



# Health @ Home

**Care, Compassion, Confidentiality,  
Comfort & Customized!!**

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# **Homecare- A new avenue for Healthcare services and information technology !! (Provider perspective)**

Dr. Bishal Dhakal, MD

Founder/CEO

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World Photo Galleries

# Nelson Mandela discharged from hospital, spends night at home

95-year-old former South African president remains in critical, sometimes unstable condition

The Associated Press - Posted: Sep 2, 2013 4:42 AM ET | Last updated: Sep 2, 2013 4:41 AM ET



Former South African president Nelson Mandela, pictured in July 2012, will receive the same level of intensive care at home as he did at the hospital. (Schalk van Zuydam/Associated Press)

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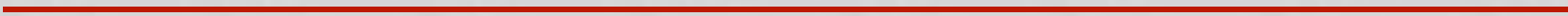
Nelson Mandela has spent a first night at his Johannesburg home since the former South African president left a hospital after nearly three months of treatment there.

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# THE MADIBA STORY!!





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**SLIM YOUR WALLET**  
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## Still Critical, Mandela Ends Stay at Hospital

By LYDIA POLDBREN  
 Published: September 1, 2013

JOHANNESBURG — Nelson Mandela, the former president, was discharged from a hospital on Sunday after spending 12 weeks there, the South African government said, adding that the ailing anti-apartheid leader remained in precarious health.



An ambulance carrying Nelson Mandela arrived at his house in Johannesburg on Sunday.

"Madiba's condition remains critical and is at times unstable," said President Jacob Zuma in a statement, referring to Mr. Mandela by his clan name. "Nevertheless, his team of doctors are convinced that he will receive the same level of intensive care at his Houghton home that he received in Pretoria. His home has been reconfigured to allow him to receive intensive care there."

Mr. Mandela, who turned 95 in July, was admitted to a hospital in Pretoria in June to be treated for a recurrence of

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**babbel**  
 Which language would you like to learn?

English	Spanish
Italian	French
Portuguese	Swedish
Turkish	German

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- Homecare competes with conventional healthcare models!!
  - Home care is inefficient service delivery models!!
  - There is no protocol in Homecare!!
  - Home care is equal to Nursing agency!!
  - Home care is only for Geriatric patients and old age patients!!
  - Homecare is only for rich and affording people!!
  - Homecare is not needed in daily life!!

**Myths!!**

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## Cancer care!!

My god mother was diagnosed with abdomen cancer and lived alone. After enquiring with a few people I was referred to Bishal Dhakal from health @home. Bishal's company's service and professionalism was great. Bishal was personally involved and would keep in touch with me monitoring regularly. I personally think that Health@Home is a great service for Nepal and thank Bishal for his initiative.

Mr. Gaurav Agrawal

# Testimonials

## Thank you note by case of XDR TB in 22 years old nursing refugee female from Tibet !!



### ( A CASE OF XDR TB )

Health at Home - Dr.Bishal Dhakal

This is a story of me, a 22 year old girl who was caught by the disease which in today's day is considered common. Tuberculosis was the disease that I suffered. At first, I was diagnosed with the so called latent TB infection with no symptoms at all. During that time my reports were all negative. After the diagnosis, I was put on with the first line drug called akurit-4 for six months after which the doctor announced me "Cured". The worst happened, when I had a relapse right after two months. I went to the same doctor and there he started me with the same drug which didn't seem to work for me and then later when I was found positive, I was put on with the 2<sup>nd</sup> line drugs. Things didn't work out for me with those medicines either. I then stopped the course there and went on to see another doctor. Even there it didn't seem to help. The drugs were intense and I was terribly sick to a point that I had totally lost my appetite. I started losing my weight and my disease started getting worse day by day.

When I reached Nepal, I was in a situation where I had lost my voice. I could barely speak, I coughed a lot and I was starving. I had almost lost my hope. I then consulted with a doctor from Ciwee called Dr.Holly Murphy. She just had the right thing waiting for me. She was a master in her field and the way she worked was that of a perfectionist. She was a confident doctor. She saw me and so she started giving me treatment in her own unique way. She worked in clearing the toxicity in my body due to immense drugs. That was the time when I was also consulted with another doctor called Dr.Bishal Dhakal from the service called "Health at Home". He was the one who took my case, accepted the challenge to help me provide service at home with my injections. He made things convenient for me with the nurses visiting me everyday to give me my daily shots. There were times when Dr.Bishal in person would come to see me when they were short of nurses. I was just blessed to have things going the right way with all the services being provided to me at my door. Unlike earlier when I was treated in India I had tough time as it was too far for me. The team member of Health at home under the guidance of Dr.Bishal Dhakal has worked tremendously for me in making me feel better. And today I am in a much better state for which I would like to thank all the people who were involved in providing care for me during my sickness. You were there to support me when I was most in need, and so I would like to congratulate and thank you all for the well done job. Keep working with the good spirit and I pray to god that may the all patient in Nepal, who have been through the same phase as me, have the pleasure to get the support of people like you. God bless you all.

Lastly, it was a total struggle of three years for me. And within six months of service from health at home, I now am better. However, I am still taking my medication now. XDR tuberculosis can be cured. I have proved it right and I hope I can stand out as an inspiration to many others with the same disease. It's truly a new achievement for everyone involved in me and my disease with (Dr.Holly Murphy) being the Chief, and (Dr Bishal Dhakal) being the assistant as a witness for my recovery.

-Tenzin Namdol

- Decrease work load on human resource.
- Increase per patient care concentration or improvement on quality.
- Increase bed cycle and increase revenue
- Improve quality and care value

**For hospitals**

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- 5 in house staff and 100+ nurses & paramedics, 3 doctors and physiotherapists involved.
- More than 5000 clients/household served in 6+ years time.
- Still have client's who started off 5 years ago started care of parkinsonism and dementias.
- Range of service is universal.
- No other investor or business associate involved in whole project.
- Not associated with any hospital or practitioner and operates truly in independent brand value.
- Does not have any nursing care center as health@home fundamental philosophy is home can be heaven for health needs.

## **Some data!!**

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## First health at home kid

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## Pregnancy care

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- Complicated pregnancies
- Repeated cesarean section
- Caring neonatal babies with premature birth.
- Nuclear families with any such situations.

# Providing home care for all!!

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## After 30 day of stay!!

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## Brief history

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- Was admitted in hospital with other issue.
- Was admitted in hospital without bed sore
- Was discharged with many big bed sore and critical situation.
- Was taken care at home and finally died in home in comfortable and quite environment.

**85 years old rimpoche/guru after  
30 days of hospital stay !!**

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## **Conventional solution**



**We offer almost for free!!**



**Care and comfort optimization or customization.**

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## Cardiac failure

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## management

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- Was living in home in bed ridden condition.
- Diagnosed with cardiac failure and liver congestion.
- Was managed with diuretics and close monitoring.
- Recovered in week time and now in independent lifestyle.

**90 years old Sherpa lady with  
Cardiac failure treated at home!!**

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**85 years old  
gentle man with  
respiratory  
failure,  
dependent living  
condition and 24  
hr's oxygen  
dependency!!**

## Critical care monitoring.

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**Case : Atrial fibrillation, Stroke-post craniotomy and evacuation of hematoma in comatose state!!**

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## Parameters

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- Oxygen level monitoring
- CVP monitoring
- Blood sugar monitoring
- Blood pressure monitoring
- ICP monitoring
- Pulse monitoring Dragger  
wi-fi enabled Afib  
monitoring



# Diagnos**t**ics



# HEALTH@HOME

**HHPL can be independent model of healthcare service delivery  
in unique environment (home) complimenting existing service  
and enhancing healthcare reach and results.**

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**SNASEA-2012**

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**Awarded internationally 2014**

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- HR management
  - Vital Monitoring
  - Monitoring Quality
  - Patient communication
  - Payment management
  - Scaling and Investment

**Issues !!**

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- We are completely dependent on TELEPHONY solutions (MOBILE, LANDLINES) for our care coordination.
  - Use regular communication services of EMAILS for electronic reporting's and recordings also for communications with family members and consultants.
  - We have started using Skype for video conferencing with homebound patients.
  - We are developing our own software platform for managing HR, vitals monitoring, care coordination and Quality assessments.

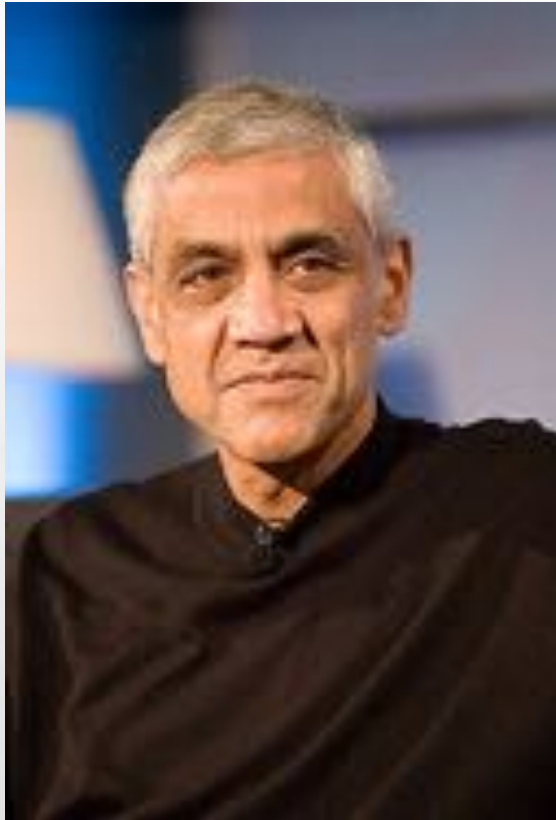
**Where are we in ITC  
integration!!**

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**For medical technologies (homecare is a new area of development)**

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**innovation and support !!**

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- **Personalized** (Designer drugs and individualized Tx)
- **Personally managed** (independent)
- **Portable** (new devices)
- **Preventive** (Public health awareness and interventions)
- **Price fair** (Platform, aggregators and marketplaces are technology enabled)

# **Future of healthcare**

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- **Collaboration**
  - **Contribution**
  - **Communication**
  - **Confidence**
  - **Constructive Growth**

**What next?**

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# Thank you!!

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