

OPTIMIZING HYPERTENSION MANAGEMENT REMOTE PHYSIOLOGICAL MONITORING TOOLS & TECHNOLOGY



April 3, 2023 | presented by Christian Milaster

WEBINAR SERIES

Optimizing Hypertension Management
With Virtual Care

Thu,
Feb 23

Interactive Patient Care
for Optimizing Hypertension Management

Thu,
Mar 2

Remote Physiological Monitoring:
People & Processes

Tue,
Mar 21

Remote Physiological Monitoring:
Technology & Vendors

Mon,
Apr 3

Implementing
Virtual Care Services

Tue,
Apr 18



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ABOUT YOU!

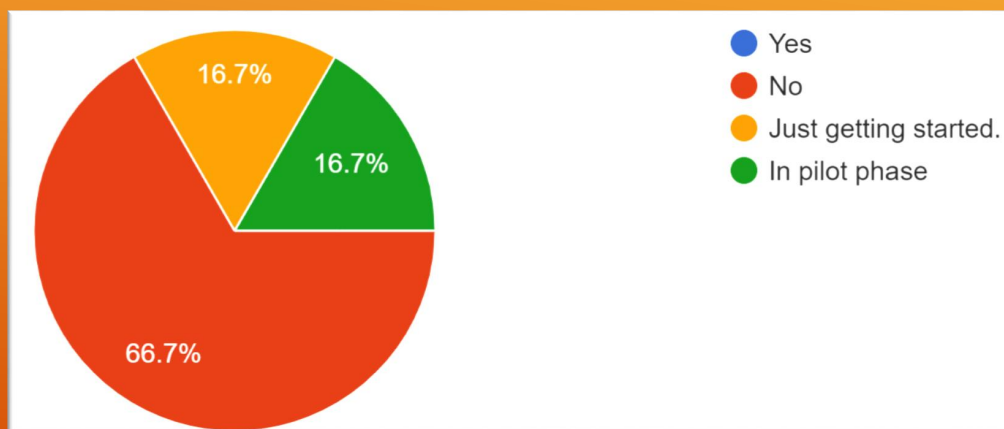


SURVEY QUESTIONS

1. Do you an RPM program?
2. If you have a program, how satisfied are you with the technology?
3. What are your biggest concerns about technology?
4. What are you most interested in learning today?
(post your answers in the chat)

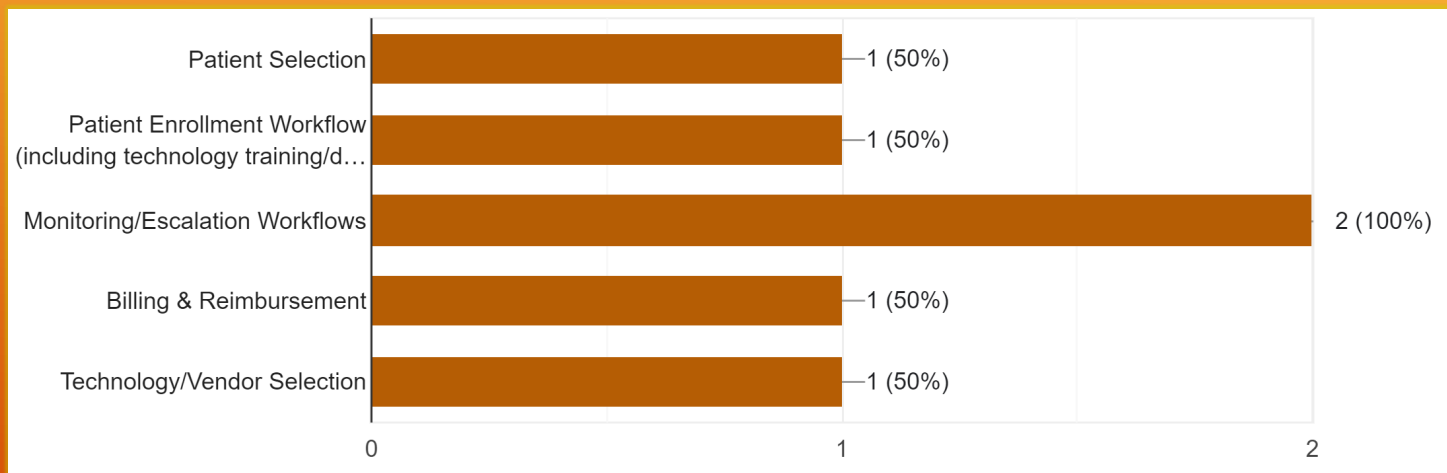
PAST SURVEY QUESTIONS

Does your organization have a Remote Physiological Monitoring (RPM) program?

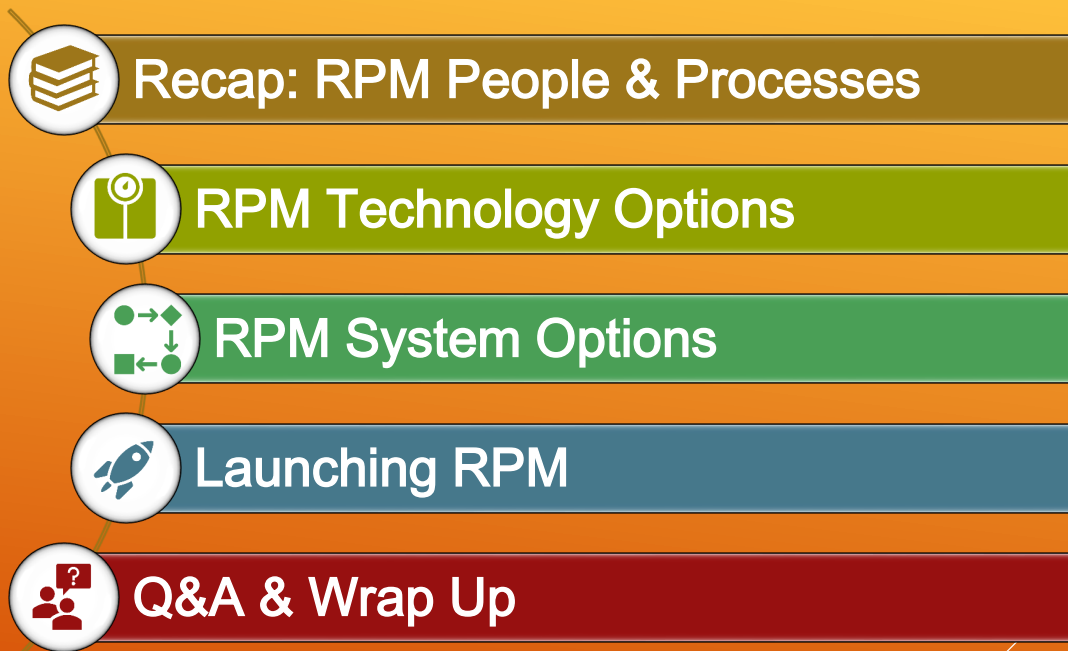


SURVEY QUESTIONS

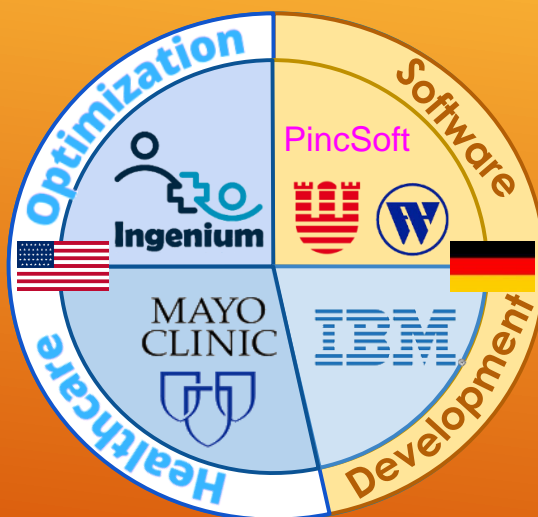
What are key challenges regarding your RPM program implementation?



AGENDA



ABOUT CHRISTIAN



30+ years



MY **PRIMARY** OBJECTIVE FOR TODAY

**Give you the processes and questions
to become a confident and informed
BUYER of RPM Solutions & Services**



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“DISCLAIMER”

- ▶ We are technology and vendor agnostic.
- ▶ All vendors listed are a random sample; listing does not indicate endorsement or approval.
- ▶ We believe that at least 80% of all problems are due to lack of workflows, lack of training, lack of support, lack of buy in.
- ▶ Technology cannot compensate for the lack of these fundamentals.



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RECAP: RPM PEOPLE & PROCESSES

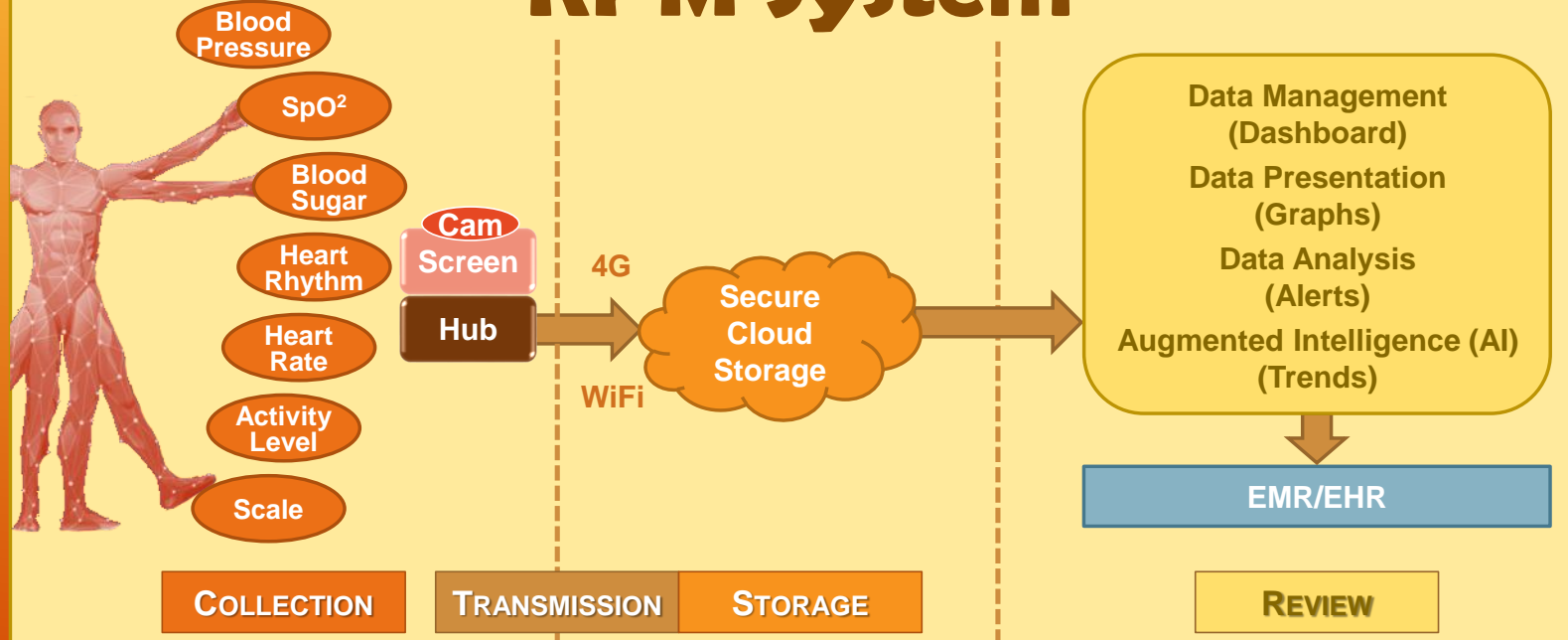
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RPM DEFINITION

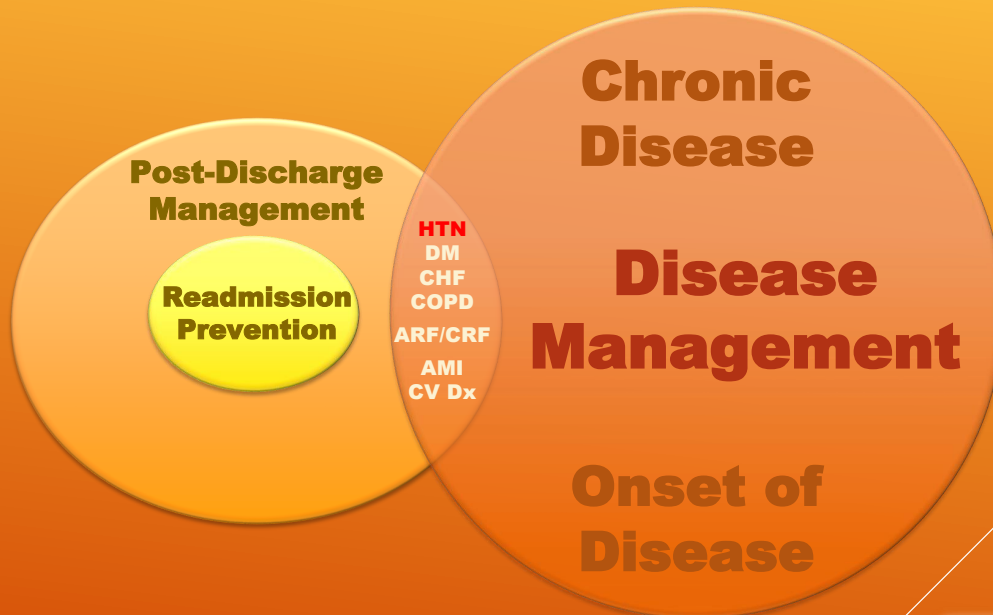
Remote Patient Monitoring
Remote Physiological Monitoring

The continuous or periodic
collection, transmission and review
of physiological data
to inform care decisions.

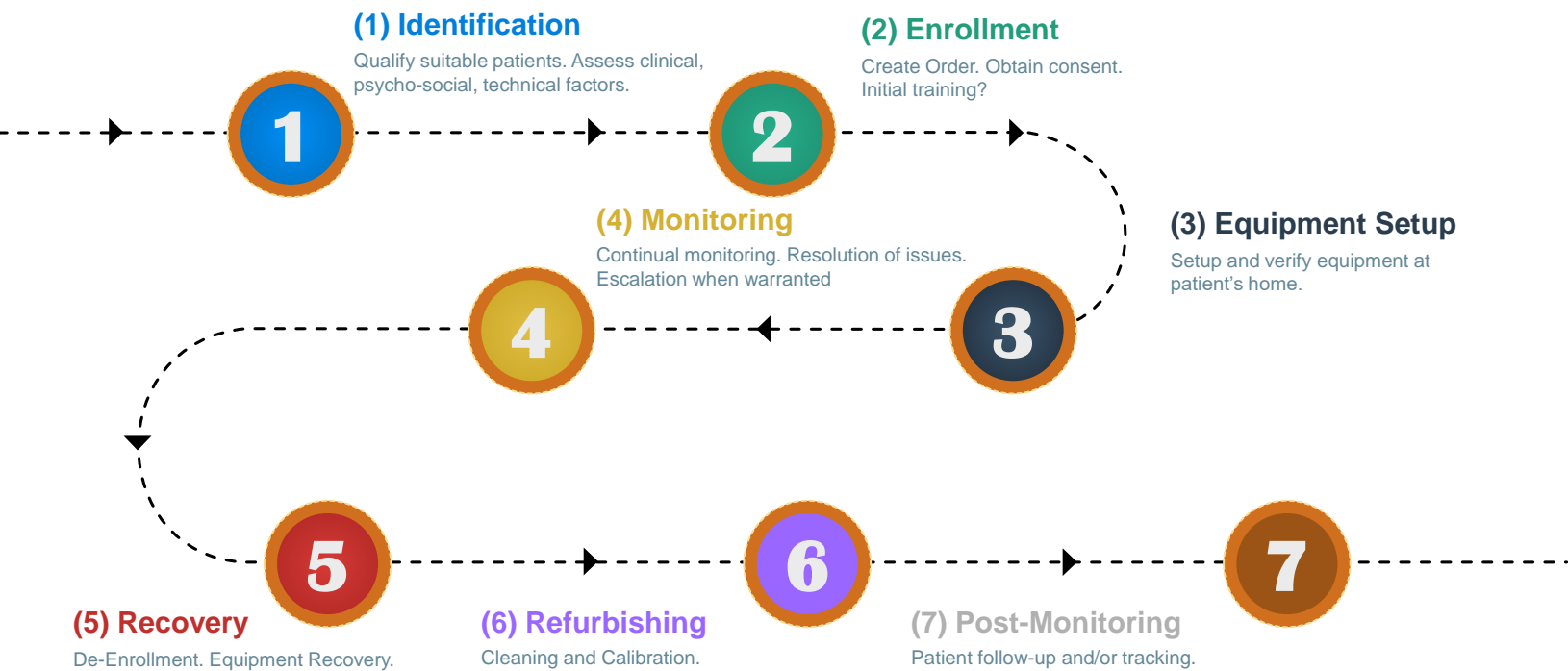
RPM System



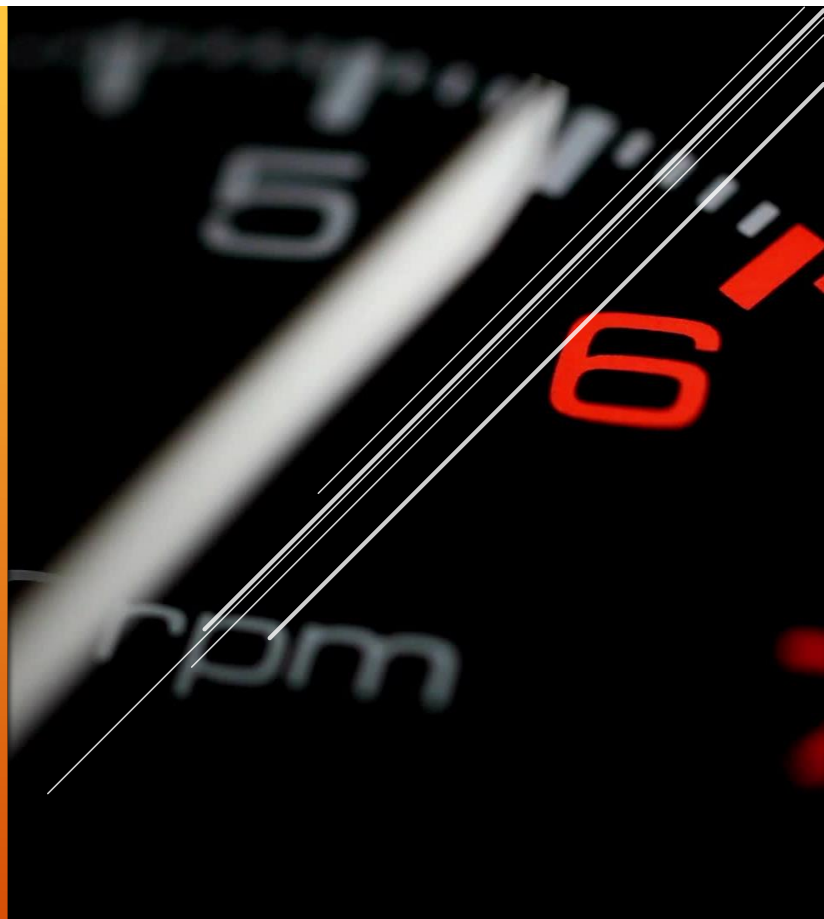
CLINICAL USE CASES



RPM Workflow Roadmap



RPM TECHNOLOGY OPTIONS



VENDOR OPTIONS

People

- ▶ monitoring staff
- ▶ patient training
- ▶ delivery
- ▶ home setup
- ▶ retrieval
- ▶ cleaning

Technology: Hardware

- ▶ vital sign devices
- ▶ transmission hub

Technology: Software

- ▶ patient dashboard, tracking and analysis
- ▶ EHR integration
- ▶ patient user interface
- ▶ patient communication (messages, video)



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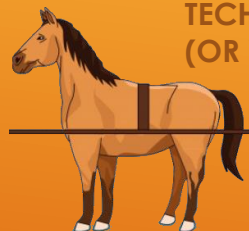
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WORKFLOW DRIVES TECHNOLOGY

- ☑ Don't put the horse behind the cart

WORKFLOW
(User Experience)



TECHNOLOGY
(OR VENDOR)

**Everybody Practices
on Top of their License!**
*"Do only the things
that only they can do."*

- ☑ First, design your clinical, operational, and financial workflows
- ☑ Then select the technology or service that best fits your needs

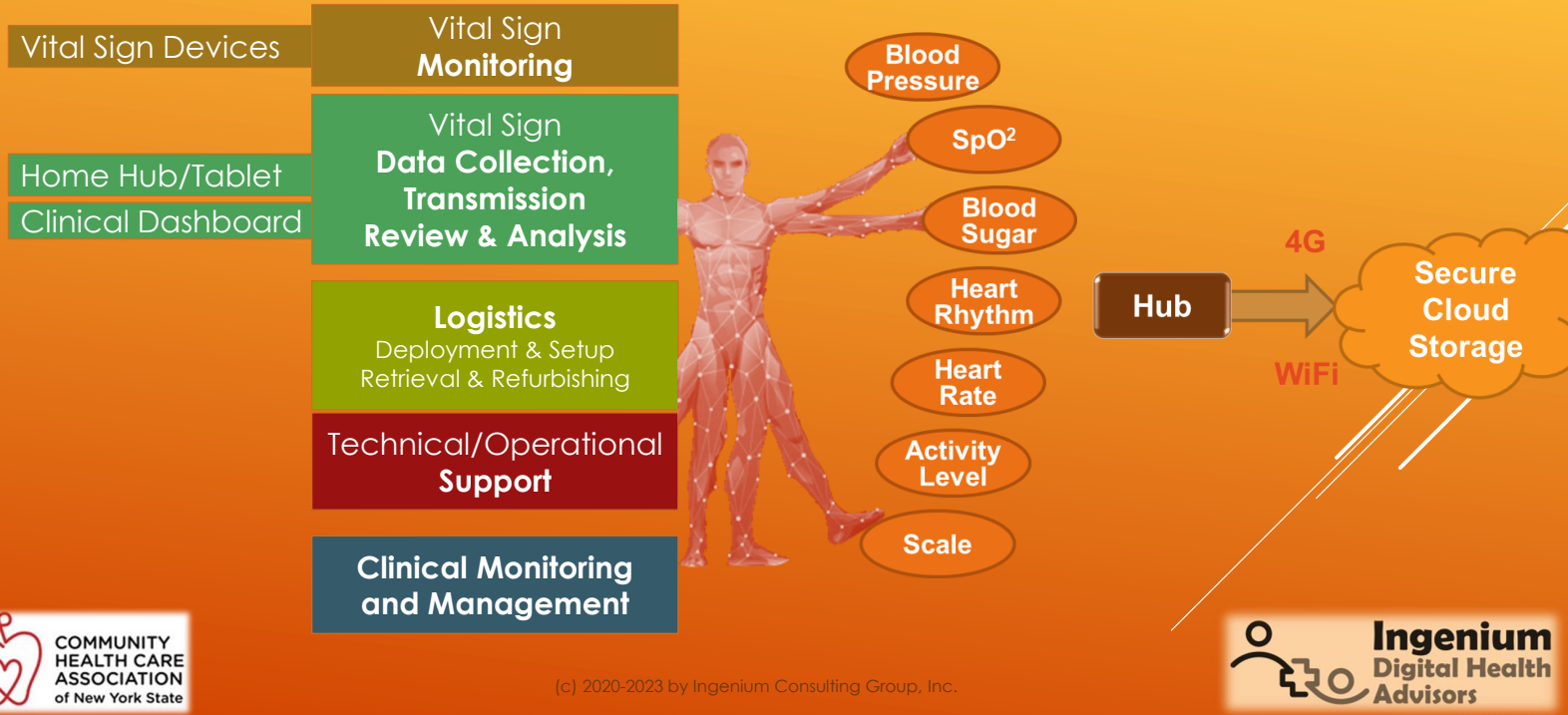


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RPM SYSTEM ELEMENTS



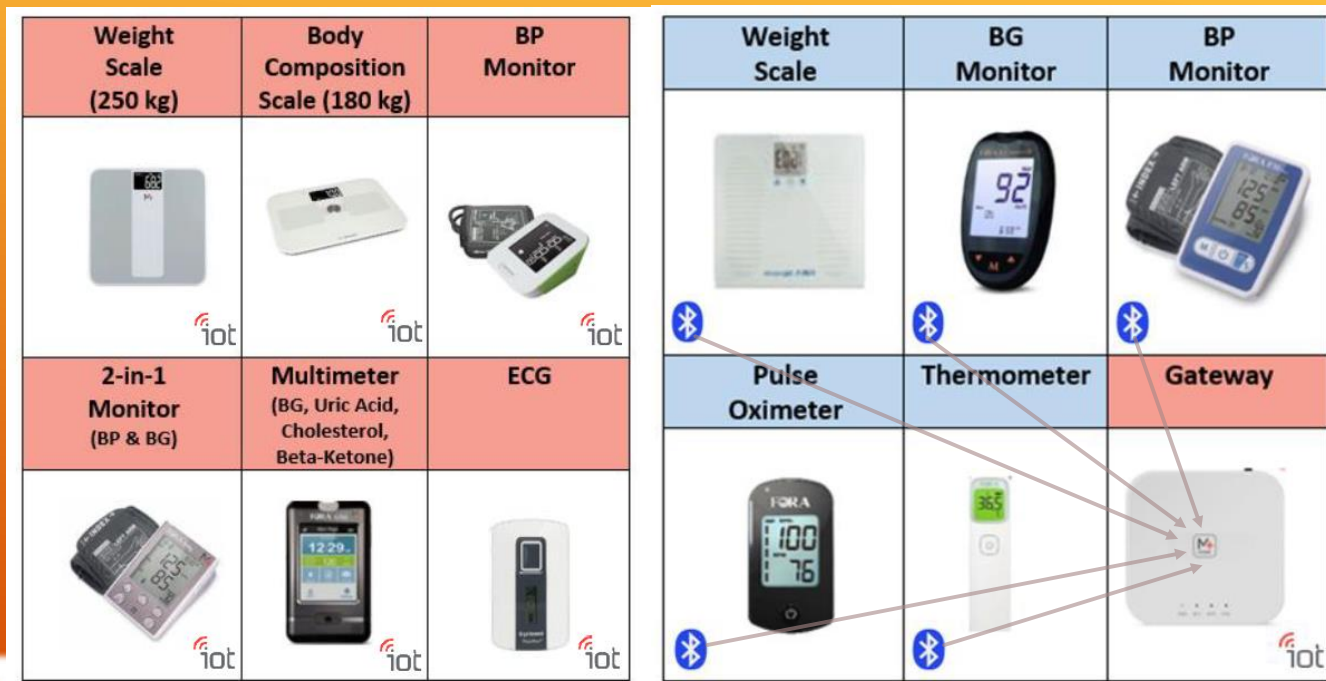
VITAL SIGN MONITORS

Vital Sign Monitoring

- ▶ **Connectivity Options**
 - ▶ Direct – 3G/4G, “Internet of Things” (IOT)
 - ▶ Bluetooth – “auto”-paired to hub
 - ▶ Bluetooth – manually paired to smartphone

VITAL SIGN MONITORS

Vital Sign
Monitoring



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BLUETOOTH VS. CELLULAR VITAL SIGN DEVICES

Bluetooth

- ▶ initially cheaper
- ▶ connects to Hub
- ▶ hub uploads via Internet or Cellular
- ▶ connection problems are common

Cellular

- ▶ more expensive
- ▶ data plan charges
- ▶ no hassle uploads w/ cellular coverage
- ▶ could result in greatly reduced support cost



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Vital Sign Monitoring



Vital Sign Monitoring



PORTABLE EXAM CASES

Vital Sign
Monitoring



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RPM MONITORING PLATFORM FEATURES

- ▶ Patient Dashboard w/ Status
- ▶ Data Presentation, Data Review
- ▶ Care Management Time Tracking
- ▶ Clinical Pathways
- ▶ Inventory Management
- ▶ Patient Education
- ▶ Predictive Analytics / “AI”
- ▶ etc.

Vital Sign
Data Collection,
Transmission
Review & Analysis



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SOME RPM/CCM VENDORS

Vital Sign
Data Collection,
Transmission
Review & Analysis

vivifyhealthi

optimize.health

ONETOUCH®

BLUESTAR
TELEHEALTH

CareSimple®

Life365®.health

welldoc®

biobeat
Medical
Smartmonitoring

Eko

physIQ

HRS
Health
Recovery
Solutions

CADENCE

mmHg

Reconnect 4 Health

accuhealth.

VALIDIC™

caregility
Connecting Care Everywhere

ONE
HEALTHCARE
SOLUTION™

CLOUD DX

ViTelNet
SCALABLE CONNECTED CARE

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Athelas

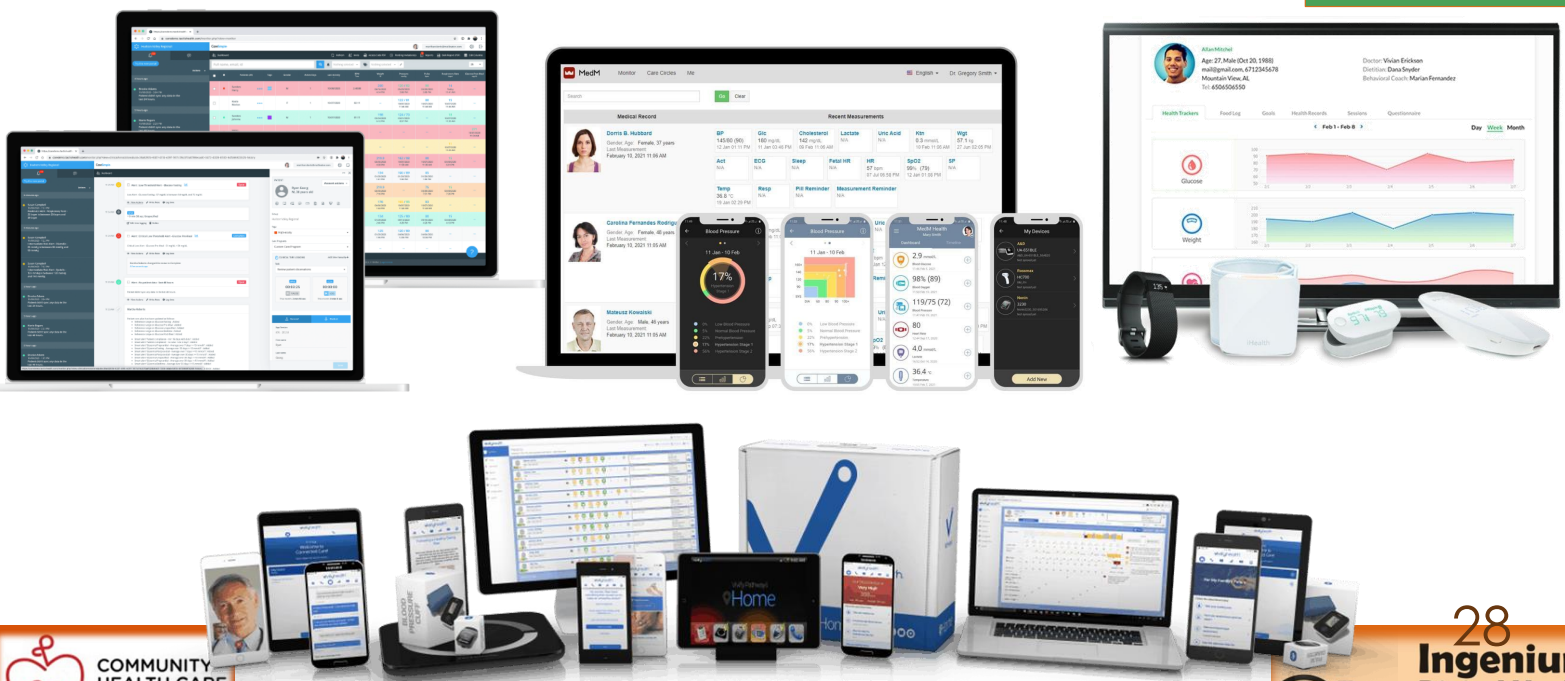
wellbox™

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CLINICIAN DASHBOARDS

Vital Sign
Data Collection,
Transmission
Review & Analysis

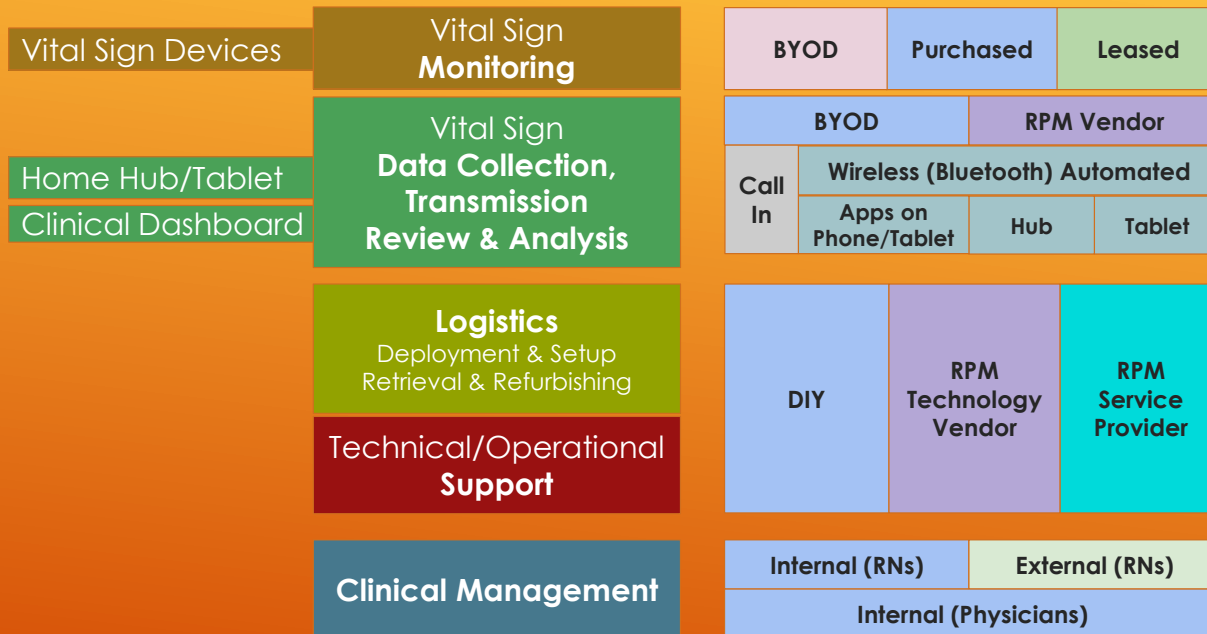


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RPM SYSTEM OPTIONS



RPM MONITORING STAFF OPTIONS

| | Clinical Activities | Logistics |
|----------|-----------------------------|------------|
| Option A | Health Center Nurse (HC RN) | |
| Option B | HC RN | Outsourced |
| Option C | Outsourced | |
| Option D | HC RN w/ outsourced backup | |

MONITORING NURSE

- ▶ 1 FTE for approx. 250 patients (but 0.2 FTE for ~25 pts.)
- ▶ Various providers to outsource your monitoring staff
 - escalating care to provider only when needed
 - ▶ Many are tied to their own RPM solution (e.g., Cadence Health, Optimize Health, etc.)
 - ▶ Some are technology-agnostic (e.g., Reconnect4Health)



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LAUNCHING REMOTE PHYSIOLOGICAL MONITORING

Ingenium Telehealth Service Launch Process

Service Verification



Service Definition



Service Validation



Service Implementation



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Ingenium Telehealth Service Launch Process

Service Verification

Strategic
Case

Business
Case

Clinical
Case

**10 – 30
weeks**

Service Definition

Workflow

Technology

Operatio-
nalization

Service Validation

Service Implementation

Proof-of-
Concept

Organizational
Change
Methods

Deploy-
ment



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RPM LAUNCH PROCESS



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RPM SERVICE DESIGN & DEVELOPMENT



1. What is the desired, 'happy day' workflow?
2. What are the alternate & exception scenarios?
3. What are the features we expect from the Technology?
4. What Technology(s) can implement this service?
5. How do we operationalize the processes?

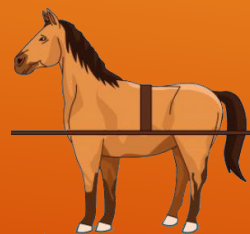


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RPM SERVICE DESIGN & DEVELOPMENT

- ▶ **Mindset:**
A New Clinical Service Offering
- ▶ **Don't start with Technology!**



**“If you don't know
where you're going”**

**any vendor will gladly
take your money.”**

#RequirementsEngineering

Christian Milaster
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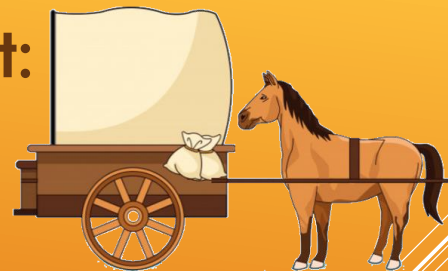


TECHNOLOGY SELECTION

Technology

► Don't put the Horse behind the Cart:

Define workflows & requirements first, then select a solution.



► Requirements include

- User Experience: Clinicians, Patients, Staff
- Features & Capabilities: e.g., copays, assessments, in-visit/post-visit communication, etc.
- Integration Needs: e.g., EHR, Scheduling



VENDOR SELECTION

- STRATEGIC CASE: How is this supportive of your organization's strategic objectives?
- CLINICAL CASE: What are your clinical goals? Which segments of your patient population will benefit from RPM?
- FINANCIAL CASE: What are your financial goals?

Strategic
Case

Business
Case

Clinical
Case



VENDOR SELECTION CRITERIA (SAMPLE)

- ▶ **User Experience**
 - ▶ For Patients
 - ▶ For Monitoring Nurse
 - ▶ For Providers
 - ▶ For Support Staff
- ▶ **Workflow Compatibility**
 - ▶ Can it accommodate your desired workflows?
- ▶ **Feature Set**
 - ▶ Number of vital signs
 - ▶ Bluetooth vs. Cellular vs. WiFi
 - ▶ Dashboard, Analysis
 - ▶ etc.
- ▶ **EHR Integration**
 - ▶ Level of integration
 - ▶ Ease of navigation to/from EHR



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EVALUATING RPM SOLUTION VENDORS

- ▶ **Patient Satisfaction, measured as Patient Adherence and Engagement**
- ▶ **Staff Satisfaction, for clinicians, monitoring nurse and support staff**
- ▶ **Add-On Features: co-pay collection, patient communication, patient education**
- ▶ **Funding, Leadership Team, Experience**

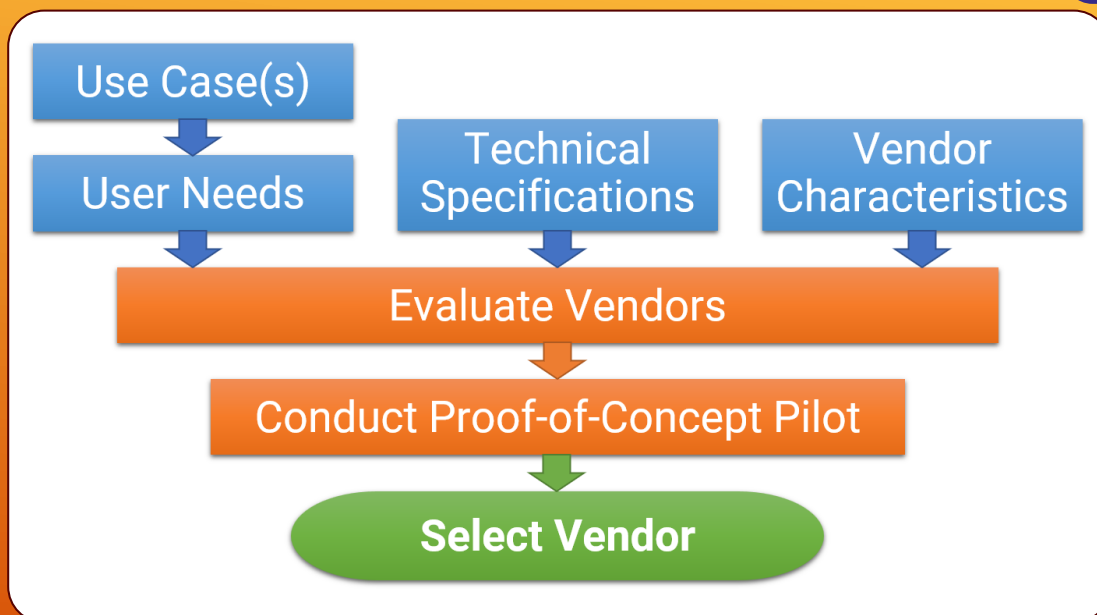


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VENDOR SELECTION

Technology



MATRC VENDOR SELECTION TOOLKIT





After the Q&A

Proof-of-Concept
Key Takeaways
Action Items
Webinars Outlook

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The Purpose of a
Proof-of-Concept
is to

**Validate
Assumptions**

Proof-of-
Concept



PROOF-OF-CONCEPT

Proof-of-
Concept

- ▶ **Validate Assumptions**
 - ▶ Identify & Recognize Assumptions
 - ▶ Define ways to measure / validate
- ▶ **Small-Scope Launch**
 - ▶ a few clinicians, a few sites, etc.
- ▶ **Continuous Service (Process) Improvement**



PROOF-OF-CONCEPT

Proof-of-
Concept

- ▶ Not time boxed; not driven by number of visits
- ▶ Could last 2 weeks or 6 months
- ▶ **Success Criteria**
 - ▶ Confidence that all critical assumptions have been validated.
 - ▶ Confidence that all workflows are well defined, and that the technology is reliable and usable.





PLEASE COMPLETE THE SURVEY!

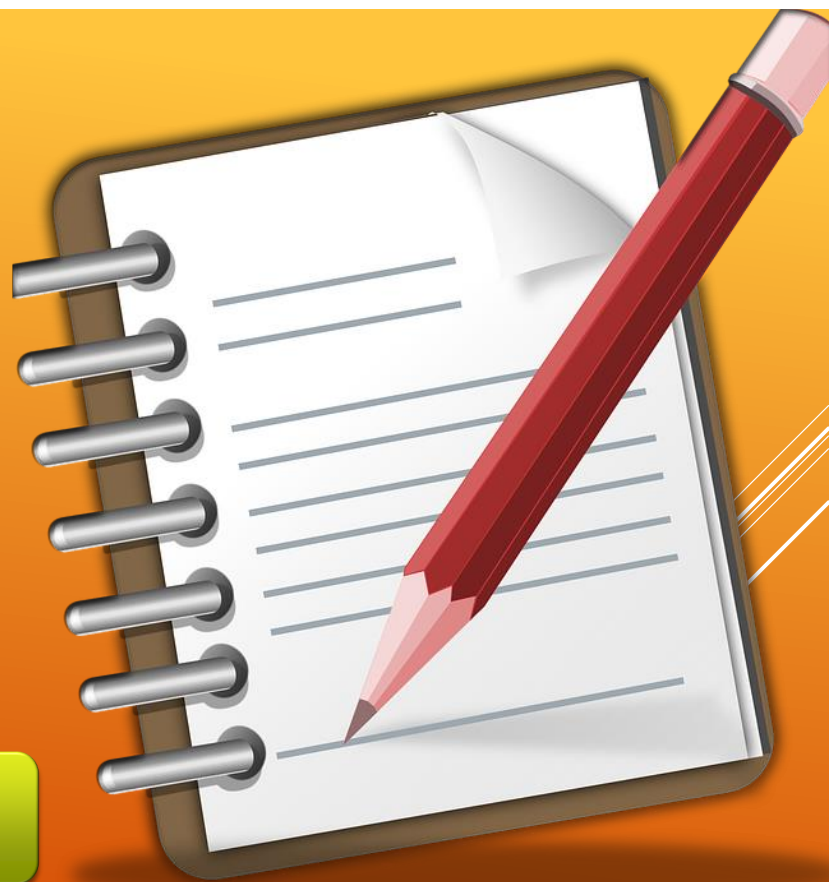
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WHAT ARE YOU MOST INTERESTED IN LEARNING?

- ▶ How to begin implementing a virtual care program with HTN
- ▶ What does it take to implement a HTN Mgmt. Program with RPM?
 - ▶ Are there external services that we could utilize if we do not have the internal capacity to manage such a program?
- ▶ Learning new strategies to expand RPM modalities
- ▶ How to achieve compliance with BP measurements
- ▶ How often is dashboard checked?
- ▶ What resources can you use to monitor vital signs remotely?
 - ▶ 1) How is the equipment supplied?
 - ▶ 2) How are technical problems dealt with?
 - ▶ 3) How does the information get inputted into ECW?
 - ▶ 4) Is this billable for nursing visits?
 - ▶ 5) How to get RPM equipment to my patients
 - ▶ 6) How to incorporate RPM into patients' care

KEY TAKEAWAYS

Put your Major Insights,
Learnings into the Chat.



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4 KEY TAKEAWAYS

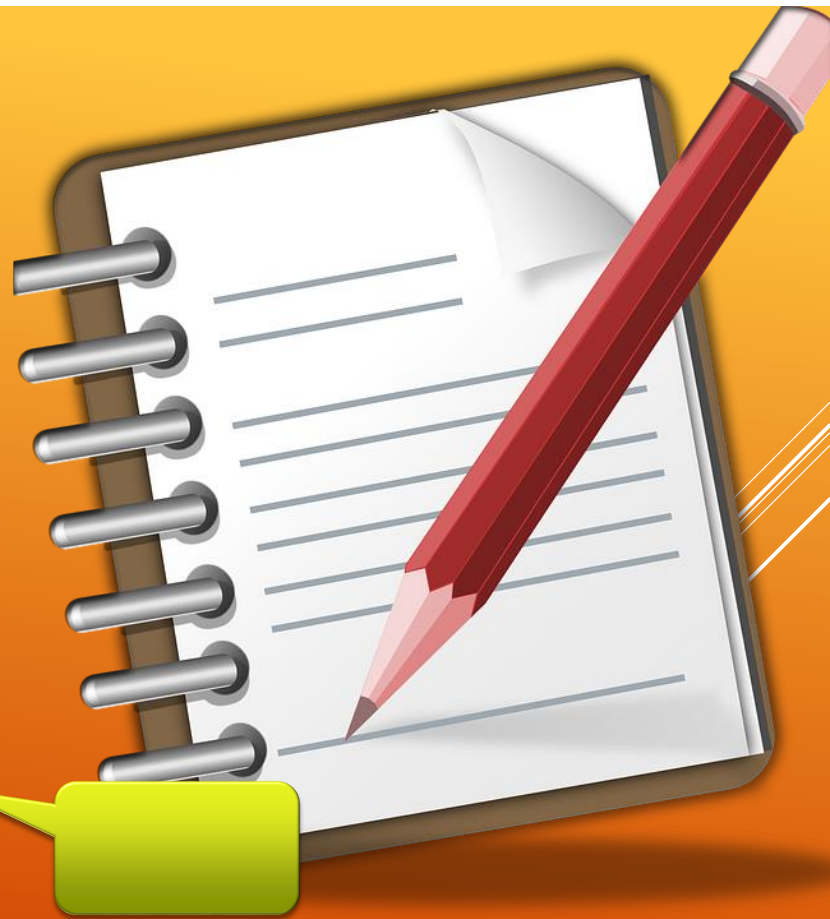
- ▶ **Workflow & User Experience First**
- ▶ **Technology is an Enabler, not the Solution**
- ▶ **Start small – What's the Simplest Thing that Could Possibly Work?**
- ▶ **Use Proof-of-Concept Approach: Validate Assumptions**

ACTION ITEMS

**Jot down 1-3 Action Items
you will take on now!**

Share in the Chat, if you'd like.

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SAMPLE ACTION ITEMS

E.g.,

- ▶ **Interview your Providers about their desired user experience when managing patients on RPM.**

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