Lessons from OPAT services to help shape the future of homecare

Stephen Cook, Bupa Home Healthcare, Director of Pharmacy
17 October 2013
Creating the new future for Out of Hospital Care: Improving Patient Pathways Through Homecare

Agenda

1. Introduction to Bupa and Bupa Home Healthcare
2. What is OPAT
3. Benefits of OPAT
4. How OPAT is shaping the future of homecare
5. Questions
Creating the new future for Out of Hospital Care:
Improving Patient Pathways Through Homecare

Bupa - Helping people live longer, healthier, happier lives

In the UK
- Over 300 care homes look after over 18,000 residents
- A leading hospital in London with 128 beds treats over 10,000 people a year
- 14,000 drug deliveries to patients each month from 3 aseptic compounding units
- We insure over 2.5m lives
- 31,700 people make up Bupa UK

Bupa around the world
- A global player
- Over 60 years
- 11 million customers
- 190 countries
- 29,000 residents worldwide
- 52,000 employees
- £8 billion turnover

BUPA HAS NO SHAREHOLDERS
**Creating the new future for Out of Hospital Care:**

**Improving Patient Pathways Through Homecare**

**Bupa Home Healthcare**

Giving you and your patients more choice since 1975

We have over 30 years’ experience of implementing out of hospital care programmes

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aseptic manufacturing</td>
<td>We manufacture 6,000 units of chemotherapy and compound over 200,000 bags of parenteral nutrition a year</td>
</tr>
<tr>
<td>Pharmacy and dispensing service</td>
<td>We manufacture 82,000 antibiotic devices/syringes</td>
</tr>
<tr>
<td>Delivery to home</td>
<td>We make approximately 14,000 deliveries to patients every month</td>
</tr>
<tr>
<td>Patient services coordination</td>
<td>We support more than 19,000 patients every month</td>
</tr>
<tr>
<td>Specialist nursing services</td>
<td>Provide dedicated long term care to enable patients to leave hospital</td>
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WHAT IS OPAT?
Outpatient Parenteral Antimicrobial Therapy

Outpatient parenteral antimicrobial therapy (OPAT) is a method for delivering intravenous antimicrobials in the community or outpatient setting, as an alternative to inpatient care.

It is useful for patients who require parenteral therapy for moderate to severe infections but are otherwise well enough to initiate or continue therapy without an overnight stay in hospital.
In our experience, an OPAT service could include treatment of the following conditions:

- Brain abscess
- Cellulitis
- Skin Infection
- COPD
- Osteomyelitis
- Infective Endocarditis
- Bronchiectasis
- Urinary tract infection
- Liver Abscess
- Discitis
- Dehydration
- Diabetic Foot
- Breast drain
Antibiotic resistance – headlines

BBC News - 11 March 2013

ITV News – 11 March 2013

Sky News – 11 March 2013

The Independent – 11 March 2013

Financial Times – 11 March 2013

The Telegraph – 11 March 2013

The Guardian – 11 March 2013
Trust benefits – capacity and resourcing

Freeing up bed space, pharmacy and nursing resource for a system currently struggling with a growing and ageing population

Our research:

- For a typical 400 bed hospital there are 8-10 patients that could be discharged and referred onto a home IV antibiotic service

“The service saves almost 4000 bed days a year and creates savings for the local Health economy.”

Dr Paul Chadwick, Consultant Microbiologist, Salford Royal NHS Foundation Trust
Trust benefits – financial efficiencies

Analysis indicates substantial cost benefits of moving care into the home environment.

Our research:

- The cost of treating a patient at home on IV antibiotics is 47% of the equivalent in-patient cost
- Discharging patients early allows the Trust to receive additional income by creating extra capacity without the need for capital development, therefore helping to meet financial targets

<table>
<thead>
<tr>
<th>EXAMPLE SAVINGS CALCULATION FOR OSTEOMYELITIS (TEICOPHANIN 600MG OD)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pure cost saving</strong></td>
</tr>
<tr>
<td>Estimate of current in-house costs (per day)</td>
</tr>
<tr>
<td>£300</td>
</tr>
</tbody>
</table>

Bupa Home Healthcare charge per day is an all inclusive indicative price including a registered nurse visit to the patients home to administer the drug.
Patient benefits – patient experience and choice

Evidence suggest patients would prefer to receive care in their own homes, where appropriate, safe and clinically effective

Our research:

Patients experienced an improved quality of life:

○ Hospital-acquired infection risk is reduced

○ Patients are able to continue with everyday activities with little disruption

○ Travel costs to hospital are reduced

○ Friends and family are not restricted by visiting hours

“Bupa Home Healthcare has provided a home IV antibiotic service for Barts and The London NHS Trust for more than 12 years... we have a very well established working relationship with a stable group of people – I know our patients are in safe hands.”

Barts and the London NHS Trust
Creating the new future for Out of Hospital Care: Improving Patient Pathways Through Homecare

**OPAT service pathway**

1. **Hospital Microbiologist**
   - Identify patients eligible for homecare and offer the suitable patients homecare choice

2. **OPAT Administrator**
   - Prepare documentation for patient transfer

3. **Patient Co-ordinator**
   - Single point of contact for arranging & managing appointments plus answering queries

4. **OPAT Home Care Sister**
   - Treat & care for patients in their homes and report patient outcomes to microbiologist & head matron

5. **Compounding Unit**
   - Prepare and dispense anti-infective infusion therapies to patient
## Case Study: The Salford Royal NHS Foundation Trust and Bupa Home Healthcare Home and Outpatient Intravenous Therapy Service (HOPT)

<table>
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<th>Service</th>
<th>Outcomes</th>
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<tr>
<td>The home intravenous service began as pilot in 2000, during which time the patient pathway and service model was developed</td>
<td>The HOPT scheme saves Salford Royal NHS Foundation Trust more than 3500 bed days a year and releases 10 beds for additional activity</td>
</tr>
<tr>
<td>The HOPT scheme was then set up as an established service in 2003</td>
<td>No patients contracted line infections as a result of the high standards of care by trained community IV nurses</td>
</tr>
<tr>
<td>The partnership ensures that all patients have access to the home intravenous service</td>
<td></td>
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<tr>
<td>Bupa Home Healthcare provide nursing support for patients who live outside the Salford area, while NHS district nurses manage the patients who live within the area</td>
<td></td>
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Case study: Heatherwood and Wexham Park Hospital NHS Foundation Trust

- Outpatient and Home Parenteral Antibiotic Therapy Service
- Approximately 90 patients are referred onto the service every year
- 8 hospital beds are released for additional activity
- The service has helped the Trust to achieve waiting list targets
- Hospital staff can focus their time on patients needing acute hospital care

- Barry had a bad infection after a knee operation
- He needed to have a 10 week course of IV antibiotics to treat the infection
- After 2 weeks he was able to be discharged home to continue his course of antibiotics and return to normal family life
HOW OPAT IS SHAPING THE FUTURE OF HOMECARE
## Key drivers for homecare

### NHS
- Cost effectiveness
- Capacity
- Patient safety and improved outcomes

### Patient
- Patient choice and convenience
- Improved outcomes

### Pharmaceutical industry
- Supply chain management
- Pharmacovigilance
- Adherence support and improved outcomes
Homecare market directions

Definitions

Professional Standards for Homecare Services  
Royal Pharmaceutical Society, Sep 2013

- Low Tech
- Mid Tech
- High Tech
- Complex
An integrated care solution working in partnership with the NHS to:

- Design a bespoke service to meet individual Trust/CCG needs and QIPP challenges
- Support early discharge and reduce excess bed days, whether on a small or large scale
- Reduce avoidable admissions and re-admissions

Virtual Community Ward service enables:

- Reconfiguration of care services to free capacity, improve patient flow in units which are experiencing bed pressures and realise financial benefits
- Provision of care to patients in the most appropriate setting which meets their needs and improves their experience and treatment outcomes
- Discharge of more patients into community-based services earlier and realisation of a reduction in avoidable admissions and re-admissions
Joining up our care home and home healthcare capabilities allows patient care to be stepped up or stepped down within a single pathway

- **Health Analytics** to understand the local population and develop the service pathway

- **Patient Assessment**

- **Care Planning**

- **Discharge from Hospital**

- **Case Management of patients**

- **Interventions within the home or care home**

- **Ongoing assessment to assess improvement and suitability of location**

- **Regular reporting to lead clinician (e.g. GP or hospital consultant)**

- **Discharge from pathway**

*Our health analytics capability allows us to risk stratify patients and identify patients which are appropriate to join the service in addition to a qualitative audit of appropriate patients.*

*Whilst patients are case managed within the pathway, care can be **stepped up** or **stepped down** between the patients home or a Bupa care home. This ensures that patients are treated in most appropriate setting based on their care needs and helps to prevent unnecessary hospital admissions.*
Care that can be provided in a community ward setting

Range of care activities
- Monitoring
- Administration of medicines
- Management of wounds, catheters, ports
- Physiotherapy
- Domiciliary care support
- Reporting on patient progress and underlying conditions
- Self-management coaching and care plans

Range of patient conditions
- Chronic heart disease
- Stroke
- Chronic obstructive pulmonary disorder
- Osteoporosis
- Diabetes
- General frailty
### Virtual Community Ward team

<table>
<thead>
<tr>
<th>Role/Multi-disciplinary team</th>
<th>Responsibilities</th>
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<tr>
<td>Dedicated Project Manager</td>
<td>○ Design and implementation of a Virtual Community Ward scheme</td>
</tr>
<tr>
<td>Specialist Nursing Staff</td>
<td>○ High quality specialist RGNs to manage a range of patient needs from low acuity to high acuity</td>
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| Patient & Clinician Support | ○ Therapists  
○ Ward Clerks  
○ Patient Co-ordinators |
| Technology Platform         | ○ A secure data platform to provide a single-set of electronic patient notes |
| Stakeholder & patient engagement | ○ To support publications and communication of this new service locally and nationally |
Thank you. Any Questions?