2022 Laurie Hall

Remote Patient Monitoring COVID Response

LAURIE HALL, MBA RN

LAURIE@YESTELEHEALTH.COM

At First……

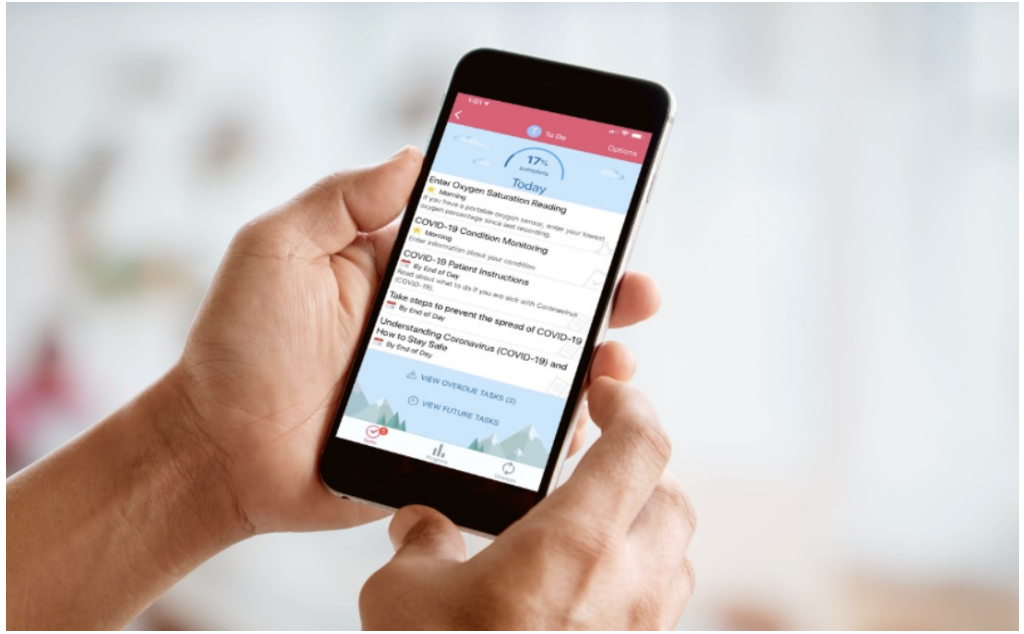
Take Advantage of What We Already Had

- eVisits (Zipnosis)
- Small 24 / 7 Provider Pool
- 24 /7 RN Triage Team
- Add Care Companion

2022 Laurie Hall

Care Companion – EPIC

- Positive COVID Result
- Asymptomatic or Low Risk
- Utilize 24/7 RN Team
- Low Engagement



Things start heating up



Lots of calls to clinics and RN line

Worried well, exposure?



Divert COVID specific complaints /perform triage

Make eVisits free

Use 24 / 7 Provider pool

RN Triage Pool divert patients to eVisits rather than Urgent Care or ED for 2nd line of triage



Begin discussion of transitioning in person care (primary care and specialty)

2022 Laurie Hall

Virtual Check Ins

Previous Autumn, Started Work on Virtual Check In Pilot

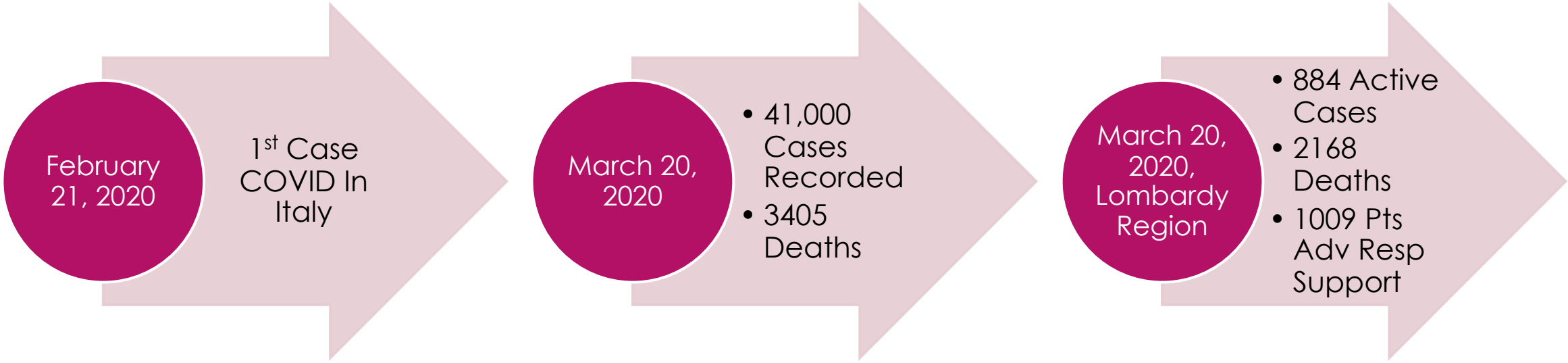
- G2012
- HTN / Depression

March 16 – Planned Go Live

March 18 – Go Live Virtual Visits

- Visit type and navigator in Epic
- Opened to all providers
- Began process of rescheduling patients
- Education
- Daily huddles

Early COVID - Italy



Lombardy ICU Bed Capacity = 724

2022 Laurie Hall

The Italian health system and the COVID-19 challenge - The Lancet Public Health *May 1, 2020*

Nearly 70,000 people died from coronavirus in Italy so far, the highest fatality count in Europe.



Eighteen coffins of coronavirus victims wait to be cremated in the village of Ponte San Pietro near Bergamo, Italy on April 7.

Marco Di Lauro / Getty Images

Families of Covid victims in Italy take government to court (nbcnews.com)

2022 Laurie Hall

Regroup
What were we trying to accomplish?

Assumptions

- Models showed we would need 440 ICU beds for NE Minnesota.
  - We had approx. 100
- We would not be able to care for all sick patients in the hospital setting
- We would need to divert exposed, worried well, testing requests away from the clinic
- Minimize patients dying alone in the hospital
- Very sick / terminal patients would need palliative care at home

Resources Needed

- Home monitoring platform with attention to O2 Saturation
- 24/7 RN Triage Team
- Pool of providers with significant capacity

2022 Laurie Hall

What is Remote Patient Monitoring?

Collection and analysis of patient physiologic data that are used to develop and manage a treatment plan for chronic and /or acute condition.

- Devices must be FDA approved and defined as a medical device
- Devices must transmit data electronically



RPM Codes

- Service Codes
  - 99453 – Patient Set Up & Education
    - One Time
    - $21
  - 99454 – Operation Costs
    - Supply of Devices
    - $64
  - 99091 – Review & Interpretation of Data
    - Requires 16 days of device transmission /ready over 30 day period
    - $56
- Timed Management Codes
  - 99457 - Patient Communication
    - 20+ minutes of interactive communication by QHP
    - Can include phone, video, email, text
    - Treatment plan must be in place
    - $52
  - 99458 – Additional Patient Communication
    - Additional 20+ minutes with the patient
    - $42

2022 Laurie Hall

Other Requirements

- Patient must "Opt In" for service
- RPM can be performed under general supervision of a physician
  - QHP can order and provide services
- Devices must be FDA approved / defined as a medial device
- Devices must transmit data electronically

2022 Laurie Hall

Process

Patient

- Hospital, ED, Clinic
- COVID Positive, Symptomatic
  - Later added High Risk with Significant Exposure
- Home Support - Ideally

HRS Platform – Thermometer, Pulse Oximeter, BP

Devices Stocked in EDs, Urgent Care, High Volume Clinics, Some IP

Provider Determines Benefit or Need – Complete "Suitability" Checklist

Monitoring by 24/7 RN Triage Team

Scheduled and PRN Video Visits with 24/7 Virtual Visit Provider

24/7 RN Team activates patient

- Daily monitor of changes in condition

Critical to identify patients who can fully participate to ensure they receive the right care at the right time.

How Did It Actually Work?

Launched Nov 2020

- 490 COVID+ Patients on RPM
- More than 1400 Virtual Visits
- Typical patient on RPM for 17 days with 3+ virtual visits

OUTCOMES

Emergency dept. rate: **14%**

Hospitalizations: **11%**

Readmission rate: **1.64%**

Prevented


118 Hospitalizations


189 ED Visits

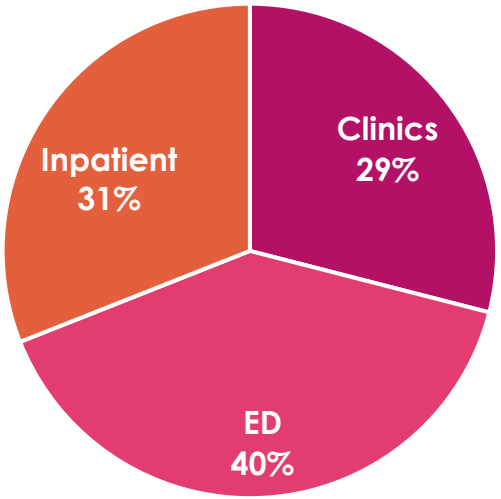
Cost Savings: $2.9M

Cost Savings: $945k

2022 Laurie Hall

Referral Source and Payer

- Primary Payers
  - Medicare: 110 Patients
  - BCBS MN: 76 Patients
  - Medica: 42 Patients
  - UCare: 25 Patients



What Went Well?

24 / 7 RN Triage Team

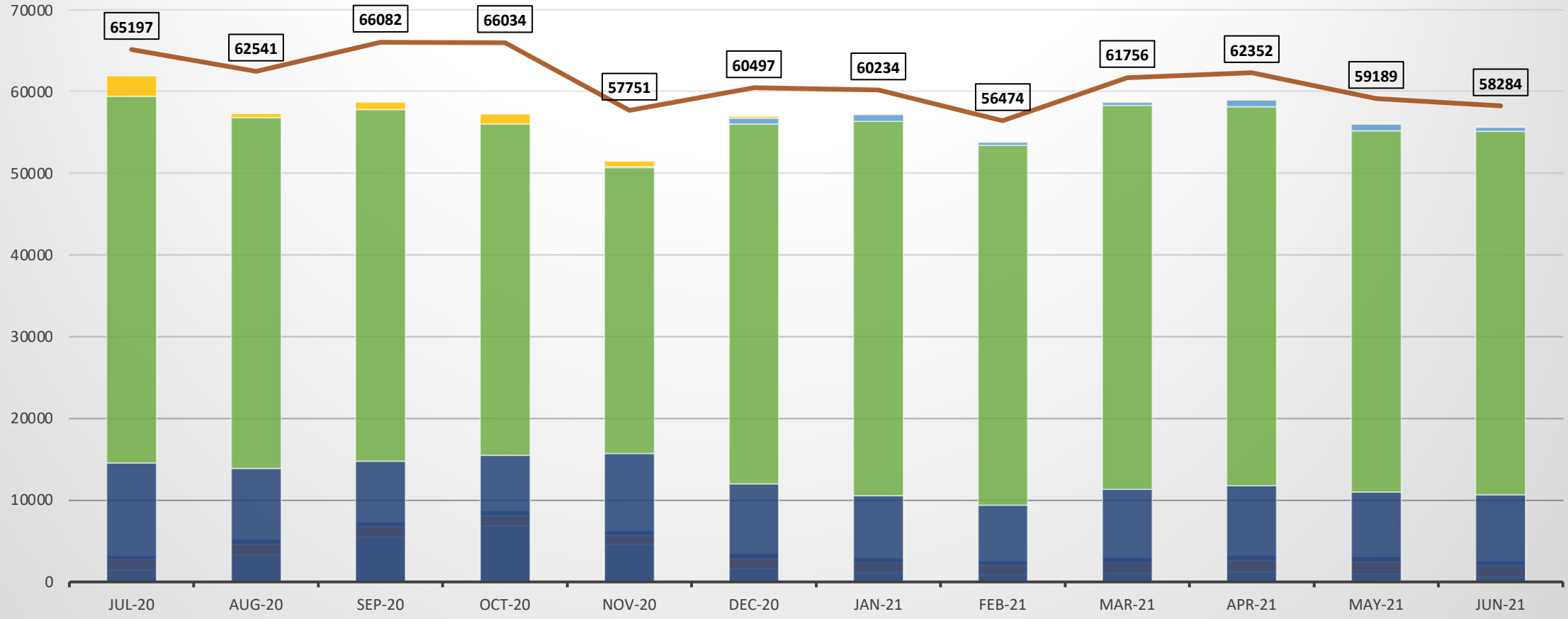
- 20 Years Existence
- 90+ Staff Members
  - Triage for Clinics
  - Rx Refills
- COVID Era
  - COVID Results
  - RPM Set Up, Monitoring, and Intervention
- 65,000 Hours Dedicated to COVID Tasks

24 / 7 Provider Pool

- eVisits
- RPM Visits
- Added On Demand Video Visits
- Staffed by APCs
- Tri State Licensed
  - ND
  - WI
  - MN

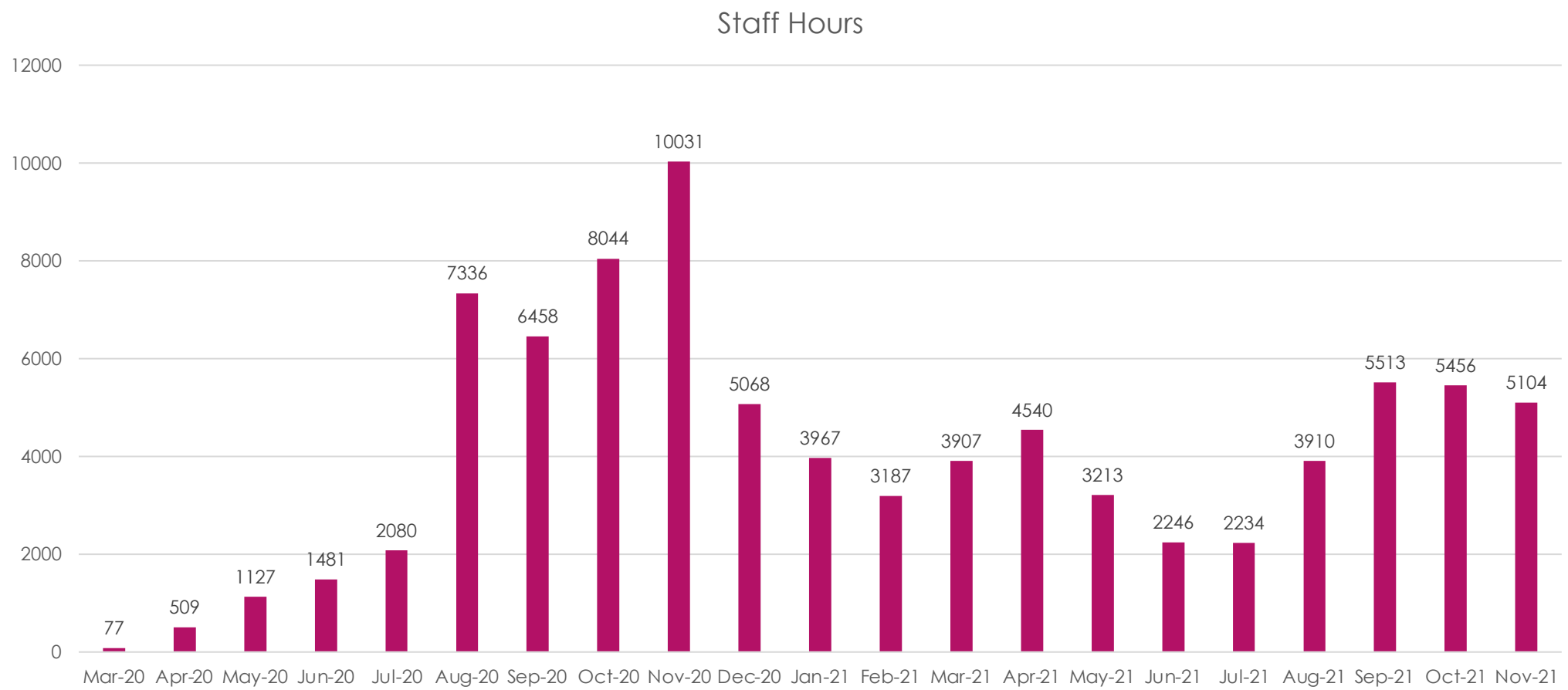
2022 Laurie Hall

24/7 Nurse Team Volume



	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
TCC Calls	529	576	573	615	607	673	610	548	629	659	683	582
Stat Doc	1288	1350	1245	1300	1026	1138	1168	1138	1288	1335	1454	1440
TeleEncounters	1433	3284	5524	6837	4626	1678	1163	889	1072	1309	979	544
Orders Only	2489	501	877	1188	660	199	76	46	41	41	19	9
RPM					103	742	801	391	398	843	835	530
Rx Refill	44865	42917	43054	40574	35013	44084	45825	44051	46993	46387	44202	44476
Triage	14593	13913	14809	15520	15716	11983	10591	9411	11335	11778	11017	10703
Total	65197	62541	66082	66034	57751	60497	60234	56474	61756	62352	59189	58284

24/7 RN Team COVID Tasks



2022 Laurie Hall

If We Had a Do Over

- 24 /7 Provider Pool Staffing
- Care Companion
- Patients That Didn't Really Want RPM
  - Afraid to say No
- Patients Returning Devices

- DEVICE LOGISTICS
  - Contracted for 250 Devices
    - Ended Up Needing 270 Devices!!!
    - Never had more than 50 pts enrolled at a time
  - Deployed from Central Ordering System
    - 250 Devices
    - 15 Facilities
    - 20 Locations
  - Template Ordering
    - 27 ADDITIONAL Departments!!!!

2022 Laurie Hall

Historical Experience with RPM

- Congestive Heart Failure
- Well established – prior to reimbursement
- Cardiocom (now Medtronic)
- BP and Scale
- Dramatic decrease in ED Visits, Admission
- Inpatients – Nurse Navigator Meets Patient
- Clinic Setting – Provider introduces Service
- Cardiology Department Nurses Manage the Program

2022 Laurie Hall

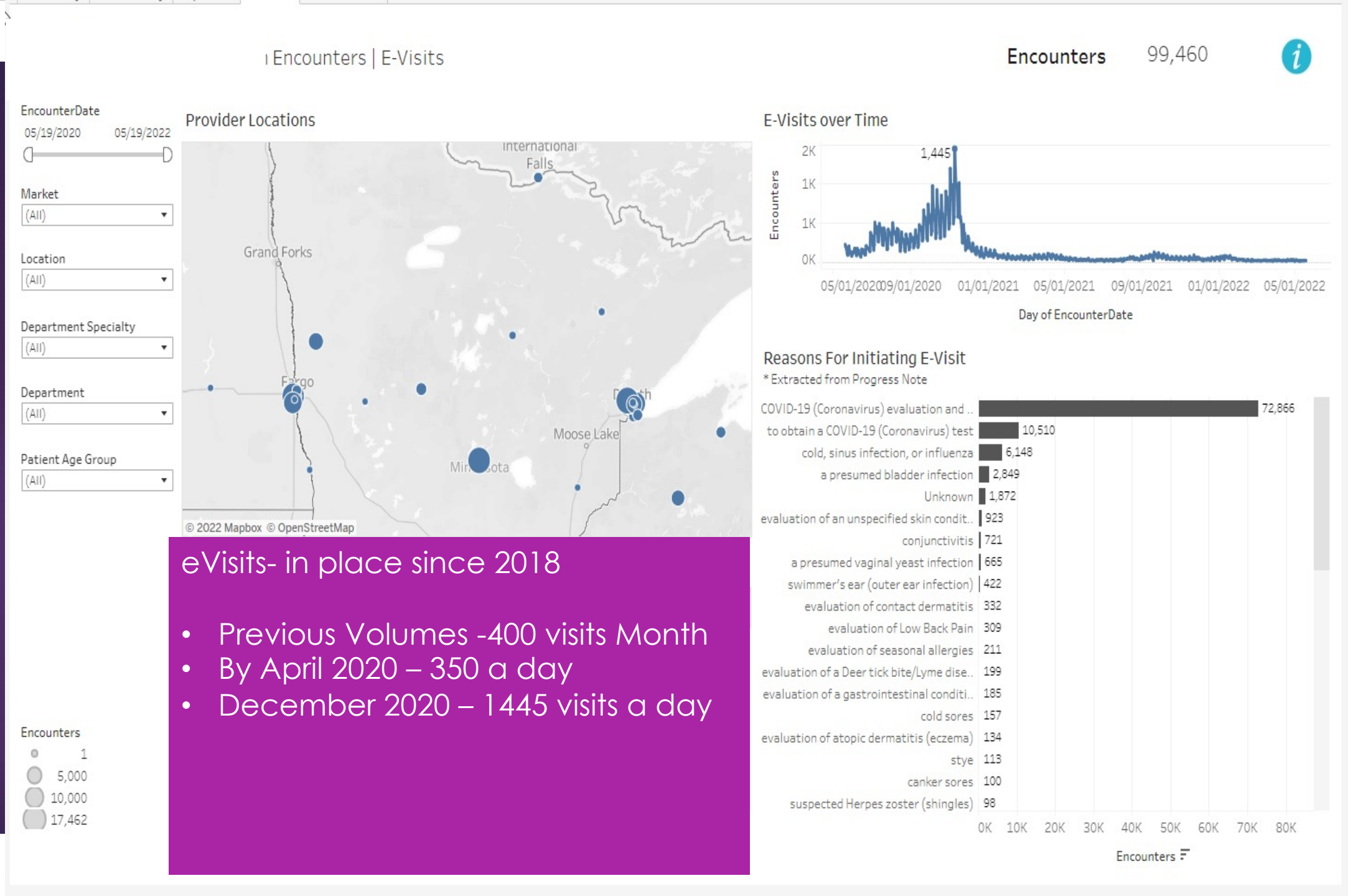
What Did We Learn?

- Home monitoring is what will transform healthcare
- Patient engagement at the time of enrollment
- Device logistics?
  - Could have done better – but not much
  - This issue is eliminated when dealing with chronic conditions
- Greater appetite for RPM
- Centralized monitoring is the way to go for most conditions
- Current RPM devices soon to be obsolete

2022 Laurie Hall

eVisits

Use Zipnosis



eVisits- in place since 2018

- Previous Volumes -400 visits Month
- By April 2020 – 350 a day
- December 2020 – 1445 visits a day

2022 Laurie Hall

Telehealth Encounters | Virtual Visits

Encounters 433,547

05/19/2022

t Specialty

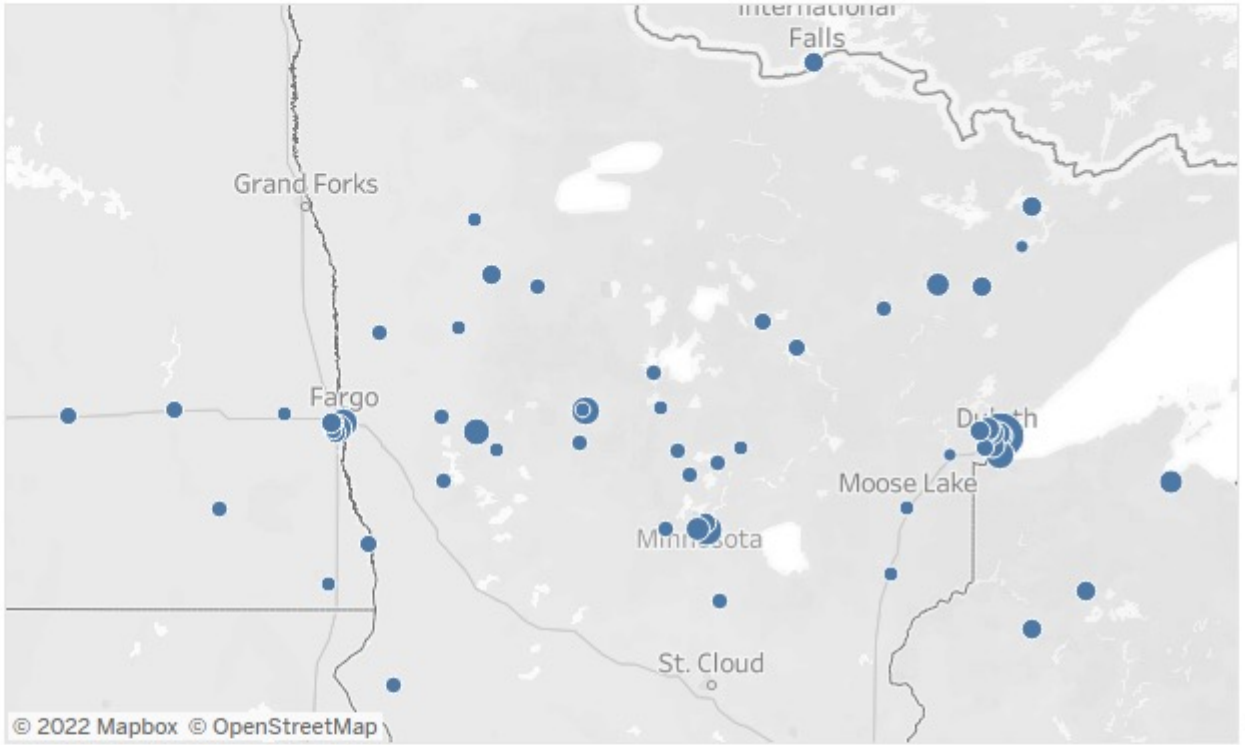
t

nt Status

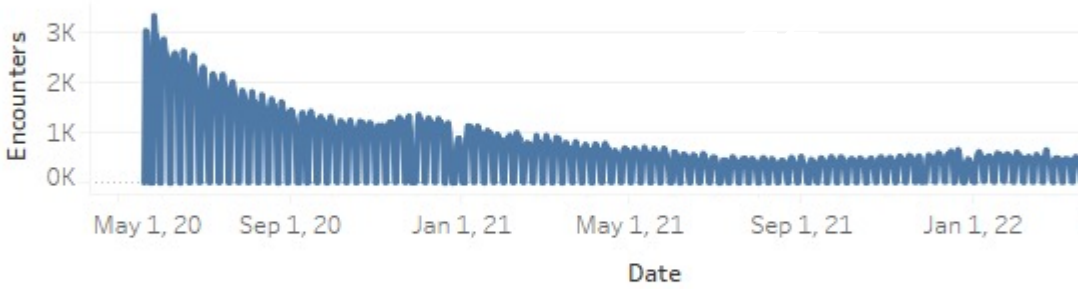
lues)

Group

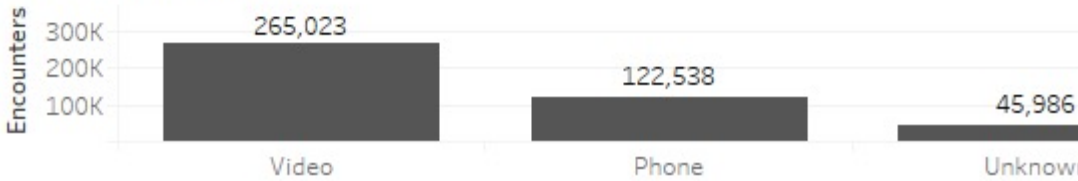
Provider Locations



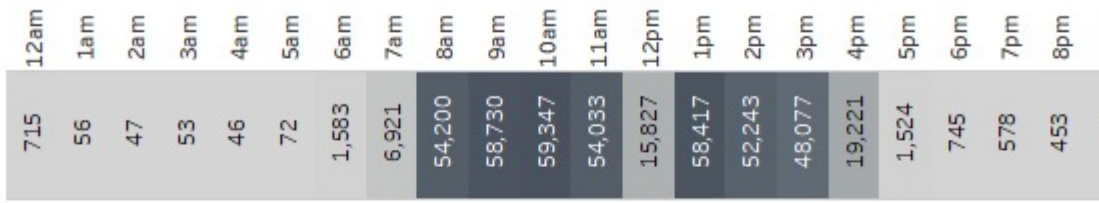
Virtual Visits over Time



Visit Connection Type



Virtual Visits by Hour of Day



Primary Diagnoses

