

Dorothy Dillahunty (00:01):

July 6th is when I became very ill. My stomach was killing me. By the time I got to the hospital, they said I had a intestinal infection, and then the next day, that's when they came in and talked to me about advanced care at home, and I told them that I would love it. Nothing like being at home when you're sick.

Nikhil Mulchandani, MD (00:20):

So the Advanced Care at Home program is a really innovative, exciting service line that Kaiser Permanente has created to help take care of patients in the home setting. We take them out of the hospital and then bring the care to them while receiving the same standard of care that they would expect in the hospital as well.

Vance Purcell, RN (00:38):

We can provide them food, we can do X-rays or ultrasounds, EKGs in the home setting, and they're at less risk of hospital-acquired infections or other complications.

Nikhil Mulchandani, MD (00:49):

Throughout the day, at the very minimum, our nurses are checking with our patients at least 3 times, and our physicians are seeing our patients at least once virtually.

Vance Purcell, RN (00:57):

We monitor our patients using a suite of technology that allows us to come into their home by video, and they also have a personal emergency response system. They just push a button and we come over a loudspeaker in their home and can quickly identify what the need is.

Dorothy Dillahunty (01:11):

Whenever I come distress or need to talk to a doctor or nurse, I could always call 'em 24/7. Even when they brought in the X-ray machine, it didn't take her no more than 5 minutes and she packed it up and left outta here. It's like, oh, wow. <laugh>.

Nikhil Mulchandani, MD (01:25):

We get to see kind of how they live their lives and how their socioeconomic status really affects their health, and with that information, we can use it to help them get better and hopefully avoid future hospitalizations as well.

Dorothy Dillahunty (01:37):

I think Kaiser Permanente has an excellent program that they have going on here. You know, I'll be in my own bed around my family, my kids, grandkids, and that in whole environment that helped me heal well.