UPMC

Insurance Services Division

Right Care, Right Time:

A hybrid approach to personalized care

HERE'S THE PLAN

Speaker

Nicole Beswick
Senior Program Manager
UPMC Health Plan

- COVID-19 Pandemic
- Emergency Department diversion
- New standards

In-Home Urgent Care Plus

Excellence and Innovation

- Medical services provided at home for non-life-threatening conditions
- Can evaluate and provide tests
  - Cardiac monitor
  - IV fluids
  - Oxygen
  - X-ray

Recreating the house call and offering sophisticated care

House call benefits

A hybrid model that bridges the gap between in-person visits and house calls

Qualifications

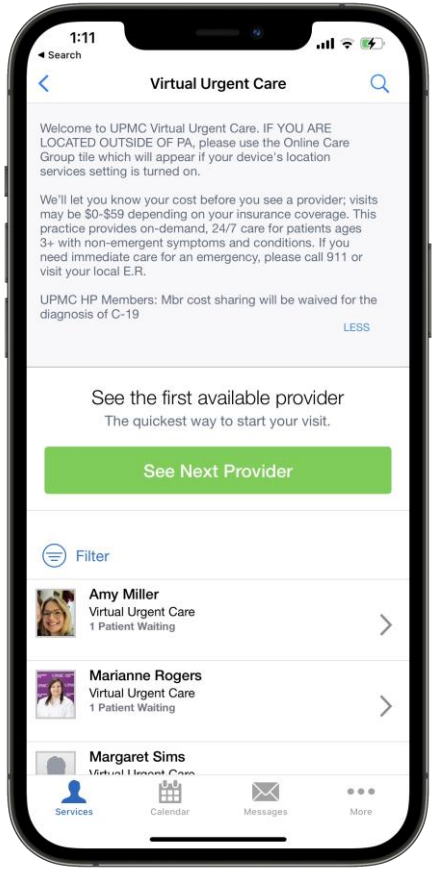
- UPMC Health Plan member living in Allegheny County
- Referral to In Home Urgent Care Plus team
- Need immediate care, but can wait longer than 3 hours
- Need to be evaluated before an office visit or urgent care visit is possible

- Primary Care
- Specialist
- Anywhere Care

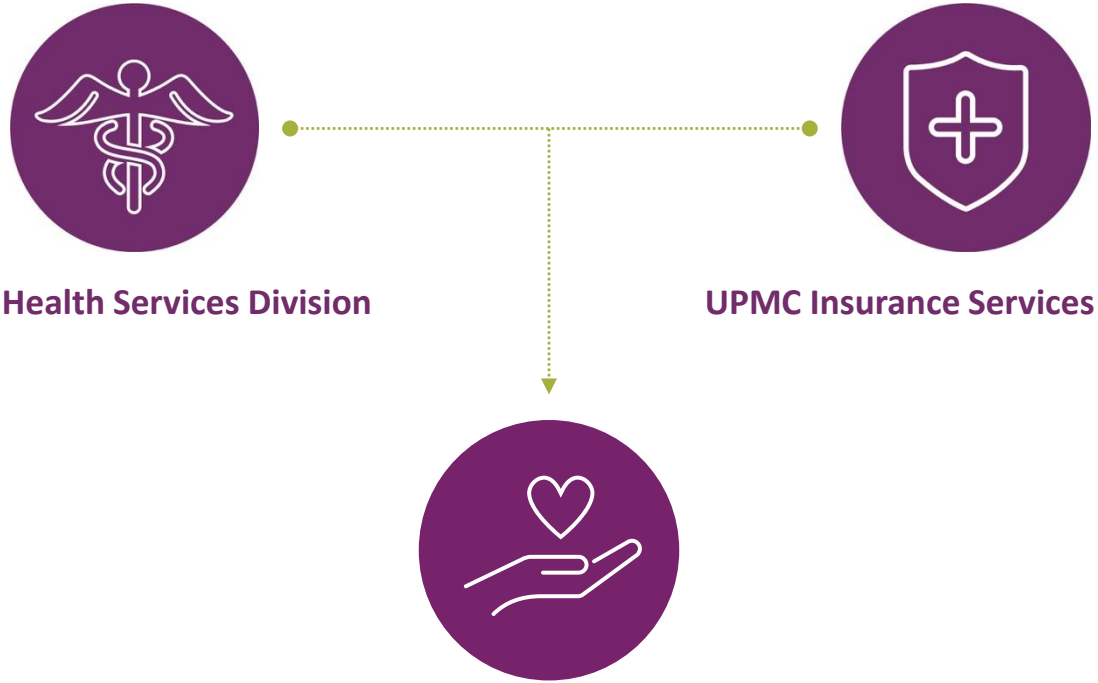
UPMC Anywhere Care

Virtual Urgent Care

- Telemedicine service offered by the University of Pittsburgh Medical Center (UPMC)
- Convenient, on-demand access to non-emergency medical care
- Available on smart phone, tablet or computer
- Aims to enhance accessibility and convenience while maintaining high-quality healthcare delivery



Connecting HSD with ISD



A hybrid approach

1

Telehealth Visit

Patient launches Anywhere Care visit through mobile app or computer

2

Needs Assessment

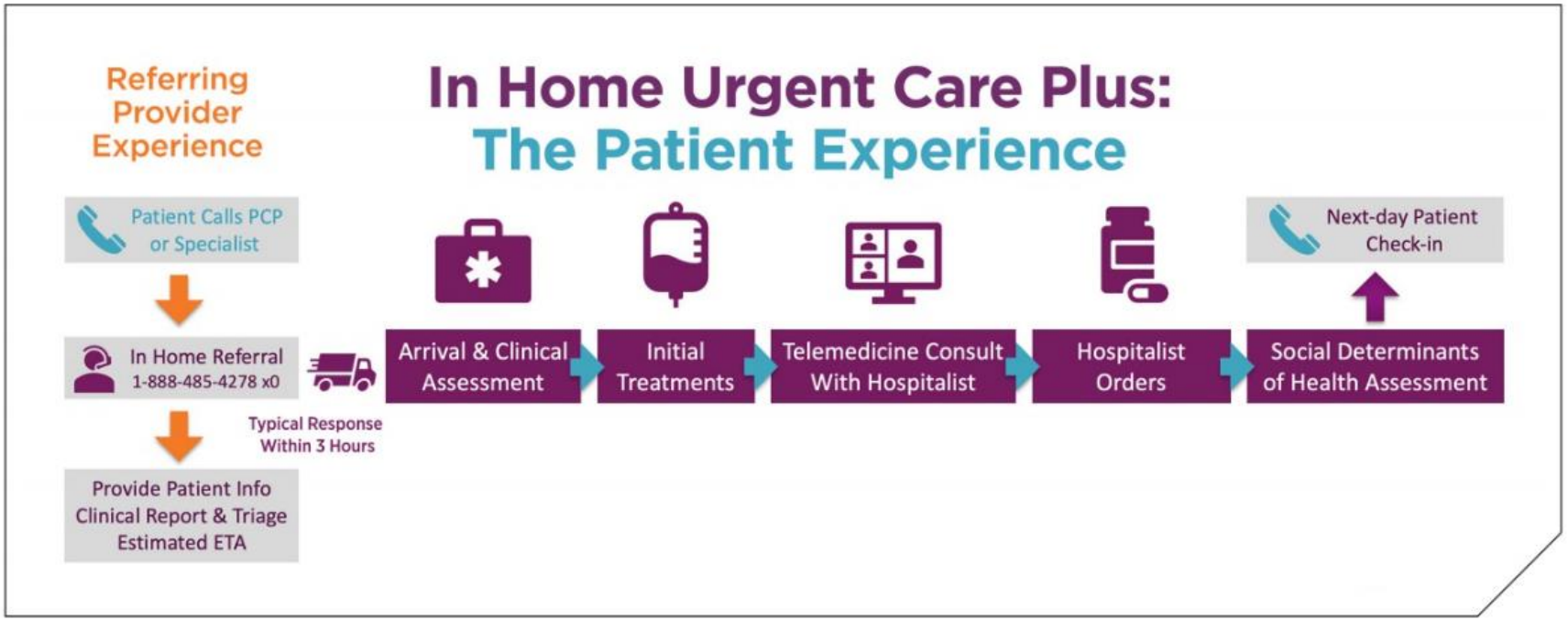
Provider determines patient needs further care, but not at an Emergency Department

3

In-Home Launched

In-home team launched in under 3 hours to patient's home

Holistic, full person visit



Success story

AWC visit started

- Sick in middle of the night

UIHC+ Team Launched

- Arrived within 15 minutes
- Total time < 30 minutes

Determined Diagnosis

- Treated for flu
- IV started and prescribed medication

Data

September 2021-May 2023

1,234

Completed Visits

1,090

Remained at Home

88.4%

At Home Rate

- 24/7 Care – launched June 1
- Next Day In-Home Urgent Care
- In Home Short-Term Acute Care (STAC)
- Continued collaboration and partnership

Thank You

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