

Remote Patient Monitoring

Georgia Telehealth Forum

December 2nd, 2022

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About MaineGeneral

- Not-for-profit health care system
- Located in Central Maine
- Health system includes: regional cancer center, primary care, specialty physician practices, long term care facilities, rehabilitation, home health care and hospice, specialized care for people with memory loss, and community outreach programs

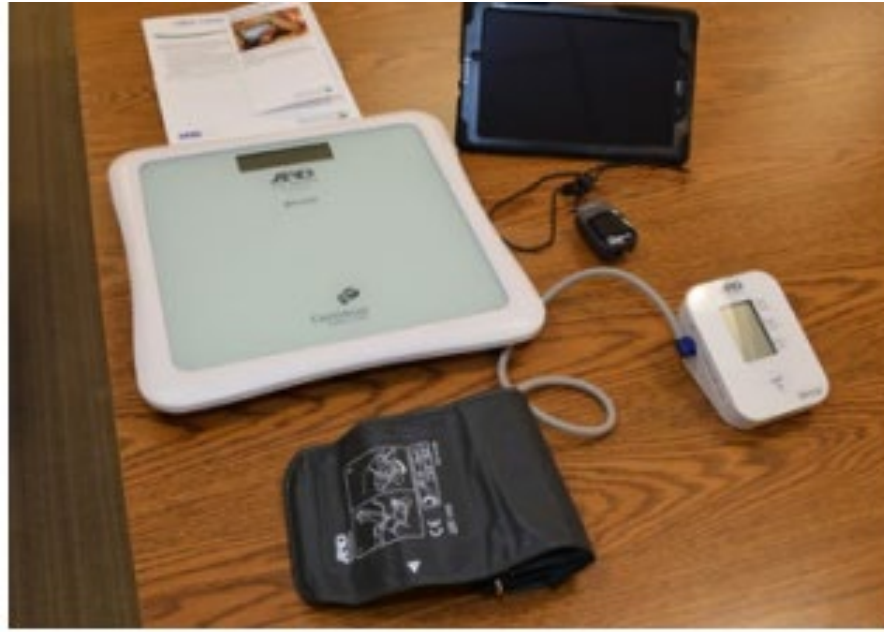
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History of RPM

- MaineGeneral had a Remote Patient Monitoring program many years ago.
- In 2019- MaineGeneral's Board of Strategic Planning Committee selected Digital Health Plan as an initiative. One of those 2 priorities was Remote Patient Monitoring
- CHF followed by COPD and then pneumonia were MaineGeneral's diagnoses with the highest volume

Vendor Selection

- MaineGeneral selected HRS (Health Recovery Solutions) as a Vendor

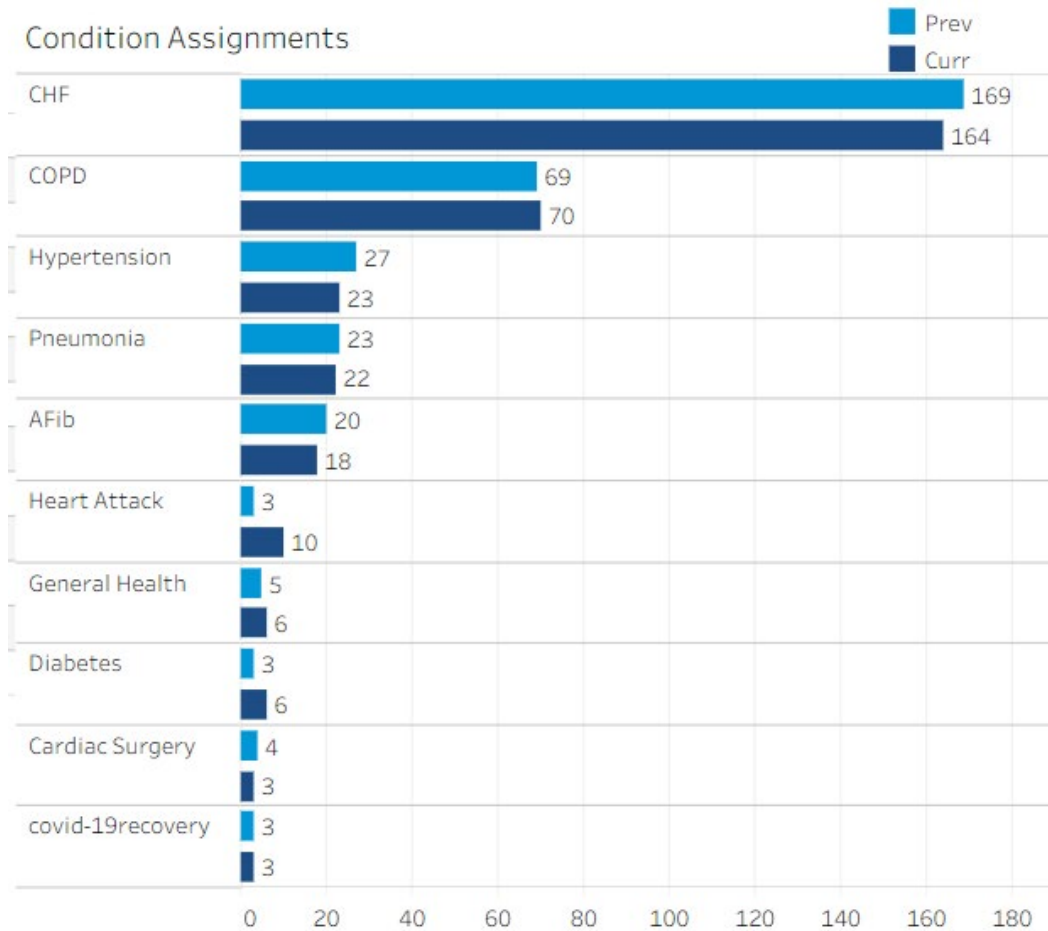


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Department/Eligibility

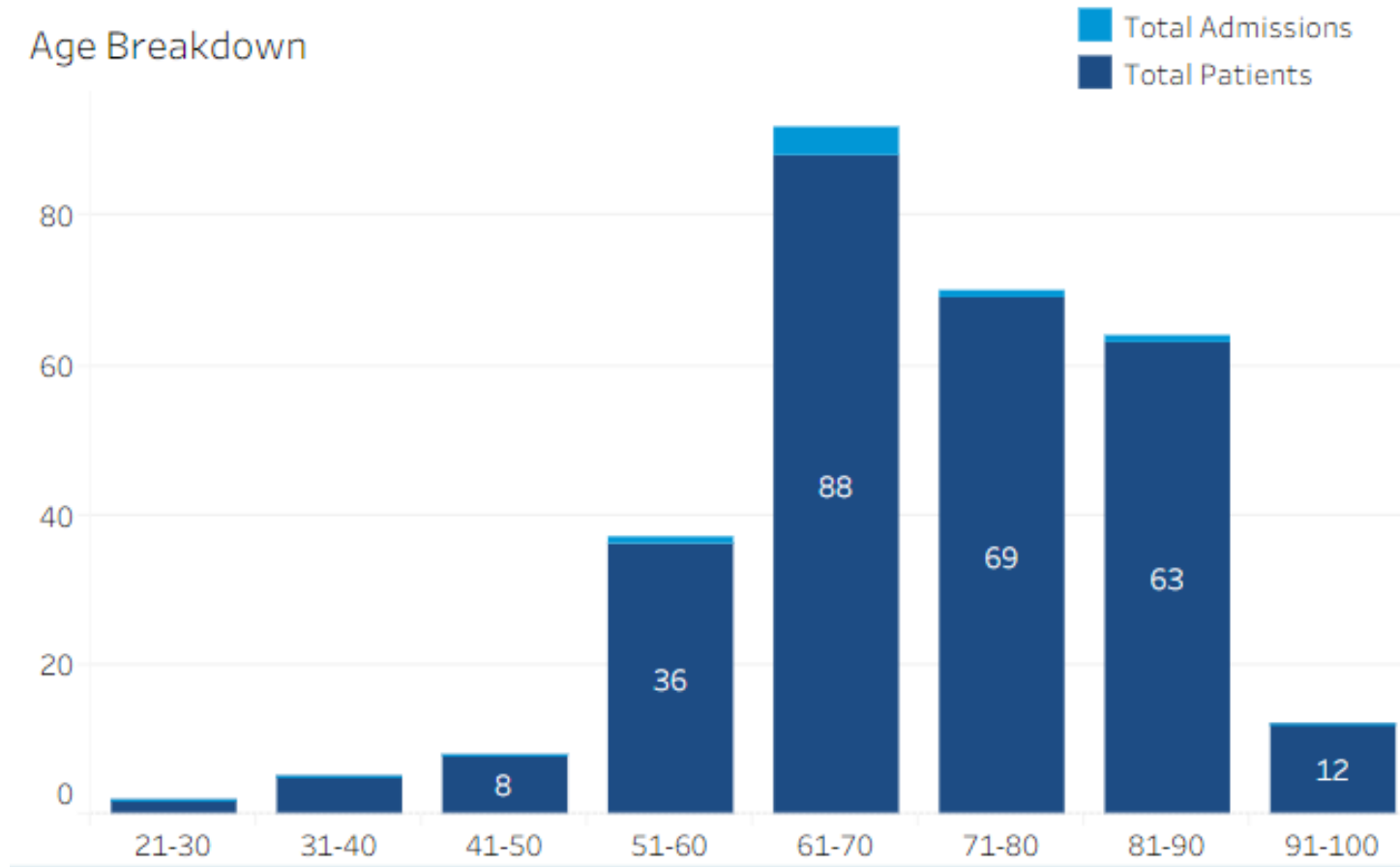
- CCT (Community Care Team) was selected as department where RPM would be located
 - Allow patients not open to home care and/or when discharged still eligible for RPM
- Focus- patients discharged from hospital (MaineGeneral) with primary/secondary diagnosis of CHF
 - Pandemic began- quickly added COPD, pneumonia, and Covid

Diagnosis Breakdown



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Age Breakdown



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Staff

- Began with 1 RN- provided monitoring and set up patients on equipment
- Now- 2 FT RNs, 1 part-time, 1 MA and 1 Office Assistant with census of 215
- Current goal is 300 active patients on monitoring

Monitoring

- Triage
- Patient engagement
 - “I knew you were going to call because my weight is up or my Blood pressure is up”.
- Family involvement



Relationships

- Maine Medical Partners Cardiology
 - RN liaison
- Primary Care Providers
 - Send data upon request
- Patient/family
 - Mental health, social needs
- Outpatient Care Management/Community Care Team

Barriers

- Patient compliance with medications and/or diet
- Technology
 - Connectivity
 - Portal issues
 - Malfunctioning devices

Successes/Positives

- Pacemaker battery
- Text and video call through tablet
- EkoDuo
- PatientConnect App

Education

- Diet
 - Label reading
- Exercise
- Zone Sheet

Data

CMS CHF Readmission Rate

	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021
Readmit Numerator CHF	1	3	9	2	4	5	3	8	1	6	0	2
# CHF Discharges	15	17	26	22	20	15	19	25	13	20	13	13
Readmit Rate CHF	6.67%	17.65%	34.62%	9.09%	20.00%	33.33%	15.79%	32.00%	7.69%	30.00%	0.00%	15.38%

	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022
Readmit Numerator CHF	0	1	3	4	0	0	1	2	4
# CHF Discharges	17	16	13	27	14	27	16	19	18
Readmit Rate CHF	0.00%	6.25%	23.08%	14.81%	0.00%	0.00%	6.25%	10.53%	22.22%

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Adherence

Adherence Rates

Metric	Δ	Prev	Curr	HRS Average
Blood Pressure	↔	86.94%	87.01%	70.58%
Glucose	↓	81.59%	68.81%	41.12%
Pulse Ox	↔	86.48%	87.46%	71.60%
Survey	↔	70.69%	71.67%	51.01%
Temperature	↑	42.51%	60.88%	42.73%
Weight	↔	85.90%	86.32%	70.57%

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Patient Satisfaction

Patient Satisfaction Averages

Question	Δ	Prev	Curr
I am more involved in my care while using the telehealth system.	↔	1.45	1.45
I would recommend the use of the telehealth system to a family member or..	↔	1.36	1.37
Overall, I am satisfied with the telehealth program.	↔	1.37	1.28
The telehealth equipment is easy to use.	↔	1.35	1.36
The telehealth program makes me feel supported by my healthcare team.	↔	1.52	1.42

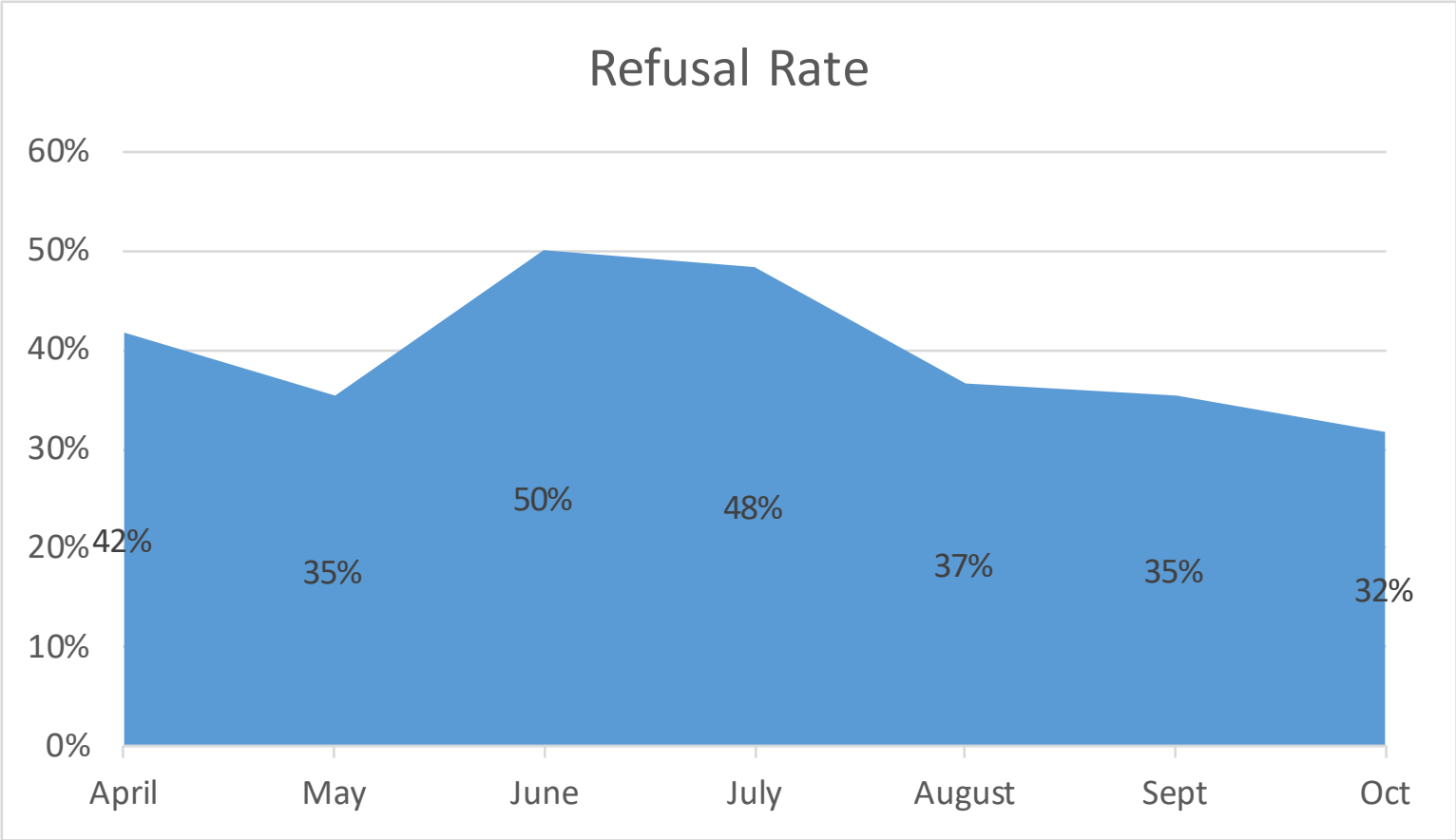
Notes:

Patient Satisfaction questions are on a scale of 1-5 (1=Strongly Agree, 5=Strongly Disagree).

Challenges

- Home Care was informed of changes/concerns on active patients to follow through
 - Confusing
 - Home care as middle person between RPM and medical staff
 - Patient received too many calls- RPM nurse, home care nurse, etc
- Lack of orders/referrals
 - Add RPM order to order sets in our EMR including CHF, COPD and pneumonia
 - Daily report from EMR identifies patients inpatient with CHF and/or COPD diagnosis

Refusals



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Reimbursement

- CPT 99453 “Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; set-up and patient education on use of equipment.” \$232
- CPT 99454- “the monthly remote monitoring of the physiological parameters and covers the supply and provisioning of the device that the patient is using.” Must have 16 days of monitoring in the 30 day period \$73
- CPT 99457 and 99458- Chronic Care Management billing codes based on time

Patient Story



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Future

- Increase use of Family/Caregiver App
- Increase use of PatientConnect App
- Other conditions?

Contact

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