



# Hippo Virtual Care™

AT  **THE CARPENTER  
HEALTH NETWORK**

According to a [recent survey](#) of clinicians, clinical leaders, and organization executives in the New England Journal of Medicine (NEJM), post-acute care can resemble a “black hole” for patients due to staffing issues that can compromise the integrated and seamless communication needed to maintain the continuum of care.

Roughly 68% of respondents said staffing shortages were the top challenge facing post-acute care organizations, while 46% said patient handoffs from acute care settings to post-acute care was the second-biggest challenge, followed by organizational structure and management, health information technology, and reimbursement models.

Like virtually all post-acute care providers, [The Carpenter Health Network](#) regularly faces the pressure of providing superior care with staffing shortages. Carpenter also recognizes that patients’ needs are unique and changing, and is dedicated to providing them with a seamless, compassionate, and convenient transition of care when and where they need it during any phase of illness or injury.

Carpenter provides nursing home, home health, palliative, hospice, and rehabilitative services across six states, and also owns and manages Homedica HouseCalls, a virtual physician’s office that specializes in house calls. The network provides expert treatment from physicians and nurse practitioners delivered where patients are most at ease — in the comfort and safety of their own homes. This often includes primary care visits for patients who are unable to travel comfortably.

Not only does the continuum of care better meet the needs of both patients and their families, but it also helps reduce hospital admissions and emergency room visits.



It’s imperative for us to provide and deliver superior care. It’s imperative for us to be at the bedside, wherever that bedside is. And Hippo does that. It allows us to be able to cover more, help more, and be in places that we wouldn’t have been able to be, given the time and distance of delivering that care. It brings us all together into that circle of care right when patients need it — not at a later point in time.”

**James Ratliff, MD**

Chief Medical Officer, The Carpenter Health Network

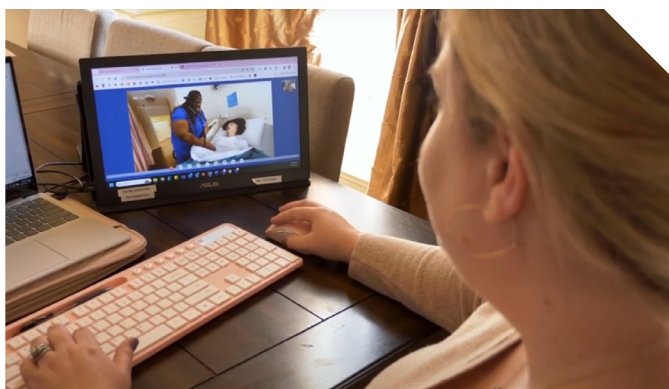


# The Solution

As part of this ongoing commitment to effective and efficient care, Carpenter recently implemented the Hippo Virtual Care™ remote collaboration platform, with wearable computing allowing the network’s medical directors to work with remote and onsite nurse practitioners in their long-term acute care hospitals (LTACs), rehabilitation centers, and nursing homes. The partnership will expand to include wound care and hospice care in 2024.

Physicians can now access patients remotely with the assistance of local staff wearing a Hippo Virtual Care headset. Hippo allows providers to manage complex, multi-chronic patients that basic telehealth cannot support. One physician can now cover six locations and provide immediate patient assessments, treatment, and education to shorten response time, reduce hospital transfers, and improve patient outcomes.

Healthcare professionals who used Hippo Virtual Care within the Carpenter Health Network eagerly adopted the platform, praising everything from its ease of use and financial benefits to its usefulness in improving responsiveness and quality of care.



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## DEMONSTRATED BENEFITS



### Improving Staff Satisfaction

Care providers at Carpenter were unanimous in touting the easy, plug-and-play nature of the platform. They were particularly impressed by the immediate benefits it provided after just a brief, 20-minute introduction and training session.



### Increasing Provider Response and Productivity

Providers called Hippo Virtual Care™ “an absolute differentiator” that brings “an acute solution to an acute problem.” They say the platform improved service times, providing patients with access to specialty providers (or lower-level staff guided by specialty providers) within minutes — without patients needing to leave their rooms or homes.



### Enhancing Efficiency and Financial Impact

Not only did professionals within Carpenter cite Hippo’s low cost, but they were also quick to note the cost savings generated by the platform’s ability to reduce needless patient and provider travel, as well as reduce unnecessary hospitalizations and discharges — especially those that were happening on the weekends — and maintain the network’s census.



### Delivering Quality Outcomes

Ultimately, Hippo and the healthcare professionals across The Carpenter Health Network share one goal above all others: superior patient care. The Hippo Virtual Care platform has helped the network achieve this goal by allowing providers to make better decisions within Carpenter’s complete continuum of care, which includes the participation of the network’s full resources — from social workers to those professionals who guide care — after the transitions that occur during their hospital care or recovery journey.

# Hippo Virtual Care™

BRING THE HOSPITAL TO THE HOME AND  
EXTEND THE REACH OF SPECIALTY CARE

## Supercharge your caregivers with wearable voice-enabled computing

Hippo's hands-free, voice-activated, Augmented Reality platform delivers a "through the eyes of the caregiver" viewpoint allowing Specialty Physicians to diagnose and treat patients as if they were in the room.

- ▶ Easy to deploy and quick to scale
- ▶ Designed by clinicians, for clinicians for ease of use
- ▶ Team-based clinical workflow platform
- ▶ Increases clinician productivity, reduces costs
- ▶ Increases patient and provider satisfaction



## Hippo enables seamless collaboration between specialists, nurses and remote caregivers

**The Hippo Virtual Care headset** delivers a "through the eyes of a caregiver" viewpoint to remote participants and observers.

**The Hippo Virtual Care platform** allows Specialty Physicians or medical staff to collaborate and conduct real-time patient examinations in the home.



### Reduce Readmissions + Costs



Hippo saves money by reducing the need for travel and bringing the specialist to the patient via clinician extenders in the field, minimizing delays in care delivery.

### Double Clinical Capacity



Hippo extends the capabilities of the available workforce, enabling physicians to train while they treat and turning any clinician extender with a headset into a virtual specialist.

### Increase Productivity



Hippo enables faster triage, smarter decision-making, and reduces clinical error through real-time remote collaboration, increasing Specialty Physician productivity by up to 30%.