

## SNF-at-Home

### Using Virtual Care for High Touch / High Tech Care

#### Situation

SNF diversion is already underway. More and more patients (and their families) are looking for higher acuity care in the home setting. Patients and family caregivers experience a smoother discharge process, more coordinated care, and easier billing. Most importantly, the SNF-at-home model leads to lower hospital readmissions and higher patient (and family) satisfaction.

#### Solution

Virtual care is critical to making the SNF-at-home model happen as telehealth and RPM technology enables patients to have more meaningful interactions with clinicians. A high-touch and high-tech approach leverages clinicians practicing at the very top of their license (certified nursing assistants, nurses, home health aides) with innovative clinician and patient use of technology.



#### Immediate Access

Enables staff to access specialists for immediate patient care and avoid unnecessary ER visits, rehospitalizations, and unscheduled visits



#### Ongoing Involvement

Allows referral partners to continue monitoring and managing patient progress upon discharge to the home



#### Family Engagement

Helps family members stay engaged in their loved one's care whether they are at-home, nearby or remote



#### Upstream Offerings

Expands an agency's offered services by providing referring partners, patients, and families with an alternative to a SNF stay

## Synzi Helps Position Your Organization to Deliver the SNF-at-Home Model

### What is Choose Home?

Choose Home is a SNF-at-home model that leverages both home health and home care services for patients who can heal at home with medical and non-medical support. Choose Home has positive implications for reimbursement as it would “create a new payment pathway around a 30-day episode of care” and could also result in new Medicare access for non-medical home care agencies.

### What is the Role of Virtual Care?

In balancing patients’ medical and non-medical care, telehealth and remote patient monitoring technologies will play key roles in the Choose Home model. Synzi helps post-acute care organizations deploy the SNF-at-home model with a high-touch / high-tech approach.

With Synzi, your staff can engage patients more frequently – helping them heal at home while reducing unnecessary hospitalizations:



**Virtual Visits:** Providers and patients can connect via HIPAA-compliant video for scheduled and on-demand check-in’s.



**Secure Messaging:** ePHI can be safely and securely shared in an encrypted, HIPAA-compliant environment.



**Condition Management:** A cascade of condition-specific messages can be scheduled and sent improve adherence.



**RPM:** Patients can easily share their vital signs so staff and referring physicians can better monitor and manage their patients on key measures.



**Assessments:** Administrators can also create, send, and conduct patient assessments on a regular basis to assess patient progress in-between visits.

With Synzi’s dashboard reporting, agencies have real-time insight into the patient’s condition and can quickly explore if the plan of care needs to be changed prior to the next visit and/or facilitate real-time interventions.

Virtual care is critical to delivering a successful SNF-at-Home model:

- A high-touch and high-tech approach leverages clinicians and aides practicing at the very top of their license (certified nursing assistants, nurses, home health aides).
- Innovative clinician and patient use of technology helps stakeholders remaining connected with each other, family caregivers, and the referring physician.
- Clinicians, aides, and family members can engage your staff on-demand if/when a patient’s condition changes.

Better technology.  
Better care.  
Better outcomes.

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