



## Case Study

# USING VIRTUAL CARE TO ENHANCE HOME MECHANICAL VENTILATION

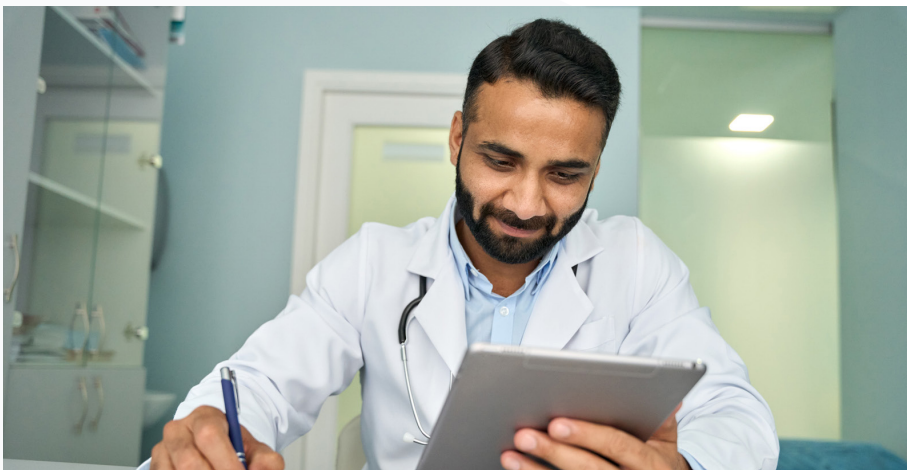


### Overview

The journal article titled “A virtual care innovation for home mechanical ventilation”, published by the Canadian Medical Association Journal in April 2021 addresses the challenges faced by patients receiving long-term mechanical ventilation at home, and the virtual solutions that have been used to support these patients during the COVID-19 pandemic.

This article provides a review of the LIVE program (Long-Term, In-Home, Ventilator Engagement Program) for which specialized home ventilation centers provide care to patients remotely with the help of virtual care technology. This program supports 251 patients from 8 different hospitals across Ontario who utilize home mechanical ventilation in partnership with the provincial Ontario Ventilator Equipment Pool.

This case study will provide insight to the benefits of Aetonic’s remote care technology and how it has been applied in real-life scenarios as reported by Dr. Reshma Amin, Ms. Regina Pizzuti, Ms. Francine Buchanan and Professor Louise Rose.





## Approach

As the pandemic took the world by storm in late 2019, healthcare organizations were forced to quickly adapt and shift to remote-based care methods to keep patients healthy and healthcare systems from becoming overwhelmed. Home ventilation clinicians in Ontario recognized an imminent threat to this patient population who would be most at risk of being negatively impacted by COVID-19. They therefore launched the LIVE program to support these patients.

Given that hospital beds were quickly filling up across the province, and risks associated with potentially exposing these patients to COVID given their medical fragility, clinicians enrolled these children and adults into the LIVE program to reduce their risk of exposure and ensure ongoing access to timely, specialist care.

After enrolling in the LIVE program, patients and/or their caregivers were able to download the aTouchAway app onto their personal devices. Then a member of the LIVE program walked them through the onboarding process and guided them through the different features available through the app. Once patients and providers had become familiar with the program, they could begin utilizing features such as secure video and instant messaging communication, customizable virtual care plans, remote monitoring, and educational resources. This allowed patients to continue using their required medical equipment from their own homes, while still being connected with their care team in an engaging, secure way.

## Results

Patients enrolled in the LIVE program reported a sense of being connected, empowered, and safe. Family caregivers also reported these feelings, which is significant given the uncertainty around the pandemic at the time.



Patients were able to reduce their risk of exposure to COVID-19 from urgent clinic visits and the ED via accessing specialist care via the app for clinical and ventilator troubleshooting.



## Conclusion

This article highlights the many benefits that come from healthcare innovations. With the roll-out of the LIVE program, healthcare providers, patients, and family members saw improvements in the way they provided or received care. Though the evaluation is still ongoing, patient, family and clinician testimonials have been positive. It is our hope that healthcare pioneers can reflect on the lessons learned from this virtual care story to continue enhancing care delivery with the help of technology.



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