

ArchCare at Ferncliff Nursing Home Turns to Innovative Combination of People and Technology to Keep Residents Out of Emergency Rooms



ArchCare at Ferncliff Assistant Director of Nursing Agnes Callagy, right, and Call9 Clinical Care Specialist Kelly Miller check over the state-of-the-art technology that allows the Rhinebeck nursing home to bring ER-level care to patients' bedsides 24/7.

RHINEBECK, NY, February 23, 2018 – When a 78-year-old nursing home resident with chronic lung disease and other long-term health problems experienced sudden shortness of breath in late-January, her sister assumed she would require a trip to the emergency room and probably a stay in the hospital. That's what usually happened.

But not this time, thanks to a new program at ArchCare of Ferncliff Nursing Home that is using a novel combination of people and technology to deliver emergency medical care directly to the bedsides of residents who experience sudden medical issues, speeding their treatment and significantly reducing trips to the emergency room.

Instead, within minutes of the first symptoms the woman began receiving medication and a treatment to ease her breathing, had blood drawn for lab tests and was being cared for by an emergency physician – the very same services she would have received in an ER – all without ever leaving her room. In a few hours her condition was stabilized



and she was able to rest comfortably, although physicians continuously monitored her vital signs for another 24 hours just to be safe.

According to the U.S. Centers for Medicare & Medicaid Services, nationwide some two-thirds of ER visits by nursing home residents and 45% of hospitalizations are unnecessary and preventable. The ArchCare at Ferncliff program aims to head off unnecessary ER visits and hospitalizations and improve patient outcomes by getting emergency treatment under way as soon as a medical problem surfaces, rather than waiting for the patient to arrive at a hospital.

Developed in collaboration with Call9, a Silicon Valley-founded provider of emergency telemedicine services, the program places a specially trained Call9 first responder on-site at the 328-bed skilled nursing and rehabilitation center 24 hours a day. The first responder, referred to as a clinical care specialist, can respond at the first sign of medical distress to assess and begin stabilizing the patient and establish a secure video and data link to a remote, board-certified Call9 emergency physician. The physician can see and speak with the patient, consult with nursing home staff, order medications and tests and monitor the patient's vital signs in real time. EKGs, ultrasounds and a wide range of lab tests can be performed right in the patient's room and the results transmitted to the physician in seconds, much faster than in a hospital.

Data show the program is working. Since the program began in December, Call9 has responded to 121 acute health events and prevented an estimated 98 unnecessary trips to the ER, ArchCare says.

"Instead of sending patients who are already anxious and uncomfortable to the hospital, we can essentially bring the emergency room to them and shave up to an hour or more off time it would take for them to begin receiving care in a busy ER," said Michael Deyo, ArchCare at Ferncliff's executive director. "With Call9, the patient receives personalized care starting minute one from a team of Call9 and Ferncliff professionals focused solely on them and their needs, and they receive it in a familiar and much less stressful setting."

ArchCare, the healthcare system of the Archdiocese of New York, also introduced the Call9 care model this month at ArchCare at Terence Cardinal Cooke Health Care Center in Manhattan, a 609-bed skilled nursing and rehabilitation center serving the frail elderly and people with complex medical needs.

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**About ArchCare**

ArchCare at Ferncliff is part of ArchCare, the Continuing Care Community of the Archdiocese of New York and one of the nation's largest and most dynamic Catholic healthcare systems. Every day, ArchCare provides quality care to more than 8,100 of people of all faiths throughout the 10-county archdiocese and beyond through its home and community-based and residential care programs, including health plans and nursing home alternatives, adult day care, long-term skilled nursing care, short-term rehabilitation, home care, assisted living, hospice, an acute care specialty hospital and services for people with Huntington's disease, HIV/AIDS, developmental disabilities and other specialized care needs. Visit archcare.org.

About Call9

Call9 provides Emergency Medicine without brick and mortar limitations. Call9 humanizes telemedicine by connecting on-site multi-disciplinary clinical care specialists to remote physicians, delivering care to patients at their bedside in nursing homes and rehabs. The company's embedded care model approach is a replacement of 911 and subsequent hospitalizations and readmissions, lowering healthcare costs, while improving care outcomes. Learn more at <https://www.call9.com>.