integrated telemedicine devices and SPG's in-home technicians and remote providers have ensured that patients can experience all the benefits of a full office visit from the ease and comfort of their own homes.

The scalability of this technology means virtual primary care to thousands per month.

The scalability of this technology means SPG Virtual Care can provide virtual primary care to thousands of patients each and every month, which would've been impossible before. With AMD Global Telemedicine, Scottsdale Physicians Group has improved outcomes, lowered costs, and created a healthier community.

> "While there is a certain expectation that a technology company should be constantly innovating, AMD is going above and beyond, and just as important, communicating their vision and progress toward that vision."
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> — *Scottsdale Physicians Group*

AMD's work at Scottsdale is far from over. The Virtual Care model continues to grow as it expands to cover greater geographic areas. Covering greater patient populations also means saving more.

Even while cutting costs, the Virtual Care model ensures that patients still receive a high-quality experience. AMD's technology allows Scottsdale to care for thousands of in-home patients each month, and this partnership will continue to improve outcomes for thousands more in the years to come.

Is AMD's telemedicine technology the right fit for your company? Find out more by <u>requesting your free demo</u> today.