



Lebanon VAMC

Lebanon, PA

Health at Home[®] Lifetime Research Study

Evaluation Time Period – 6 Months N = 184 Veterans

COST SAVINGS RESULTS

- 36 Vets stated that the Guide saved a call to telephone triage. Based upon an average cost of \$167.86 for a triage call, the telephone triage savings was \$6,042.96.
- 24 Vets stated that using the Guide enabled them to avoid one or more clinic visits. Based upon an average cost of \$185.21 for a 30 minute clinic visit, the savings was \$4,445.04.
- 10 Vets said using the Guide allowed them to avoid a visit to the emergency room. Based upon an average cost of \$387 for a 30 minute E.R. visit, the savings was \$3,870.
- This produced a total savings of \$14,358 or \$78.03 per Veteran. Using an average price of \$6.00 per copy for Health at Home[®] Lifetime, the Return on Investment (ROI) was 13:1.

OTHER EVALUATION RESULTS

- 60% of the Veterans referred to the Guide within the last 6 months. Each Vet referred to it an average of 3 times during that time period.
- 88% of Vets plan to use Health at Home[®] Lifetime again in the next 6 months.
- 98% of Vets find the Guide easy to understand.
- 98% of Vets think the Guide is a good source of health care advice.
- 74% of Vets think the Guide improved the quality of care they gave themselves at home.
- 69% of Vets thought the Guide prepared them for a visit to their doctor.
- 72% of Vets thought the Guide positively affected their health and that of their family.
- 68% of Vets stated that other family members besides themselves used the Guide.

Evaluation Time Period – 6 Months N = 24; Average Age: 73; Sex: 22 males; 2 females

- 91% of the veterans used Health at Home[®] Lifetime at least once within the last 6 months.
- 91% of the veterans would use Health at Home[®] Lifetime again in the next 6 months.
- 95% of the veterans stated Health at Home[®] Lifetime was easy to understand.
- 100% of the veterans stated the guide is a source of good health care advice.
- 90% of the veterans stated the guide improved the quality of care they gave themselves.
- 82% of the veterans stated the guide better prepared them for a doctor's visit.
- 50% of the veterans stated the guide helped them decide when to see a doctor.
- 45% of the veterans stated the guide saved at least one call to telephone triage.
- 65% of the veterans stated the guide enabled them to avoid one or more clinic visits.
- 35% of the veterans stated the guide enabled them to avoid one or more visits to the E.R.
- 95% stated the guide positively affected their health and/or the health of their family.
- 47% of the veterans stated someone else in the family also used Health at Home[®] Lifetime.



General Comments

- "We refer to the book many times. It is easy to understand. My daughter and husband used it also."
- "Very comprehensive; easy to understand; well structured; excellent."
- Dr. Michael K. – Neurology Center – "Liked book very much."
- "Health at Home® Lifetime is a great source of info if it is ever needed for a doctor or hospital visit. And it is really appreciated."
- "Good book."
- "Not sick in last six months."
- "We use the Health at Home® Lifetime for many minor questions as well as major problems. It is very helpful."
- "Hard to bring up subjects on computer."
- "Showed to my daughter who is an RN, MSN and to two other nurses. They were very impressed and wanted to know where they could purchase a copy."
- "It's a very informative book."
- "Shared Health at Home® Lifetime with other family members. I have used Personal Health Journal to centralize all medical information from other LGH doctors and specialists."
- "Received Health at Home® Lifetime on April 10th, 2006. Question number one not relevant. Have read most of the book. Good info if put to use. Have had no emergencies. All doctor visits have been by appointment. I don't believe most older patients will read book. But they or family members should."
- "Very good information, but will people use it!"
- "Good reference."
- "I basically used it as a means to keep my health records in one place for easy referral."
- "Good."
- "Reading it will help do you or anyone good as long as you do what it says to do."
- I think every person that comes into the VA clinic should be given a copy. It has answered some questions I had!
- This is the best book I have seen to tell you and help you to keep good health. It saves you money and time.
- I could use 5 more copies for veteran friends.
- Best health book I have ever read. A very good reference.
- A very good guide to self help and should be in all households. Thank you.
- It is a nice book. It is a handy book to have around when you need it.
- Lots of good information.
- Nice and easy to use.
- I have read the book. Some areas were very good and provided good advice. It reinforced some of the solutions that I already knew and it opened some new ones. The book has a lot of generalities and some specifics.
- I refer to it a lot. "He keeps the book right by his chair," wife states.
- It is a great book.
- Some of the words were too big. Would like more pictures.
- My husband was stung two times this summer. The information in the book was able to tend to him immediately. Received a lot of information to enable us to take care of things ourselves. And we enjoyed going through the book and looked at it a lot.
- This is a good compilation and written in layman's language. Should include fibromyalgia in next edition.