



Company Overview



Health Link Home Health Agency has provided personalized in-home health care to individuals and families since 2005. Health Link is based in San Francisco, CA and is California licensed and certified.

The Health Link team has experience in home health, hospice and elderly care – as well as rehabilitative, post-acute and surgical care.

The CMS Five-Star Rated Company offers services including : skilled nursing, hospice care, home health aides, medical social workers, occupational therapy, speech therapy, and physical therapy.

www.HealthLinkHHA.com

Customer Since: 2019
Industry: Home Healthcare

Life365 Solutions:

- MyLife365 (Software / Smart Devices);
- Life365 Clinical Portal;
- Life365Kits;
- Software Development Services

The Challenge: Reducing Costs, Enhancing Care Team Coordination

Health Link Home Health Agency (HLHHA) sought to deploy telehealth and remote patient monitoring (RPM) services to reduce healthcare costs. They engaged Life365 in early 2019, with goals to:

- Proactively monitor patients to help avoid more costly care scenarios
- Provide support to home health and hospice patients between in-person visits
- Coordinating care for patients with their referring providers and hospitals

As the pandemic brought additional challenges to healthcare resources, HLHHA sought to provide rapid deployment of new monitoring kits to assist in monitoring patients with / and recovering from COVID-19.

Methodology to Support the Program

Life365 consulted with the customer to define program goals, understand their current operations, and helped them determine which tools and devices could be utilized to help meet their goals.

Life365 interviewed key staff members pre and post implementation to ensure functionality met the needs of their workflows. Minor updates were made to the Life365 Clinical Portal to enhance workflow for notifications to clinical staff regarding patient readings that were out of range, breaching established parameters.

The company keeps inventory on site to bring to patient’s homes. To assist the customer in self managing inventory and logistics, Life365 provided extra training to ensure HLHHA staff was adept and comfortable in preparing kits for deployment to patients. This model has worked well for their team to manage internally.

Tools Utilized to Support the Organization

Health Link implemented their telehealth program with two Life365 “turn-key” RPM solutions: 1) an Android tablet with a pre-configured software suite to enable Telehealth and patient engagement, and 2) an Android phone that acts as a more passive “cellular hub”. The two options allow HLHHA to offer each patient a solution that best fits their needs and technology comfort level. Both options are “kiosked” with a simple user interface, with bloatware removed and only the apps and / or content needed for the RPM program, ie: transmission of vitals data. The devices’ locked-down firmware ensures ease of use, strong security, and remote device management and software updates. The tablet provides an enhanced experience including 2-way video capabilities, patient surveys, and other apps, intended for a more “tech savvy” user. The “cellular hub” is suited for users who may be less comfortable with technology, more requiring minimal end user interaction – used primarily to capture and transmit vital sign data to the cloud.

Health Link’s population had a variety of conditions, which required a mix of peripheral medical devices to meet patient needs. HLHHA used a mix of Life365’s pre-configured kits based on disease state, and supplemental add-on devices (such as thermometers and spirometers), on a case-by-case basis.

HLHHA had customized “survey” packages created at the program level, based on disease state, providing additional insights to health status beyond just vital signs.

A telehealth video platform was implemented as part of the program, that enabled patients to efficiently connect with HLHHA staff with the touch of a button.

In Summary

Health Link patients received in-person care and remote monitoring by clinical staff. The consistent flow of health data provided a better view of patient health trends overall, and “out of range” readings could be investigated, and acted upon as needed with coaching, or virtual and in-person visits, to avoid more costly care scenarios – giving patients and their families peace of mind. HLHHA has enhanced their patient care, arming their clinicians with added data insights to improve health outcome metrics. The program demonstrates their commitment to innovation and dedication to reaching the highest levels of patient satisfaction and care.