

9) Mobile Observation Unit (MOU) – FINALIST

Partners HealthCare Population Health Management

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PROJECT DESCRIPTION

MOU provides home-based urgent care for patients experiencing at-risk medical events believed to be treatable at home with enhanced home care and a high quality alternative to emergency services and hospitalization for patients in the Greater Boston area who would benefit from additional medical treatment and support in the home.

A Nurse Practitioner (NP) deployed to the patient's home conducts a clinical evaluation with diagnostic assessment and initiates a treatment plan. The home is evaluated for safety and barriers to the patient's ability to recover at home. MOU provides high level of care coordination with the patient's primary care providers, other clinicians, and family members.

OUTCOMES ACHIEVED

- Provides patients with home-based alternatives to inpatient/observation care, in order to improve patient experience of care, improve outcomes at lower costs.
- Reduces hospitalizations and use of emergency services.
- Provides intervention within 24 hours with an NP in the home for up to 14 days
- Improves coordination of care and communication among the care team with an NP serving as they key contact.
- Additional benefits include:
 - Reducing length of stay concerns in the Emergency Department (ED) and Emergency Department Observations (EDOBS)
 - Providing high quality home-based evaluation, treatment
 - Establishing continuity with community-based providers

LESSONS LEARNED

NP in the home is able to conduct three important patient care goals during the visit that are critical in managing readmissions.

- Patient Engagement
- Clinical Assessment
- Coordination of Care