



CASE STUDY



Home Health Nurse Network Ensures Patient Care Continuity During the COVID-19 Pandemic



Delivering Care to the Safety and Comfort of Home



SITUATION: *Patients can't get their therapy administered*

A major biopharmaceutical company selected UBC's home health nurse network to mitigate concerns that the COVID-19 public health emergency and shelter-at-home mandates would prevent patients from receiving their next dose of a healthcare provider-administered product within the critical dosing window. This activity was focused on delivering in-home nursing services to support patient populations within the U.S. experiencing the most significant spikes in COVID-19 cases.



CHALLENGE: *Transition to an in-home care model during a pandemic*

Due to primary provider office closures, patients were unable to schedule their in-office subcutaneous injections required every six months. It was critical to maintain patient safety while ensuring patients received their injections. Our client turned to UBC to design, structure and operationalize a program using our nationwide network of registered nurses, which would transition in-office visits to a supportive and effective in-home setting.



SOLUTION: *Activate a network of more than 2,000 home health agencies*

Our highly selective nurse network enabled our team to deliver high quality nursing services to patients impacted by the pandemic. Built on decades of experience, our network relied on its robust credentialing, onboarding, training, assessment, and quality measures to meet the patients' needs safely and efficiently.

UBC rapidly engaged our network of more than 2,000 home health agencies and our internal IT team to work with the client to design a plan to maintain continuity of care and secure the nurses needed to administer the therapy.



RESULTS: *First patient visit within months*

Within months, we secured and completed the first patient visit. Shortly thereafter, our client expanded the program to include care for more than 10,000 patients.

During this time of crisis, UBC was poised and ready to ensure uninterrupted delivery of care for critical patients that could not be administered in their healthcare setting. The program received many patient accolades, such as:

"I wanted to let you know that the nurse you provided was perfect. What a great job she did!"

Get in touch with us today to learn more about how we can put our robust nursing network to work for your program.

