

## Case Study: A Leading Health Insurance Provider

# Samsung and eCaring Home Care Solution Reduces Hospitalizations, Enhances Quality of Care



## Overview

### Customer Need

One of the nation's leading not-for-profit health insurance providers offers preventative care and medical oversight for at-risk members with chronic diseases. Along with patient education and routine health screenings, this provider offers home health as a service for many of its members. Seeking to enhance its home care services, the provider looked for a system that could enable home health workers to capture previously inaccessible in-home patient data and share it with care managers to coordinate medical treatment and intervention.

### Samsung Solution

The provider began equipping home health aides with Samsung Galaxy tablets that come loaded with cloud-based disease management software from eCaring. The software is customizable by population, condition, disease and individual. By offering eCaring's icon-based system on devices home care workers and consumers are already familiar with, the solution is easy for individuals to use, regardless of their language or technical proficiency. Home health aides can now track and report on patients' physical and emotional health in real time, keeping care managers in the loop with actionable alerts they can respond to quickly.

### Results

The provider is already reporting noticeable benefits, including: seven prevented hospitalizations per month for an initial population of around 200; an easily manageable two alerts generated per member per month; faster response time to in-home problems; enhanced quality of care; increased efficiency; greater ability to meet new program demands; and an excellent customer satisfaction response from both home health aides and members.



## The Customer Need: Better Home Care, Lower Costs

“Without proper communication, important symptoms might go unnoticed, such as blood pressure results, confusion, tiredness, sudden shortness of breath or inability to eat.”

— Care Manager

To ensure that chronically ill members receive the best possible care, this leading health insurance provider takes a unique approach on disease prevention, patient monitoring and care management. Along with patient education and routine health screenings, the provider offers home health services for many of its members.

When health aides visit members' homes, they capture a significant amount of healthcare data. The observations home health aides record about patients can include mental and physical state, vital signs, critical behaviors and activities, medications and plan of care adherence. This information is then passed along to the care managers to inform each patient's care plan.

Care managers review the information and coordinate necessary interventions. One of the provider's care managers for over 20 years explains, “A typical intervention might consist of calling and speaking with the aide or the member to determine

what is happening in the home. Depending on the situation, we call the primary care provider to obtain an appointment, direct the aide to perform additional tasks, provide patient education or simply monitor the member more closely.”

To determine the right course of action, care managers need an accurate and complete picture of each patient's health. Care managers are responsible for many members and rely on data from home health aides to make good decisions. “Without proper communication, important symptoms might go unnoticed, such as blood pressure results, confusion, tiredness, sudden shortness of breath or inability to eat,” the care manager explained.

The provider sought a new technology solution to streamline communications and ensure prompt responses to potential health threats. The goals for this solution were to reduce unnecessary emergency room visits and decrease hospital readmissions.

## The Solution: Real-Time Data, Actionable Alerts

In April 2015, the provider began equipping home health aides with Samsung Galaxy tablets loaded with cloud-based disease management software from eCaring. The software is customizable by population, condition, disease and individual. And by offering eCaring's icon-based system on devices consumers are already familiar with, the solution is easy for individuals to use, regardless of their English proficiency or technical skills.

For the initial phase of the program, the provider trained 350 home health aides to use eCaring. The tablets are kitted and deployed by Samsung Business Services. Home aides can now track and report on patients' physical health, emotional well-being and other key health factors in real time, keeping care managers up to date with actionable alerts they can respond to quickly.

Health aides have found the Galaxy tablets to be an ideal device to support their in-home visits. The tablets' long battery life means aides do not need to stop to recharge throughout the day. Their thin and light design supports easy mobility, while they are durable enough to withstand on-the-go usage.

Pamela Hall, chief operating officer for eCaring, says the partnership with Samsung has been a "perfect match." As she explains, "Samsung tablets set the industry standard in providing top-level customization and control of hardware and software via APIs, as well as a highly secure architecture. Their proprietary platforms integrate seamlessly with eCaring's technology, and Samsung's partnership ecosystem intertwines with other technology providers that eCaring leverages relationships with. As Samsung's tablets are certified to communicate on a broad range of cellular networks, working with them we are able to bring the benefits of digital, Internet-based services to individuals without broadband access."

Hall also notes, "Samsung Business Services were especially appealing because they consolidate and optimize the logistics involved in a successful large-scale device deployment, letting us focus on developing and deploying our unique, patient-centered care and disease management software."

## Quick Profile:

Samsung Galaxy Tab E



**Display:** 9.6" WXGA  
1280x800 TFT

**Operating System:** Android  
Lollipop 5.1.1

**Processor:** 1.2 GHz Quad Core

**Cameras:** 5MP back/2MP front

**Connectivity:** 802.11 a/b/g/n  
and 4G LTE

**Security:** KNOX 2.4; premium  
features require license fee





## The Results: Healthier Patients, Happy Workers

Although the solution has been in place for less than a year, the provider is already reporting noticeable benefits. These include:

- An average of seven prevented hospitalizations per month across a population of 200 to 250 patients, a reduction of roughly 30 percent
- Savings of approximately \$3,000 per member annually
- An easily manageable two alerts generated per member per month
- Faster response time and enhanced quality of care
- Increased efficiency and ability to meet new and growing program demands and patient transitions
- Excellent customer satisfaction response from both home health aides and members

The provider's care manager says, "There are many actionable alerts we receive; members complaining of pain level greater than six, confusion, falls, blood sugar or blood pressure outside of healthy parameters. We never previously had real-time data, but we now have a pair of eyes in the home and can get information on the member as soon as it happens. We can also longitudinally track the frequency of events."

The platform also helps the care manager do her job more effectively. "It assists us in the management of our members and allows us an opportunity to intervene more rapidly on medical issues that may otherwise go unnoticed," she explains. "eCaring and the Samsung tablets open the lines of communication and empower the aide to be a part of the member's total care. It also enables aides to communicate with the healthcare team and have some feeling of responsibility for members and their health. And it lets us better educate patients about their own health management."

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– Care Manager

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