

# 8 strategies for pursuing equity within a care-at-home program

It's imperative that care at home serves to shrink divides in care access and quality—not widen them. But to do so requires you to embed a commitment to equity within various aspects of your program, including training, marketing, technology, and workflows.

Here are some actionable tactics for pursuing equity within your program.



1

Incorporate training and engagement programs that help combat implicit bias within your team.

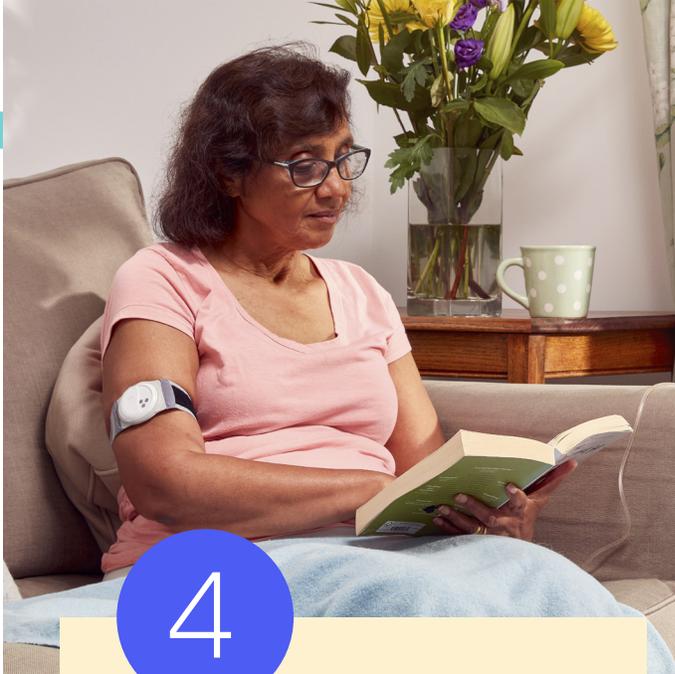
Training your team with an explicit aim toward equity is crucial for ensuring that you can care for the patients who will benefit the most from your care-at-home program. Interacting with patients while they're in their homes enables a deeper degree of vulnerability and honesty. Aim to cultivate an attitude of inclusion among your team.



2

Include provider engagement from the beginning.

For many care-at-home models, receiving referrals from other providers is crucial to establishing and scaling a program. Consider the referring provider audience with the goal of equity. For example, are you engaging the emergency department team about your program and eligible patients?



3

Thinking about patient eligibility and identification (inclusion and exclusion criteria) through the lens of health equity.

Inclusion and exclusion criteria serve as the gatekeepers of your care-at-home program. While they are an important tool for patient safety, they can also keep out patients who might benefit from a care-at-home experience. Risk tolerance is an evolving area for care-at-home teams, so it's important to critically evaluate these criteria on an ongoing basis.

A common exclusion criteria that teams often use is in-home internet. However, since so many people do not have this service, and the Current Health platform can connect to cellular networks, many teams are able to remove this requirement.

4

Ensure language access (both spoken and written) within your program and digital tools.

Language accessibility within a care-at-home program starts with an on-demand translation service for video calls, but it should also extend to digital tools and apps. Make sure you can configure patient applications in a patient's preferred language.



# 5

Think about patient enrollment, education and activation, considering that patients may feel some fear or uncertainty when strangers come into their homes.

The patient's experience within your care-at-home program has the potential to provide significant education and support, leading to better long-term outcomes and a greater sense of empowerment for your patients. Consider how your patients will access help, the presence of clinical and technical support, and what assumptions you may be making about people's digital literacy.



# 6

Offer a smart device and plug-and-play connectivity to those who need it.

It's important that your program does all it can to bridge the connectivity divide. While some patients may prefer to use their own smart device, ensure you can deliver a device to patients who don't have their own (or rely on very limited data). Delivering connectivity via a cellular connectivity hub is another key tool for ensuring you can safely treat patients in their home without requiring in-home internet.



7

Engage proactively with local communities.

Don't assume you know what a community needs, wants, or doesn't want if you're not a member of that community. Talk early and often with patients, families, and healthcare consumers about their experiences and goals for digital health. Don't condescend; but rather assume people have good reasons for any hesitations and seek to build trust. Ask for input on designing your patient experience.

8

Coordinate patient discharge, case management, and community services.

One of the significant benefits of care at home is it allows providers to see the real circumstances of a patient's health. With that visibility comes the opportunity to ensure the patient is supported in meaningful ways beyond their care-at-home experience. Programs that have the capacity to coordinate what the patient needs next can more deeply impact health equity in their communities.



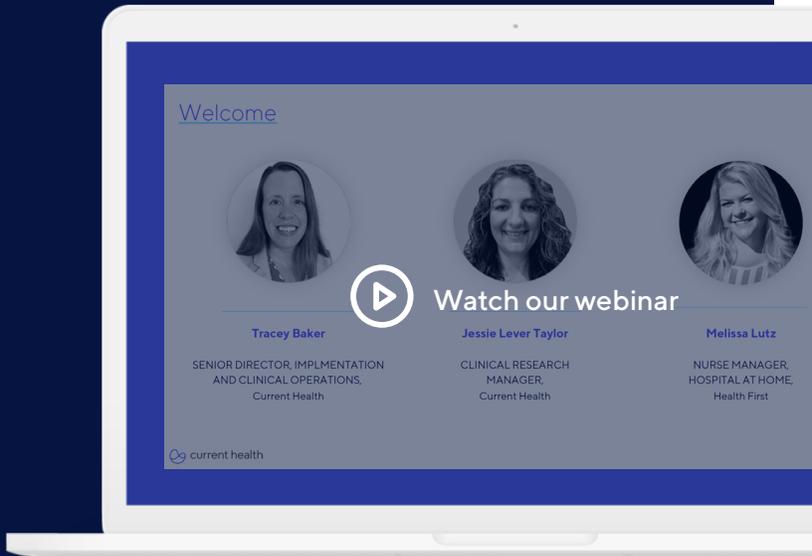
“[When it comes to care at home], we're getting back to the basics. We're doing the human connection. Unfortunately, our healthcare system is so inundated with so many people who need us that it's absolutely impossible to meet those needs within those brick and mortars all the time. With the Hospital at Home team, we can come into their most intimate and safest place. We have a lot more frank conversations with these patients than I ever imagined in my entire career.”

**Melissa Lutz, Nurse Manager, Hospital at Home, Health First**

Watch our webinar

# Health Equity and Care at Home

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## About Current Health

Current Health enables healthcare organizations to deliver end-to-end services in the home, expanding access to high-quality, patient-centric care at a lower cost.

Our enterprise care-at-home platform can be tailored to the needs of the individual patient, supporting the full range of clinical use cases and patient acuity levels. We provide an interoperable platform that combines state of the art technology - including continuous and non-continuous monitoring, telehealth, patient engagement tools - to provide a clear window into the patient's home and enable care teams to intervene with the right patient at the right time. To help our partners scale, we provide full inventory & logistics management, our Clinical Command Center, and third-party in-home services that support the full spectrum of care delivery at home.

For more information, visit [currenthealth.com](https://currenthealth.com).

