Delivering Convenient Care to the Community

Remote Patient Monitoring (RPM) Programs

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St Luke's™

St. Luke's Snapshot

8 medical centers

200+ clinics and centers

2.45 million outpatient visits

47,586 hospital admissions

2,800+ physician and provider partners

90,000+ children served at Idaho's only children's hospital

199,373 emergency department visits

1,372 volunteers

Remote Patient Management
Pilot Program Objectives

Reduction in Total Cost of Care

- *Reduced ED visits*
- *Reduced acute admissions*
- *Reduced LOS*
- *Improved staff to patient ratio*
- *PMPM Spend (Actual vs. target)*

Improved Outcomes of Care

- *Improved patient self management behaviors*
- *Improved patient satisfaction*

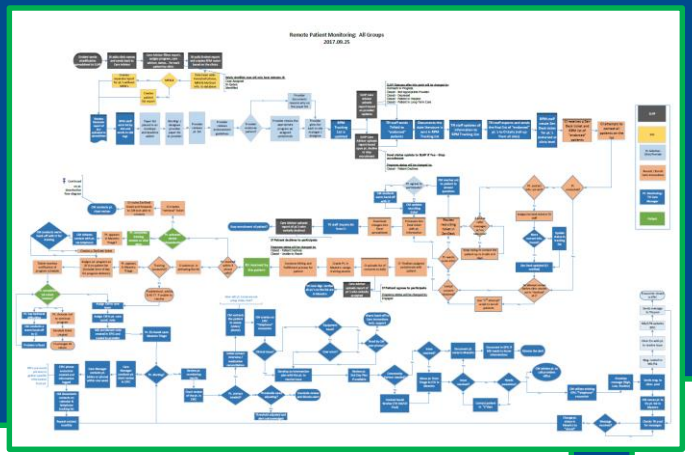
Expected learnings

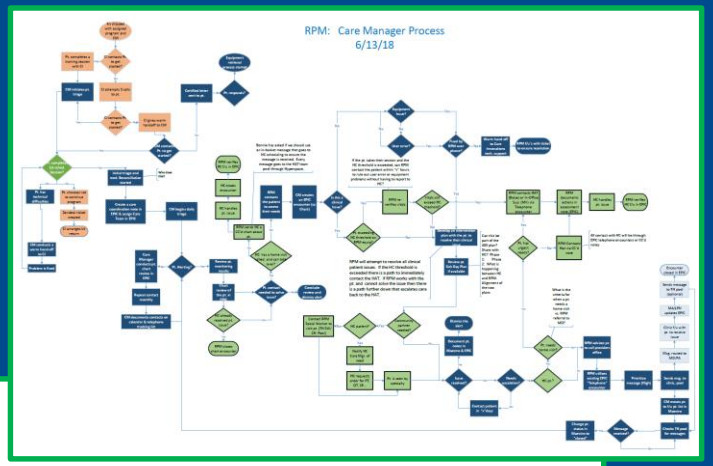
- *Impact on clinic workload/patient access*
- *Impact on clinical care coordination effectiveness/efficiency*

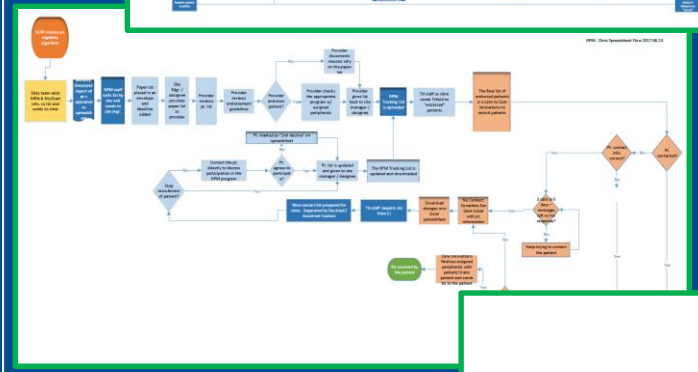
Target:
250 patients in value based arrangements

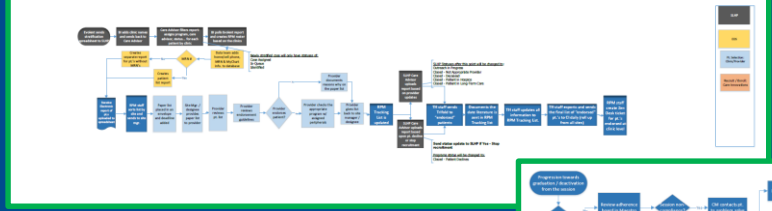
Patient criteria for enrollment

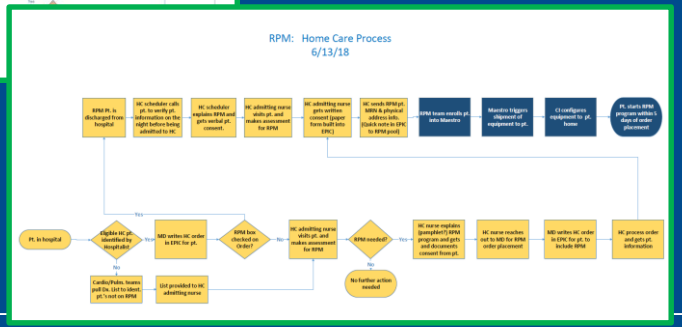
- One or more chronic diseases
  - Congestive Heart Failure
  - Diabetes
  - Chronic Obstructive Pulmonary Disease
  - Hypertension
  - Coronary Artery Disease
- Specific Payer Populations
- Specific Providers
- Some limitations/restrictions at this time

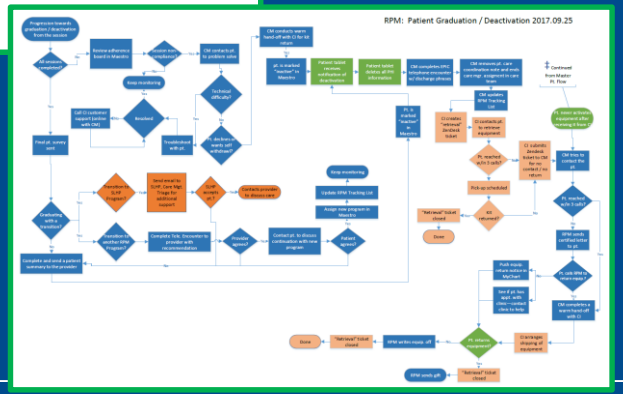

Remote Patient Monitoring: All Groups
2017.08.25


RPM: Care Manager Process
6/13/18



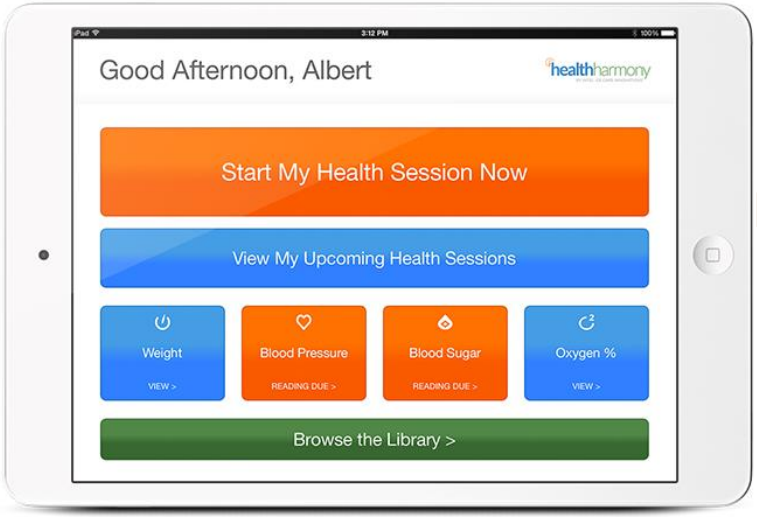



RPM: Home Care Process
6/13/18


RPM: Patient Graduation / Deactivation 2017.09.25

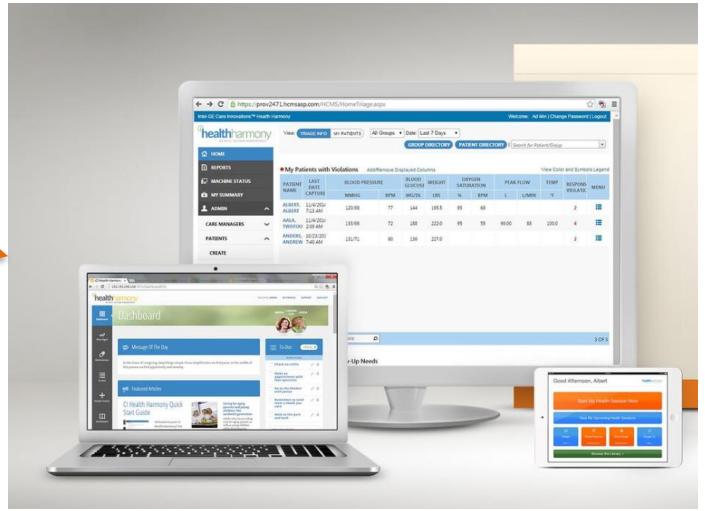
How it works- process/considerations

- Identification of the patient *
- Referral to technology partner
- Verbal consent obtained
- Shipment of equipment
- Getting Started
- Daily Monitoring
- Graduation or Reenrollment



Patient

Provider



Images courtesy of Care Innovations

Outcomes & Lessons Learned

Reduction in Total Cost of Care

- *Reduced ED visits*
  - *38% reduction in emergency department visits*
- *Reduced acute admissions*
  - *54% reduction in hospital visits*
- *Reduced LOS*
  - *64% reduction in hospital days*

Outcomes & Lessons Learned

Reduction in Total Cost of Care

- *Improved staff to patient ratio*
  - *RN to Patient Ratio increase from 1:30 to 1:100*
  - *20% reduction in operational costs (includes technology costs)*
- *PMPM Spend (Actual vs. target)*
  - *Utilization is a more reliable metric than PMPM spend*

Outcomes & Lessons Learned

Improved Outcomes of Care

- *Improved patient self management behaviors*
- *Improved patient satisfaction*

Outcomes & Lessons Learned

Improved Outcomes of Care

93% *" I feel this is an important step in my care and I don't mind the time it takes each day"*

90% *" By providing daily information about my current condition, this program has helped me feel more comfortable about caring for myself at home"*

93% *" The equipment was easy to use"*

96% *" I would recommend this program to a friend"*

Value Proposition: What's the ROI?

Lessons Learned

- Correct patient identification is key
- Conduct a very detailed care management resource inventory to avoid duplication of efforts
- Have an agreed upon plan how you will scale and the impacts it will have when proven successful
- Legal and compliance are ALWAYS key players
- Consumer facing technology failures may impact engagement
- Complex reimbursement environment coupled with rapid change requires agility and resources

Questions?

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