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Situation Analysis

An in-office virtually assisted care model uses peripheral device kits, including an electronic tablet, and allows offsite clinicians to conduct in-depth remote physical exams. Clinicians can check patients' vital signs; chest, abdomen and bowel sounds; ear, nose and throat; and skin visuals. This project was designed to pilot the care model in several settings to determine how well it works and where it's most useful.

Project Goals



Implement the virtually assisted care model in multiple settings.



Measure and learn from each pilot and adjust the model accordingly.



Propose an enterprise-wide recommendation for strategic use and scaling.

Actions Taken

- Piloted the virtually assisted care model at Advocate Health in 50-plus retail locations, eight urgent care centers, one primary care practice and one rheumatology center.
- Completed over 20,000 retail clinic visits, over 800 urgent care visits and over 300 primary care visits using the model.
- Analyzed use of the model, and surveyed clinicians and patients for feedback.

Positive Outcomes

- In retail clinics, reduced annual costs by at least \$5 million.
- In urgent care centers and primary care practices, used model as "fast track" option to reduce waiting time for patients.
- At retail clinics, 95% of patient respondents rated their experience as "satisfied" or "very satisfied." At urgent care centers, 91% of patient respondents rated their experience as "satisfied" or "very satisfied."
- Made an appropriate diagnosis 99% of the time using the model, per responses from surveyed clinicians.

For detailed information, visit:

www.aha.org/center/next-generation-leaders-fellowship



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