



CASE STUDY

OhioHealth Virtual Sitter Program

How Caregility Enabled a Large Health System to Expand and Scale their Virtual Sitting Program

OhioHealth wanted to expand their existing virtual sitter program to meet growing demand and expanding workflows, but were experiencing technical and budgetary challenges. Caregility was able to offer a flexible and scalable solution with iObserver, giving them a way to cost effectively expand their program and scale it across multiple clinical sites. The adaptability and ease of use of Caregility's virtual care platform enabled OhioHealth to transition rapidly and seamlessly from their previous system to the new one in a single day with minimal downtime.



Customer Background

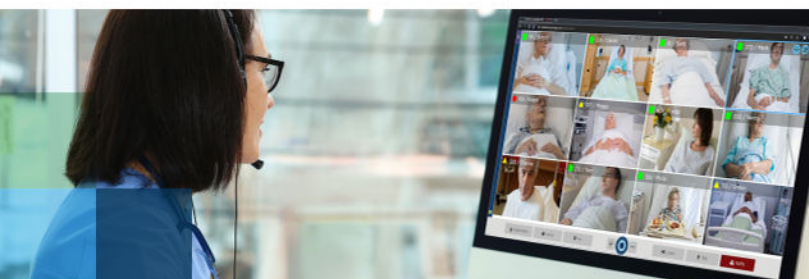
OhioHealth is an integrated not-for-profit network of 12 hospitals with ambulatory sites across the state. It employs over 35,000 staff, physicians, and volunteers. The midwest health system is ranked a top-five large health system by IBM Watson Health™. OhioHealth established a virtual patient observation program that has been in use for several years.

The Challenge

OhioHealth highlighted 11 rapidly expanding locations across multiple cities. The health system maxed out its current virtual observation limit at 50 patients due to budget constraints, leading to their decision to switch to Caregility. The project required organizing clinical and technical systems in an accelerated schedule to avoid interfering with patient care. OhioHealth required a significant system activation in terms of both the number of systems and multiple locations within a one-week timeframe. Caregility exceeded the challenge and completely displaced the prior system within the same day.

Gaps with Previous System

OhioHealth encountered gaps with its prior virtual patient observation system due to an inability to scale. Other technical factors included the need to maintain on-premise servers and an obtrusive form factor. Clinicians also faced alarm fatigue and the previous system's alarms were not loud enough in noisy environments. The clinical staff also had concerns about patients getting confused and disoriented from not understanding the origination of the audio due to one-way video. Often, the nurses could not assess the camera's orientation and were unsure if the hub was actively observing the patient.



"The Caregility platform offers our business units a way to scale and deliver patient care across multiple use cases. It's going to open our organization and our virtual health journey."

– Brad Cicolani, Clinical Informatics Consultant at OhioHealth

While addressing issues with scaling their current patient observation solution, OhioHealth's investigation unveiled state-of-the-art opportunities.

Accelerated Installation with Minimal Downtime

The new solution's implementation needed to streamline disparate systems to one platform that could also perform the critical tasks of clinical collaboration and virtual patient observation. However, the health system required all its hospitals to go live on the same day with minimal to no risk to patients or bedside care teams. There had to be a seamless transition from the existing virtual application and equipment to Caregility's Access Point of Care System (APS) carts without loss of sight or continuous observation by OhioHealth's virtual observation team. By minimizing downtime, clinical staff could reduce patient safety risks.

The Caregility Solution

The end result was a new, fully integrated virtual patient observation solution that addresses all the health system's pain points quickly and directly. Caregility's iObserver delivered the following clinical and technological advances:

- Telehealth consultations to connect with remote clinical specialists
- Integrated translation services for better patient encounters
- Remote audio control that ensures patients can hear the remote clinicians and they can hear the patients
- Cloud-based for faster, more cost-effective implementation
- A smaller footprint saves space in crowded hospital rooms
- Remote far-end camera control that ensures the camera is always in the correct position for observation and privacy

Universal Endpoints

Caregility's virtual care platform, rated Best in KLAS (non-EMR), is not restricted to powering virtual patient observation. The secure and robust platform can interoperate with an expanding portfolio of third-party applications to deliver integrated solutions for all virtual care programs: from virtual rounding and consultations to remote patient monitoring and rural telehealth. The same APS endpoints that observe multiple patients from a single hub can perform telehealth consultations with clinical specialists for maximum utility and return-on-investment.

Seamless Transition

The transition to Caregility's iObserver occurred smoothly within the targeted timeframe without any significant complications. Caregility's clinical, project, support, and technical teams collaborated with OhioHealth on the technical infrastructure, workflow design, training, and implementation to ensure the successful deployment from end-to-end. Full on-site support during go-live was key and further enhanced the successful implementation in the hub and at each hospital.

Caregility Best Practices for Implementation

The OhioHealth case study offers key practices for program success and sustainability:

- Weekly and monthly pre and post go-live status calls to plan, review data, and evaluate opportunities for program, workflow, and application improvements.
- In person go-live support for all shifts and all program touch points – bedside and hub. Caregility placed support at each location to provide just-in-time training, real-time problem analysis, and resolution.
- Caregility's clinical team assisted with clinical workflow design, amended workflow, and customized documentation to benefit OhioHealth's unique program needs.
- Two-way audio/video from Caregility's APS carts were considered a significant improvement from the previous system's one-way video that confused patients with a voice only interaction. Bidirectional communication enhances understanding, builds relationships, and leads to greater patient engagement and program adoption.¹
- Consolidation to one virtual care platform is strategic for OhioHealth's scalability, maintenance and growing telehealth needs – from Urgent/Emergent and Acute Care to Hospital-at-Home, Virtual Visits, and Remote Patient Monitoring.

OhioHealth's Program Success

OhioHealth and Caregility team members went room by room at each location to remove the prior equipment and replace it with 62 new Caregility APS carts. Next, the Caregility team educated the bedside care team on their new workflows and APS functionality. The bedside and hub staff were excited about the sleek new look and intuitive nature the new software and equipment offered. While in-person assistance lasted several days, the accelerated installation was supported by the Caregility team every step of the way. This collaborative roll-out model optimized patient and staff adoption and engagement from the very start.

The OhioHealth teams quickly recognized Caregility's value as a partner and expressed positive feedback regarding support for the pre go-live, go-live and the post go-live experiences.

1. Harrison, J. D., Auerbach, A. D., Anderson, W., Weiss, R., Fagan, M., Hanson, C., Carnie, M., Wong, C., Banta, J., Symczak, G., Robinson, E., & Schnipper, J. (2019). Patient stakeholder engagement in research: A narrative review to describe foundational principles and best practice activities. *Health Expectations*, 22(3), 307-316. <https://pubmed.ncbi.nlm.nih.gov/30761699/>