

Broadcast-OSF OnCall Digital Hospital patient: 'I felt connected and safe'

Peoria, Illinois-based OSF HealthCare is expanding efforts of its digital health arm, OSF OnCall, to provide hospital-level care at home to patients who are eligible.

When it was launched in August, the Digital Hospital effort focused on patients who met medical, geographic and insurance-related criteria who had been admitted to the Emergency Department at OSF HealthCare Saint Francis Medical Center in Peoria. Now, it includes other patients who have spent time *in the hospital*, including those who've transitioned out of ICU.

Pam Anderson of Morton was admitted to OSF Saint Francis for less than 24 hours, the day after Thanksgiving for breathing difficulties related to her COPD. But, she was sent home with 24/7 digital support and regular in-home care because she qualified for Digital hospital care. Anderson says the technology installed in her home to communicate was really easy to use.

"The phone ... you don't dial it. You just pick it up and it rings directly to the (digital health) center. And once you do that, then somebody will appear on the iPad. So, if you do need something, you're actually speaking to someone (you can see). You're not just talking on the phone. And, they're extremely prompt in answering. So there really isn't, in my opinion, a lot of technology involved. Thank heavens," Anderson says with a laugh. (:26)

Anderson enjoyed her twice-daily visits from her care team which took vitals, went over her medications, and made sure she was doing well.

"They're friendly; they're well informed. They explain everything to you. Always cheerful. I mean I absolutely adored them. I missed them when they were no longer coming." (:15)

Three meals a day were delivered to Anderson's door daily from the kitchen at OSF Saint Francis Medical Center.

"I found the food really good. So yeah, that really worked out nice also. My husband doesn't really know how to cook much. He tries but he's not very good at it. So that was absolutely ideal." (:18)

Anderson was more relaxed at home and thinks that helped her recover faster.

"I think a lot of times with illness, your frame of mind also helps. And I think this just puts you in a more positive frame of mind and I think you recover

sooner. You're more relaxed. You're not worried. 'When am I going home? When am I going home?' You're already there!" (:18)

Digital Hospital admission provides in-home therapy, imaging, and other services you would expect in a traditional hospital. OSF OnCall plans to increase the number of daily patients in the Peoria region, and then plans to expand Digital Hospital admissions to eligible patients at other hospitals and medical centers within its Ministry.