

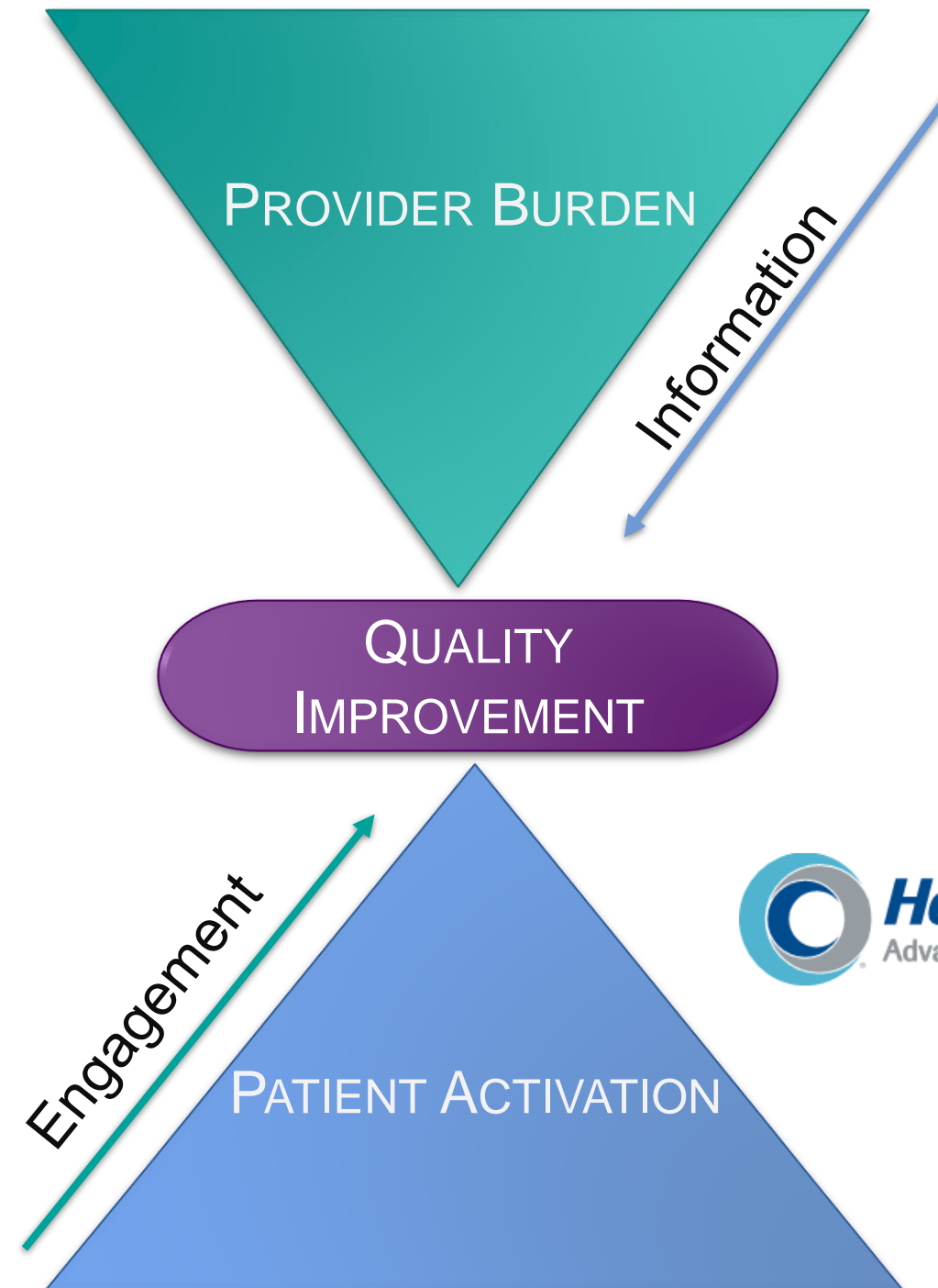
# Remote Patient Monitoring

*Digital Solutions for Health Care Today*

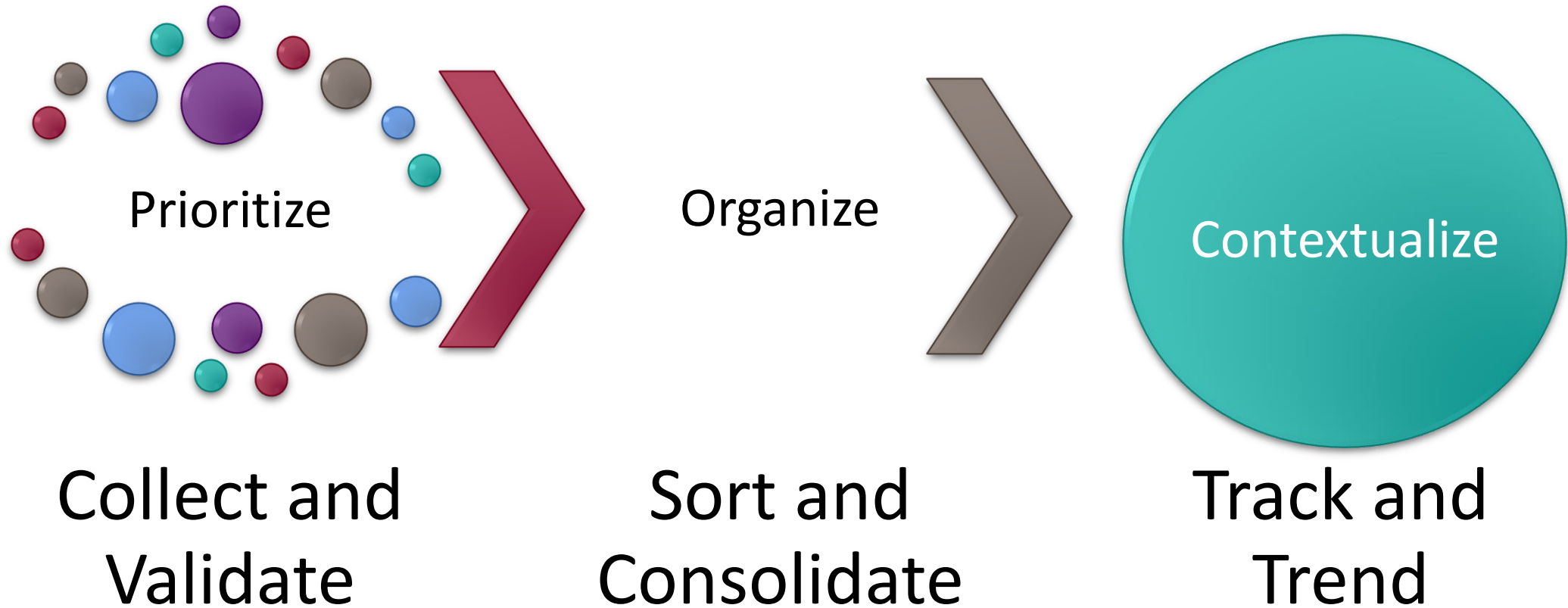
**Lauren Capizzo**, MBA, PCMH CCE  
Director, Practice Transformation  
Healthcentric Advisors

**Sarah Thompson**, PharmD, MBA, MHL, CDOE  
Vice President, Clinical Operations and Pharmacy  
Coastal Medical Inc.

# Why Move into the RPM Space?



# The Other 1425 Minutes



# Our Solutions: Prism & CMAssist



## Remote Physiological Monitoring & Remote Care Management

- A secure, *cloud-based solution to **work remotely*** on clinical care management, high-risk patient outreach, and self-management education.
- Downloadable patient information that can be **attached** to an EHR record.
- Can be used with a variety of patients **regardless of IT system capabilities** (smart phones, flip phones, web applets, etc.)
- Aligned with **outcomes and quality measurement** for Advanced Payment Models.
- Provides **real-time clinical and social health** data from patients.
- Prioritizes the vast amount of data by **urgency and need**.
- Enhances **efficiencies** of care team workflows.



# Connecting Practices to Remote Physiologic Monitoring (RPM)



## Chronic Conditions:

Uncontrolled Hypertension

Congestive Heart Failure

Diabetes



# Our Solution



- **Critical Elements to RPM Success**
  - ✓ Ability to set / modify targets, baseline & critical ranges
  - ✓ Real-time feedback to patients via text messaging
  - ✓ Consolidated / critical alerts to designated care team
  - ✓ Trend data overtime
  - ✓ Track clinical notes & actions
  - ✓ Exportable to EHR



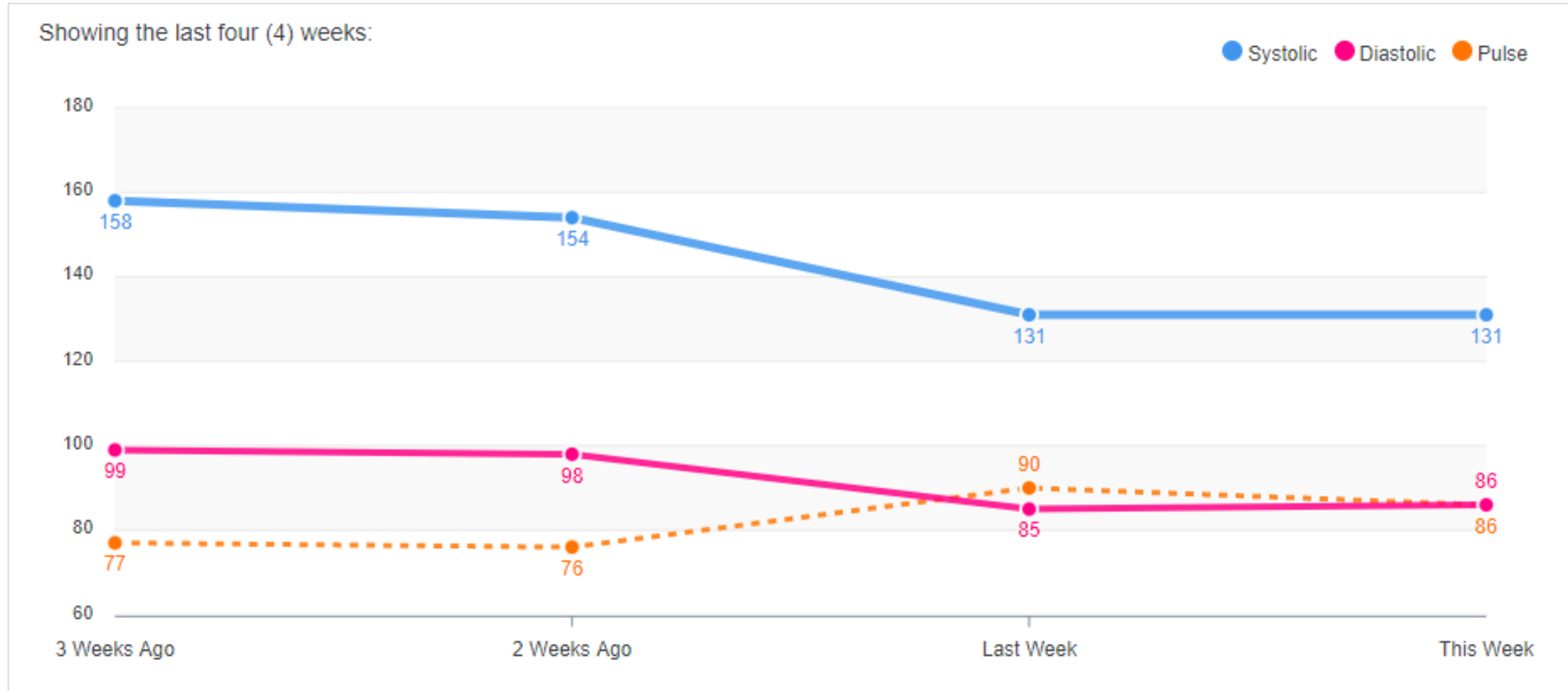
# SMBP Project



- Engage 150 patients with uncontrolled HTN
  - $\geq 140/90$
  - Free Omron Series 10 Wireless Bluetooth monitor
- Patients across a payers and uninsured
- >64% participants had at least 1 healthcare disparity



# Tracking and Trending of HTN Control





# SMBP: Assessing Provider & Patient Engagement

- SMS texting response rate for survey questions to patients:
  - 56% response rate w/in 24 hours
  - 70% response rate within 48 hours
- 92% of patient participations said system was easy to use
- 100% of clinicians indicated that using the system was:
  - ✓ Was a good use of their time
  - ✓ Agreed the program accelerated HTN control
  - ✓ Would refer a colleague to be a user of the system



# What do providers and patients say?

## Provider

- *“This process is superior to pts. bringing in or portal messaging BP's. Is several times per week; and is in their home setting.”*

## Patient

- *“This program is a lifesaver! My blood pressure was in the beginning dangerously high. This monitoring program has offered me and my doctors and other health providers timely daily feedback. My blood pressure is now under control and properly managed. I feel much better as a result of this program. I thank you very very much. I feel these regular readings are much more valuable than the limited occasional readings in the doctor's office. I believe this program is a very cost effective program in the long run since it allows me and my doctor to make adjustments in my medications and health care in a timely fashion.”*



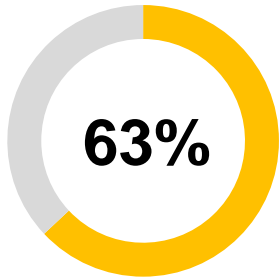
# HTN Platform Workflow

- Utilize Pharmacy Technicians to download BP readings to EMR
- Alerts for each patient sent to Pharmacist for review
- Customized and full panel visibility
- Effective use of Pharmacist resources

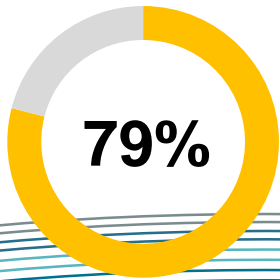
# Key Results Through January 2020



56 patients from Coastal Medical were onboarded into the SMBP program



had an average weekly BP under 140/90



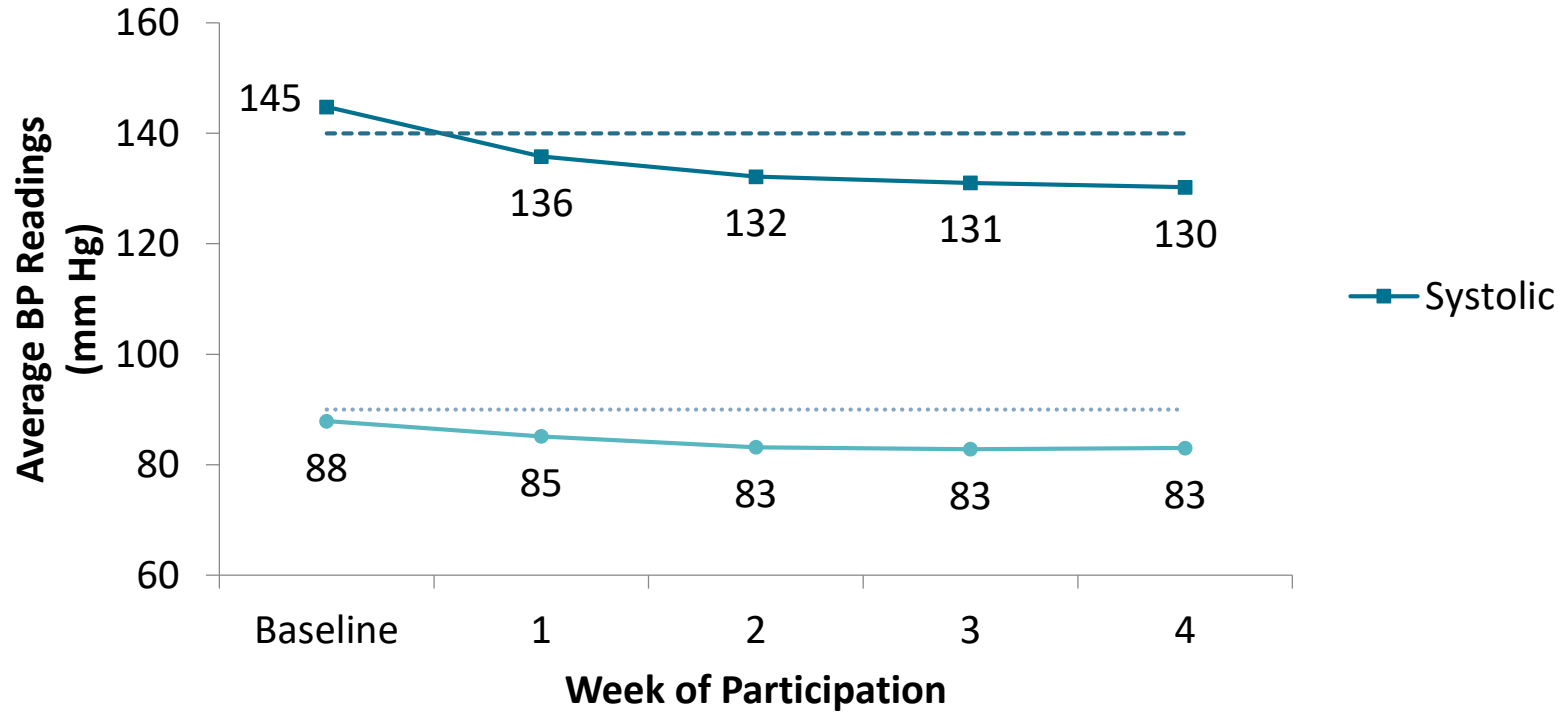
measured their BP at least 3 times per week

# Key Results Through January 2020

- Outstanding individual results, such as 2 patients reaching average BP <120/80 after just 3 weeks of participation
- Alerts for outlier readings led to 21 medication changes documented in the portal
- Strong patient engagement, with patients taking an average of 8.6 readings per week



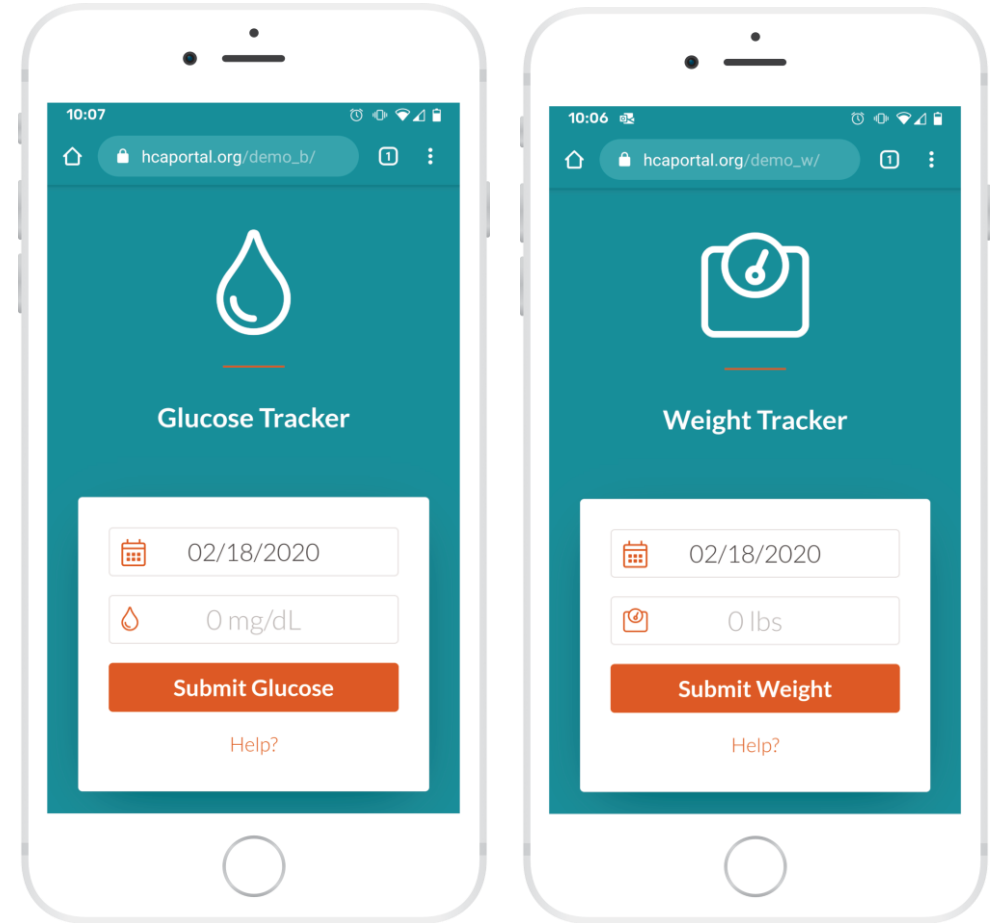
# Rapid Control of HTN



*On average, patients reduced their BP from 145/88 at baseline to 130/83 after 4 weeks of participation.*

# CMAssist: Remote Care Management Solution

- Supplements direct care
- Logic-based text “campaigns”
- Used in conjunction with RPM tools
- Targeted for social health needs
  - Before an event or re-admission occurs
- Asynchronous
  - Track and trend over time
  - Alerts care team if critical response



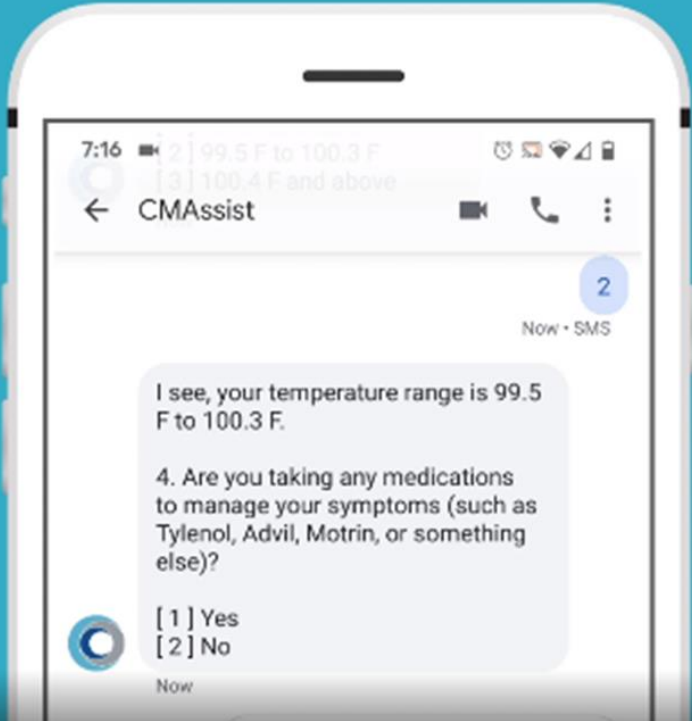
# Connecting Patients to Remote Care Management Support

## Texting Campaigns:

Symptom Monitoring (COVID-19)

Vulnerable Patient Populations

Utilization Events



-  Communication via standard SMS messaging. Supports new smart phones as well as legacy feature phones.
-  Using a custom-built logic engine, communication is tailored to the patient's actual responses and needs.
-  Report cards for every communication allow the care team to understand the patient's needs prior to engagement.





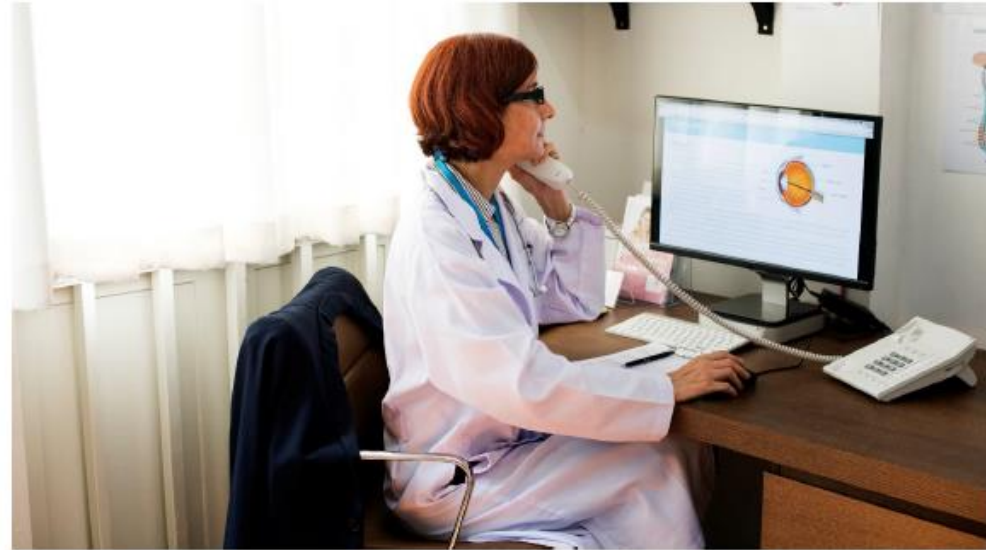
# COVID-19 Remote Patient Monitoring

## CM Assist Texting Platform

- >2000 patients enrolled on dashboard since March
- Multiple Campaigns
  - COVID Symptoms
  - Testing Status
  - Vulnerable Patient
  - Discharge campaign
- Insights Dashboard & Alerts
  - 60-70% patients responded to texts within first 2 hours
  - Segment and stratify patient population
- Care Management Efficiencies



# A Word About RPM Reimbursement...



## Medicare Telehealth and Remote Patient Monitoring (RPM) Services

Coding & Guidelines Summary

COVID-19 Response

Updated 6/10/2020



# Questions & Discussion