Fresno County Department of Public Health needed to expand the capacity of their limited staff to support patients during TB treatment.

Learn how emocha helped Fresno save money, reduce greenhouse gas emissions, and secure high rates of medication adherence.
The Problem

Fresno County Department of Public Health is responsible for helping people with tuberculosis (TB) complete treatment and adhere to their medications through Directly Observed Therapy (DOT) — the practice of watching patients take every dose of their medication. Recently, the number of active TB cases in Fresno County increased while treatment for patients with latent TB expanded, creating a need for more DOT visits. However, the county only employs three workers who must cover 5,958 square miles to observe patients in-person on a near daily basis. This created additional challenges such as inconvenient meeting times for patients, added vehicle maintenance, and concerns about employee safety due to long travel days into rural areas. Continuing DOT in-person would have required the department to hire another DOT worker. Additional costs for salary, benefits, and a new vehicle were not in the budget.

The Solution

Fresno County implemented emocha’s video Directly Observed Therapy platform to help expand the reach of their DOT team.

Patients downloaded emocha’s HIPAA-compliant video DOT application on their smartphone and video recorded themselves taking their medication. Patients without a smartphone could borrow 1 of 4 available phones from the county to use during treatment. Fresno County’s TB staff reviewed the videos, assessed adherence, and engaged with patients through emocha’s secure platform.
Within one year, 62 patients with active or latent TB used emocha during their TB treatment. Fresno County Department of Public Health was able to save time, reduce miles of driving, avoid carbon dioxide emissions, and eliminate costs, while helping patients adhere to their medication regimens.

- **41.36 metric tons of CO2 emissions avoided**
- **$100,531 in salary and benefit savings**
- **$10,196 in savings from gasoline**
- **2,694 employee hours saved**
- **>90% adherence for clients active as of November 2017**
- **110,234 vehicle miles saved**