The National Telehealth Webinar Series

August 17, 2017

Presented by
The National Consortium of Telehealth Resource Centers
Webinar Tips & Notes

• Your phone &/or computer microphone has been muted
• Time is reserved at the end for Q&A
• Please fill out the post-webinar survey
• Webinar is being recorded
• Recordings will be posted to our YouTube Channel
  https://www.youtube.com/channel/UCOzpvd1OZ221AWBSF3QK-yg
Remote Patient Monitoring: A Toolkit for Success

Presenters

- Kim Schwartz, CEO, Roanoke-Chowan Community Health Center
- Bonnie Britton, MSN, RN, ATA Fellow, Reconnect4 Health
- Jay Ostrowski, MSCP, Behavioral Health Innovation
Objectives

Participants Will:

1. Learn About the HRSA OAT Grant Funded Three-Year Remote Patient Monitoring (RPM) Program that Laid the Foundation for the Toolkit
2. Gain Insights on Lessons-Learned and Best Practices for Successful Program Implementation
3. Get a glimpse of a new toolkit aimed at helping organizations implement an RPM program.
Program Overview:
HRSA OAT Grant Partners
Program Overview:
Focused Service Area

A New Application: The Mosaic Medical Community

Health Disparities
Cardiovascular Disease
Diabetes Mellitus
Hypertension

Barriers to Care
Transportation
Economic Status
Low health literacy

Population
20,000 patients served in 2014
12% uninsured
62% OHP
14% Medicare
12% private insurance
Program Results

• Over the 3 years the grant supported 426 unduplicated patients

• A total of 455 patients considering duplicates on program at different points of time

• Key lessons learned were gathered on standing conference calls in all areas of the program: administrative, clinical, process, and technology.

**BLOG**: [http://cotnexperience.blogspot.com](http://cotnexperience.blogspot.com)
RPM Tool Kit

Broad Components

• Administration
• ROI & Sustainability Plan
• EHR Integration
• Staffing
• Training
• Communication
• Outcomes
• Devices
ADMINISTRATION

- Goals & Objectives
- Project Planning/Management
- Patient Population
- Program Resources
- Patient Consent & Competency Validation Forms
ADMINISTRATION

- Inclusion/Exclusion Criteria
- Referral, Enrollment & Installation Workflow
- Alert Escalation Workflow
- Patient Education
- Documentation
- Deinstallation Workflow
ROI & Sustainability Plan

- Develop Financial Evaluation Plan
- Analyze Financial Data
- Identify Sustainable Patient Populations
- Present ROI to C-Suite
EHR Integration

• Partner Early with EHR Vendor
• Time Intensive
• All Alerts Need to Flow into an RPM Encounter that Can Be Routed to the PCP
• On-site Support when “Go Live”
• Create Smart Phrases for RNs & PCPs to Respond to an Encounter
Staffing

- Design Conceptual Model
- Cross-Train Staff
- Determine Skill Sets
- Define Job Description
- Nurse to Patient Staffing Ratio
- Clinical Champion
- Consistent Management Continuity
• Clinical Staff
  – Explain RPM
  – Review Clinical Workflows
  – Hands-on Training for Device Hardware
  – Hands-on training for Software
  – In-home Patient Installations
Communication

• Internal

• External

• Provider

• Patient
In-Home Installation/Patient Education

- Patient
  - Explain How to Use RPM Devices
  - Provide Demonstration
  - Patient Provides Return Demonstration
  - Competency Validation
- Review Patient Medications
- Set Patient Goals
- RN Visit Checklist
Outcomes

- Patient Satisfaction
- Provider Satisfaction
- Health Clinical Outcomes
- Meeting Budget
• Start with New Devices
• Device Management
  – Receive, inventory, tag and storage
  – Installation
  – De-installations & refurbishment
  – Inventory Management
Tool Kit Demo
The National Telehealth Webinar Series

3rd Thursday of every month

Next Webinar:

**Telehealth Topic:** Telehealth Connect Working for You: Use Cases That Help with Reporting, Engagement, and Collaboration

**Presenter:** Northeast Telehealth Resource Center

**Date:** Thursday, September 21, 2017

**Times:** 8:00AM HST, 10:00AM AKDT, 11:00AM PDT, 12:00PM MDT, 1:00PM CDT, 2:00PM EDT
Your opinion of this webinar is valuable to us.

Please participate in this brief perception survey:

https://www.surveymonkey.com/r/HTT97R9

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