

Additional evidence for quality-driven experience tactics

Below is additional evidence (key metrics, related data points, and cited resources) to make the quality and experience business case for the profiled tactics. Consider sharing with senior leadership and frontline providers to get buy-in for investment.

Select results to quantify the value of hospital at home

Quality		
Metric	Data	Source
Reduction in average LOS	1.7-days average reduction in LOS	Johns Hopkins Bayview Medical Center Hospital at Home: Feasibility and Outcomes of a Program to Provide Hospital-Level Care at Home for Acutely Ill Older Adults
	0.91-day average reduction in LOS	Presbyterian Health Services The Hospital at Home Model: Bringing Hospital-Level Care to the Patient
	2.3-days average reduction in LOS	Mt. Sinai Health System Association of a Bundled Hospital-at-Home and 30-Day Postacute Transitional Care Program With Clinical Outcomes and Patient Experiences
Readmission rate	Decreased from 15.6% to 8.6%	Mt. Sinai Health System
	Readmissions are 50% less than in like cohort of patients	Atrius Health
ED visits	Decreased from 11.7% ³ to 5.8%	Mt. Sinai Health System
6-month mortality	38% reduction	Johns Hopkins Bayview Medical Center
Relative risk of incident delirium	74-percentage point reduction	Johns Hopkins Bayview Medical Center
Fall rates	Decreased from 0.8% to 0%	Presbyterian Health Services
Patient Experience		
Metric	Data	Source
Patient satisfaction scores	A higher proportion of patients were satisfied with treatment in hospital at home than with the acute care hospital in eight of nine domains	Johns Hopkins Bayview Medical Center Satisfaction with Hospital at Home Care
	93% since inception, consistently higher than traditional inpatient scores	Marshfield Clinic Health System Marshfield Clinic Finds Success with Home Recovery Care

Source: Physician Executive Council interviews and analysis.



655 New York Avenue NW, Washington DC 20001 | advisory.com

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