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OUTSIDE **THE** LINES



AN AT-HOME SERVICE LINE RETHINK

Today's Top Pick, Curated for Leaders Changing Healthcare

December 11, 2018

Major health systems are opening virtual hospitals and packaging a broad array of at-home services (way beyond traditional home health) into a separate and new service line, reorganizing and rethinking these services as a strategic business unit.

In healthcare organizations, business and clinical systems are organized into service lines. Heart, Cancer, Ortho, Neuro, Women's and Children's, and other lines are typical. But something interesting is happening as leaders are rethinking these amidst the sick-care vs. community-based (or population-based) health shifts.

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In May 2018, Mount Sinai Health System announced the launch of Mount Sinai at Home, with two components: 1) an enterprise-wide service line of programs to care for people in their homes, and 2) a research arm, the Institute for Care Innovations at Home. While some of the Mount Sinai at Home programs are not new to healthcare, the reorientation of these into a service line is opening the door to different bundling of care outcomes, new payment approaches for home-based services (including remote and virtual services), and an expanded viewpoint on everything that might be provided in home-based settings to benefit patients, add more holistic clinical care, and drive value-based results. According to Mount Sinai leaders, “The Mount Sinai Health System has long been a leader in palliative care, geriatrics, and healthcare at home. We already have the largest academic house-call program in the country — Visiting Doctors — and our Hospitalization at Home program is already the largest in the country. *To put it all together under one service line, that is very different and very new.*”

Other leaders, too, seem to be exploring this new at-home service line territory. While not explicitly packaged as a separate line of business, [Trinity Health At Home](#) encompasses hospital-at-home services, virtual care, and more. Also, [Centura Health at Home](#) features a combination of home care, palliative and hospital care, and telehealth services, along with its partnership with innovator, [Dispatch Health](#), to provide on-demand house calls for people in its communities.

We are constantly scanning the horizon of healthcare, to help you stay on top of, and in front of, key trends. Innovative systems are reorganizing at-home services as a strategic business unit. What if you did the same? You may want to explore the possibilities of this kind of service line rethink for adding efficiencies, improving care and experiences, and pushing the boundaries for change in healthcare.

Always Looking Ahead,
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[Larry Platt](#), one of the experts on our Strategy Advantage [X·CO panel](#), has been with Cedars-Sinai since 2000 and has led enterprise-wide strategic transformation, including the evolution of all of Cedars-Sinai's service lines. Larry is available for executive-to-executive, short-term consulting and advice, to help drive your success forward. To get started with Larry, email us at XCO@xcoadvantage.com or call to 310/ 416-1400, x4.



Hear From Larry: The X · CO Difference

ADDITIONAL RESOURCES

Read more [here](#) about Mount Sinai at Home.

Read more [here](#) about Mount Sinai at Home's HaH (Hospital-at-Home) program, including JAMA's review of the program's clinical and patient experience differences.

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