



# At Home Harmony Patient Case Study #1

## Deborah Smith

**Background:** Deborah, 72, was hospitalized for acute kidney failure and dehydration. She also has a medical history of diabetes, hypertension, depression, mild cognitive impairment, and chronic low back pain. Patient had not seen a primary care provider in more than 2 years due to transportation difficulties.

### Key Information

**Location:** Mechanicsville, VA

**Family:** Widow with no relatives nearby. Stepson lives in California and they do not speak often.

**Medical Utilizations in Last Year:** ED visits followed by one post-acute rehab stay due to fall and fractured wrist.

**Income:** \$1,600/month

### Deborah's Needs

- Coordinated, covered medical care in the home on a frequent basis
- Covered pharmacy delivery
- Home health services
- Financial support for any out-of-pocket medical costs
- Possible personal care support for ADL assistance
- Transportation services for specialist visits

### Deborah's Challenges

- No primary care provider at time of discharge
- Homebound; lack of transportation
- No family support system
- Lives alone
- Lack of savings for additional support and out of pocket medical expenses
- Multiple chronic conditions

## Deborah's Experience with the At Home Harmony Model



### Coordinated Home-Based Medical Care

Deborah receives a comprehensive assessment including cognitive assessment and development of care plan with her AHH medical care team which includes frequent (minimum monthly) home-based medical visits.



### Ongoing Monitoring & Support

AHH Nurse Care Concierge checks in with Deborah weekly. Deborah also has number to call care concierge or provider 24/7 for assistance/triage. Remote blood pressure monitoring is set up and AHH nurse monitors daily.



### Medication Management

Deborah begins home-based pharmacy services with pharmacist consultation and monthly pharmacy delivery to help maintain her correct medication schedule and prevent polypharmacy.



### Referral & Coordination

AHH Medical provider refers Deborah to appropriate home health services and needed specialist. Nurse Care Concierge helps with transportation assistance and additional community-based service needs.