Avera eCARE, the world’s leading telehealth provider, is part of Avera Health, based in Sioux Falls, S.D. Avera eCARE delivers a wide continuum of services to meet varied needs of patients, clinicians and health systems, including Emergency, ICU, Pharmacy, Senior Care, Behavioral Health, Correctional Health, School Health, Hospitalist and Specialty Clinics. Over the span of 25 years, Avera eCARE has developed an innovative network to meet Avera’s unique needs as a health system, providing more than 3 million patient telehealth encounters at over 450 sites in 30 states.

Opportunity

Recognizing a large number of baby boomers aging into retirement at an ever-growing rate, and projected to outpace the number of medical professionals available, Avera eCARE collaborated with Tyto Care to provide telehealth support within senior living communities. Leveraging Tyto Care’s platform offerings, Avera eCARE sought to improve access to specialized senior healthcare services, provide timelier treatment, bolster varied medical staff, assist with medication management and reduce unnecessary clinic or emergency room visits.

Solution

<table>
<thead>
<tr>
<th>30</th>
<th>350</th>
<th>92</th>
<th>78</th>
</tr>
</thead>
<tbody>
<tr>
<td>States</td>
<td>Hospitals Serviced</td>
<td>Primary / Specialty Care Serviced</td>
<td>Senior Living Facilities Serviced</td>
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</tbody>
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Population Growth

By examining age groups, studies predict a clear imbalance of age groups 60 years and older. Trending data that began in 2010 projects the oldest population range to increase 158% by 2050.

Such data gives rise to concerns about a lacking number of healthcare professionals and facilities equipped to provide specialized senior care.

Health Care Utilization

Seniors account for half of all medical costs, ranging from routine doctor visits and assisted care to clinical and emergency room visits.

Staff Shortage

Staffing challenges exist in every facet of the medical industry, but certain workforce vulnerabilities are prominent within the senior care industry. Vacancies and turnover of direct care paraprofessionals (nursing aides, home health aides, and personal care aides) has become a serious problem within the industry. One national study of assisted living facilities reported annual turnover rates of an estimated 40% among personal care workers and nurse aides. Workload, compensation, and minimum training opportunities all contribute to turnover and to challenges from dissatisfaction.
The emergency room is often a first stop for many seniors in need of advanced levels of care, leading to hospitalization. Such visits are not only costly for health systems as well as patients, but nearly half of hospital admissions could be avoided. 

Hospitalizations: 5 Million Annually

Avoidable: 46 Percent

Cost: $15 Billion

Annually. Each hospitalization costs an average of $11,255.

Tyto Care & eCARE First Approach

Patient Journey

1. Resident calls staff with medical complaint
2. Staff requests visit in Tyto and Avera eCARE clinician joins the virtual visit
3. Avera eCARE clinician guides staff member on various exams
4. Avera eCARE clinician provides a clinical assessment and treatment plan

Treatment in Place

YTD 93% of Residents Treated In Place & Only 5% Transferred to ED via EMS

Reduction of Transfers

Pre Tyto & eCARE
- 28% transfers
- 28% of facility reported incidents resulted in a transfer in the 3 years prior to eCare

Post Tyto & eCARE
- 8% transfers
- After eCare implementation, only 8% of facility reported incidents involving eCare have resulted in a transfer
Benefits of Telemedicine

Assisted Living Residents

“I fell walking out of church and the staff was able to get all the answers they needed and how to dress my wounds so that I didn’t have to go into urgent care or the emergency room.”

- Improve access to healthcare services
- Enhance the quality of care and quality of life
- Timelier treatment to care
- Help assess needs for higher level of care
- Reduce clinic and emergency room visits
- Decrease admissions & readmissions to the hospital

Care Providers

“Implementing eCARE has tremendously reduced my on-call time. Before I was on-call all but 4 days a month. Now I’m only on-call 4 days a month. This change has greatly improved my quality of life.”

Assisted Living RN

- Educational opportunities
- Reinforce skill competencies
- Back-up support & guidance
- Access to a team of geriatric-trained specialists
- Assistance with resident concerns (falls, medications, skin, etc.)

Family of Residents

“When the eCARE cart is being used it is typically at night or on the weekends and the family of the residents do feel more comfortable knowing that their family member is being taken care of right away.”

- Reassurance resident will be seen in timely manner
- Increase confidence and provide peace of mind
- 24/7 access to a team of geriatric-trained specialists
- Increase overall satisfaction
- Encourage family involvement with health concerns
- Avoid unnecessary transfers
For more information about Avera eCARE, please visit www.AveraeCARE.org

Contact us at 605-322-6368

For more information about TytoCare, please visit www.tytocare.com.

Contact us at 866-971-8986, or sales@tytocare.com.