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HEALTHCARE

Implementation of a Remote Patient Monitoring Program (RPM) in an FQHC

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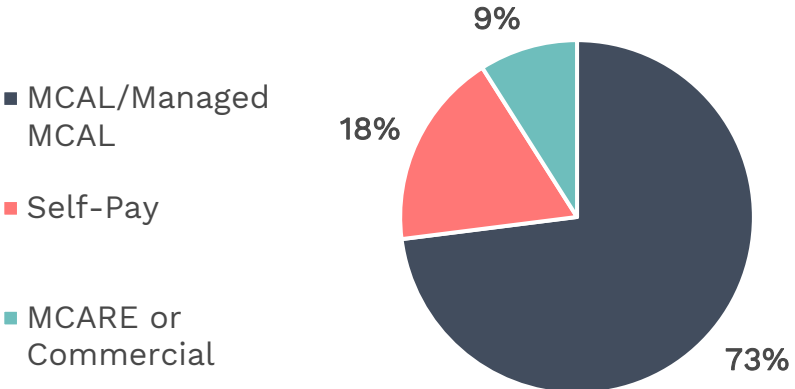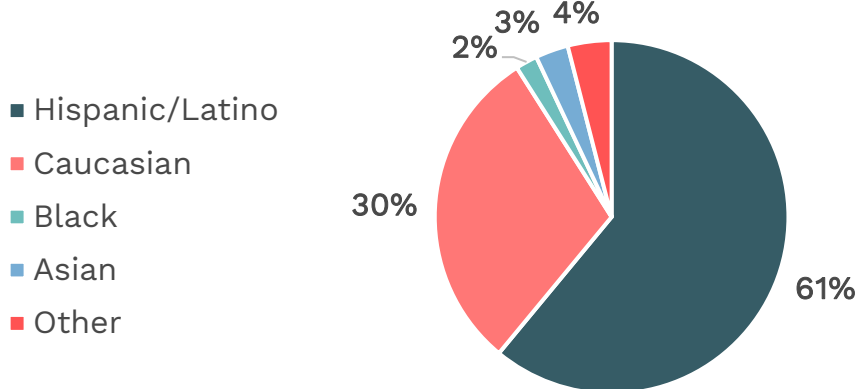
CTRC RPM Learning Event

February 9, 2023

Neighborhood by the Numbers

Neighborhood Healthcare is a Federally-Qualified Health Center (FQHC) with Level 3 Patient Centered Medical Home (PCMH) recognition

Payor Mix

- MCAL/Managed MCAL
- Self-Pay
- MCARE or Commercial

9%
18%
73%

Race/Ethnicity

- Hispanic/Latino
- Caucasian
- Black
- Asian
- Other

2% 3% 4%
30%
61%

Sites & Staff
- 24 clinic sites across San Diego & Riverside County
- >1000 employees
- 151 medical and behavioral health providers

2022 Utilization
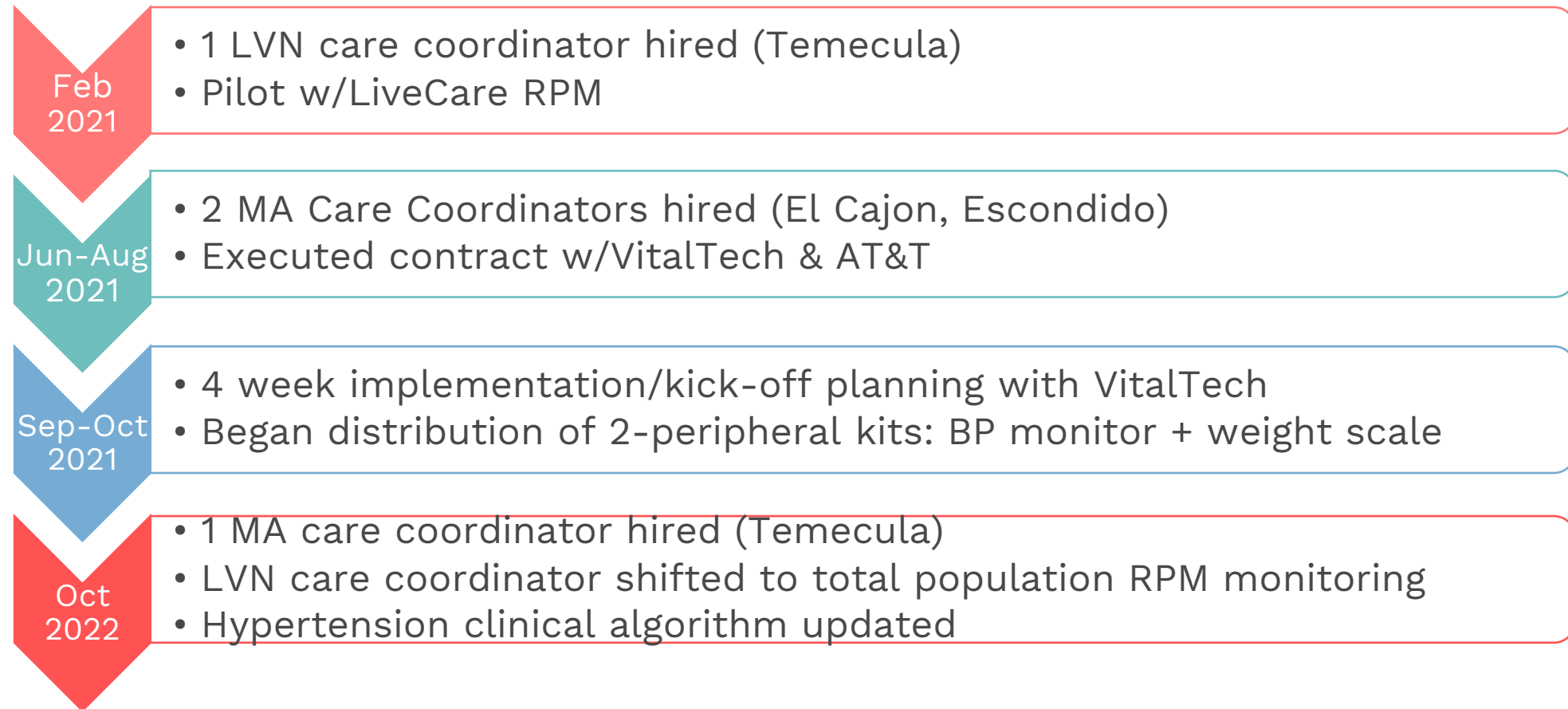- 98,363 unique patients
- 491,493 encounters (31% telehealth)

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Controlling Blood Pressure Rates (<140/90 mmHg)-Trends

Uniform Data System (UDS) Blood Pressure Control Rates

- 2019: 74% (7697/10385)
  - **1%** of uncontrolled w/o BP measurement
- 2020: 58% (6149/10863)
  - **40%** of uncontrolled w/o BP measurement
- 2021: 63% (7291/11588)
  - **2%** of uncontrolled w/o BP measurement
- 2022 (estimated): 68% (8943/13061)

2023 Goal: 74%→stretch goal 80%

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2021-2022 RPM Implementation Timeline of Key Activities

Feb 2021
- 1 LVN care coordinator hired (Temecula)
- Pilot w/LiveCare RPM

Jun-Aug 2021
- 2 MA Care Coordinators hired (El Cajon, Escondido)
- Executed contract w/VitalTech & AT&T

Sep-Oct 2021
- 4 week implementation/kick-off planning with VitalTech
- Began distribution of 2-peripheral kits: BP monitor + weight scale

Oct 2022
- 1 MA care coordinator hired (Temecula)
- LVN care coordinator shifted to total population RPM monitoring
- Hypertension clinical algorithm updated

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VitalTech/AT&T RPM Services

FirstNet®
First responder platform with highly securely messaging and access to records on-the-go

VitalTech Platform
Bring care to the home with the ability to provide virtual care and track vitals such as temperature, blood pressure, etc.

Tablet
Enable RPM platform by providing a tablet with every RPM kit to monitor patient vitals and connect peripherals via Bluetooth

Staging and Kitting
Easy set up of RPM kit for providers for a better customer experience

Premier Platform
Utilize Premier to manage SIM provisioning and billing control

AT&T Consulting
Expertise for integration in to EMR and other platforms the providers possess

Telehealth/RPM
Bring care to the home

HEART RATE
68

BREATH RATE
15

BLOOD PRESSURE
126/71

SpO2
99

STEP COUNT

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RPM Components

Data Inputs

Peripherals
- BP Monitor
- Weight Scale
- Glucometer
- Pulse Ox

BLE Medical Devices

Personal Emergency Response

Smart Home –
Daily Living Activity Tracking
and Fall Detection

Health and Wellness –
Nutrition Tracking and Menus

3rd Party Databases –
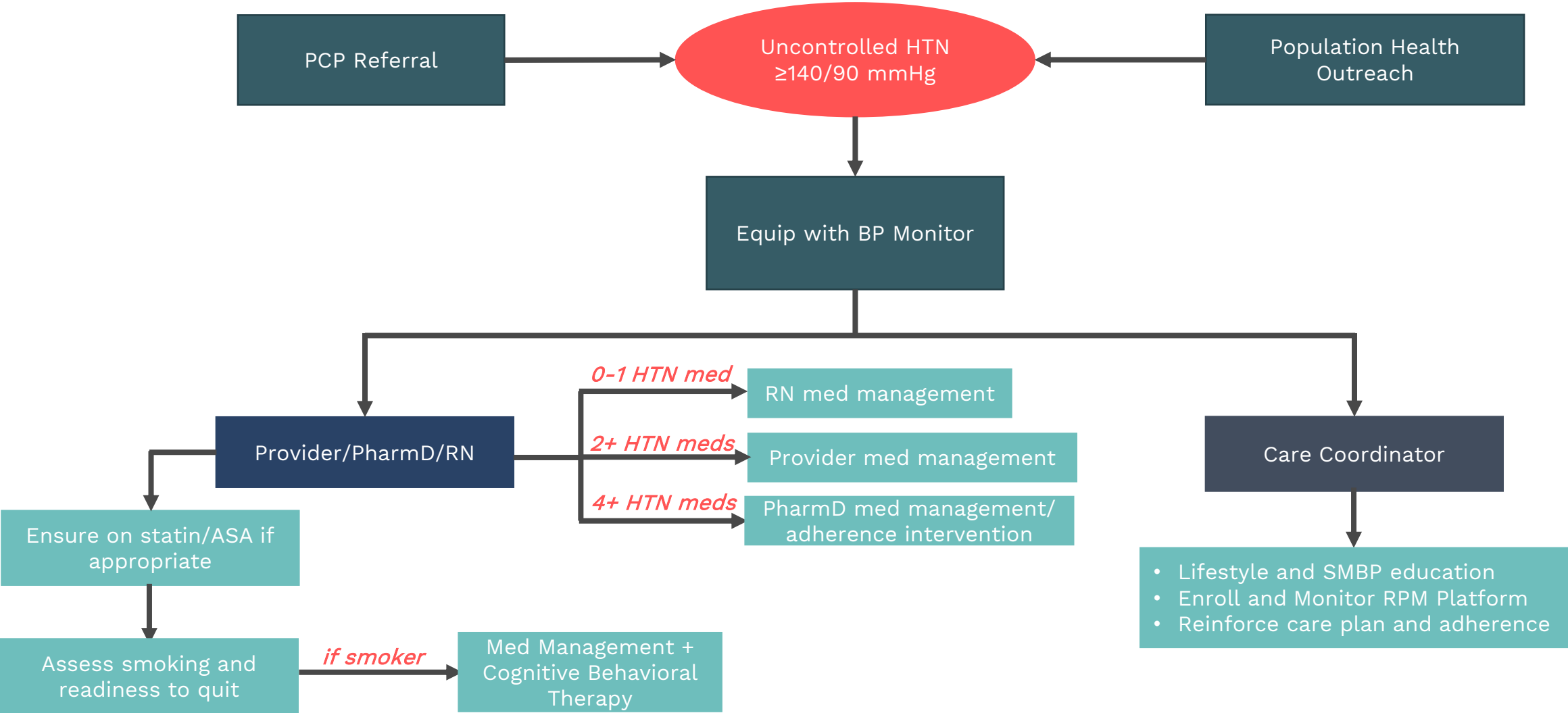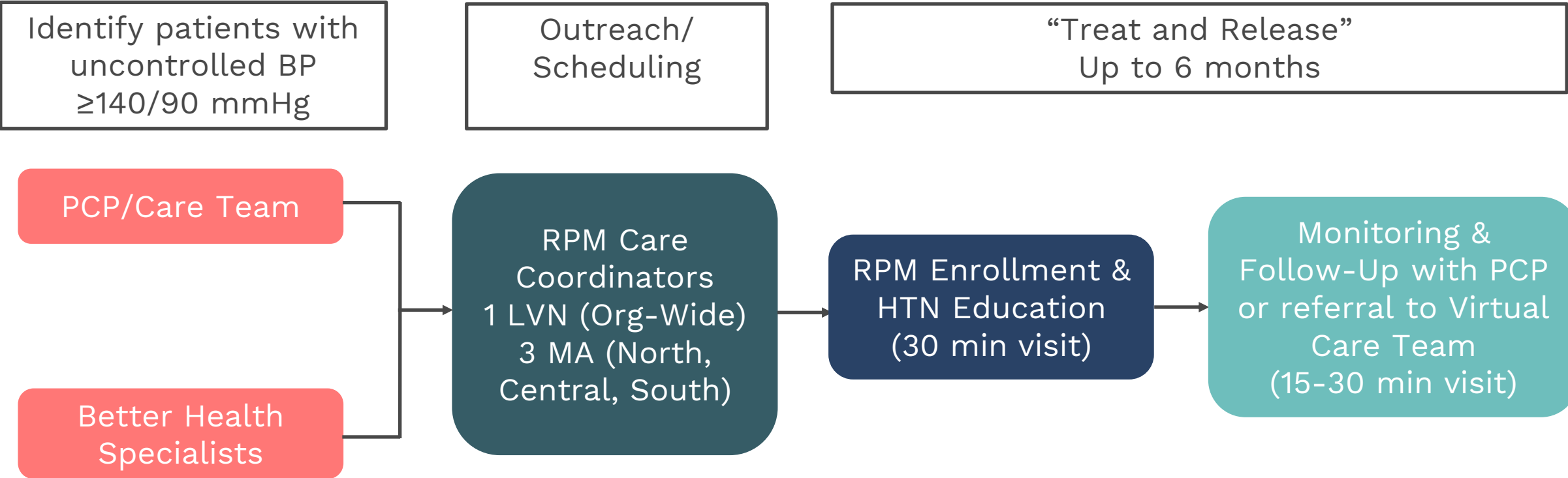Ability to give a survey

Patient Interface

Provider Interface

Family Interface

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Care Model for Hypertension

Referrals & Scheduling Process for RPM

Identify patients with uncontrolled BP ≥140/90 mmHg	Outreach/ Scheduling	"Treat and Release" Up to 6 months

PCP/Care Team

Better Health Specialists

RPM Care Coordinators
1 LVN (Org-Wide)
3 MA (North, Central, South)

RPM Enrollment & HTN Education
(30 min visit)

Monitoring & Follow-Up with PCP or referral to Virtual Care Team
(15-30 min visit)

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Visit Structure

- **Care Coordinator**
  - Vitals (In-Clinic BP or RPM Report)
  - Preventative Care Gaps
  - BP Monitor Teaching +/- Remote Patient Monitoring (RPM) Enrollment
  - Lifestyle Education
- **Provider +/- Enhanced Medical Visit (Pharmacist/RN-Led)**
  - Medication review
  - Assess understanding/adherence and educate on disease risk/medications
  - Medication management

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Distribution & Enrollment
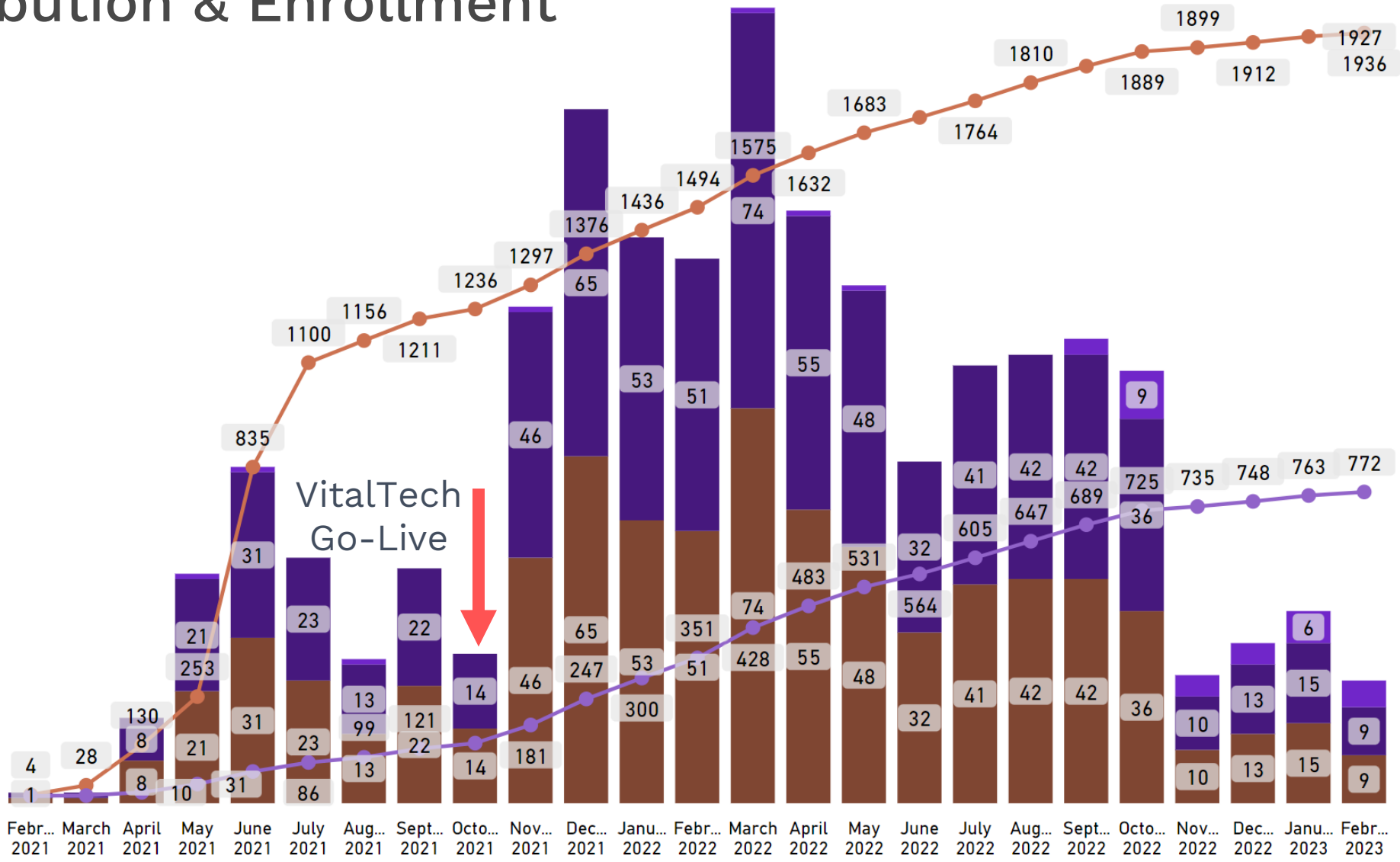
Outcomes
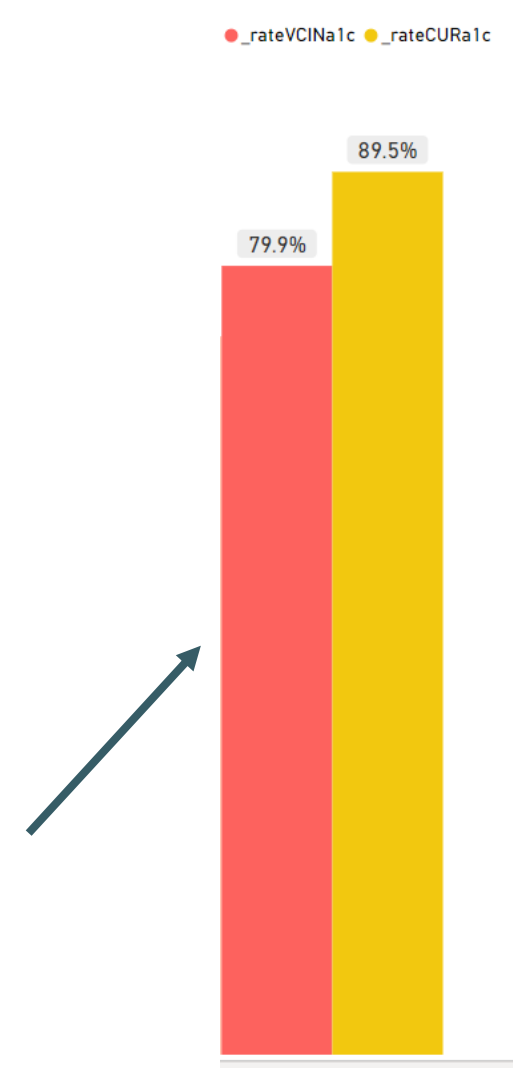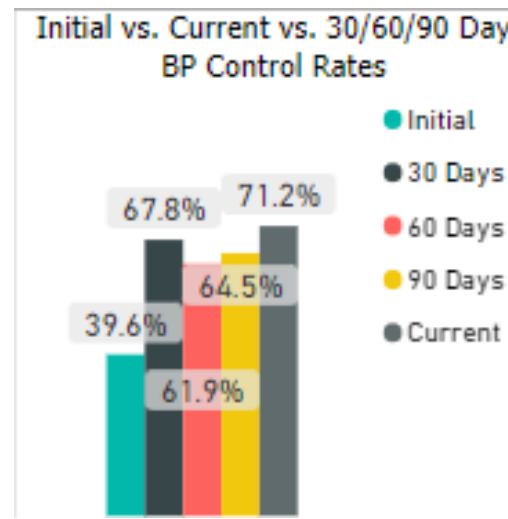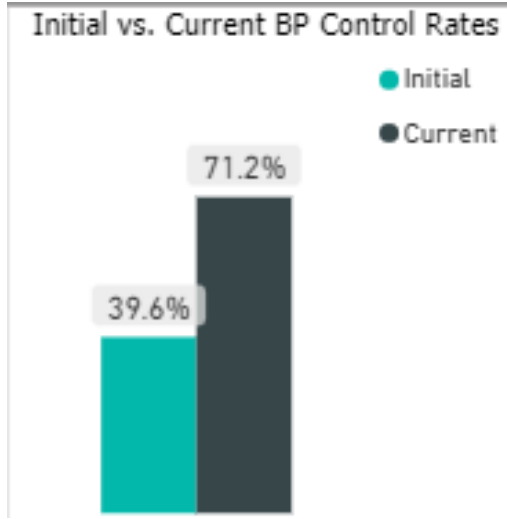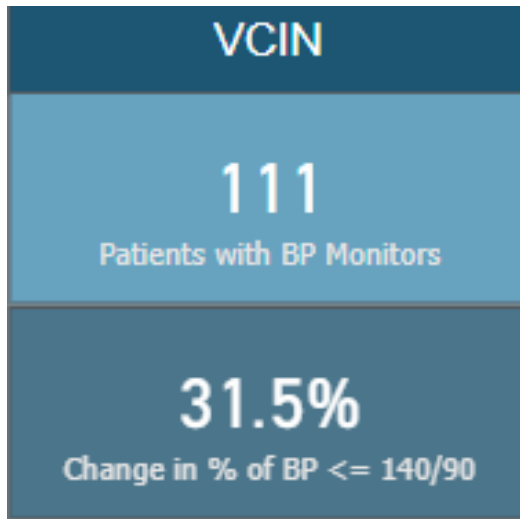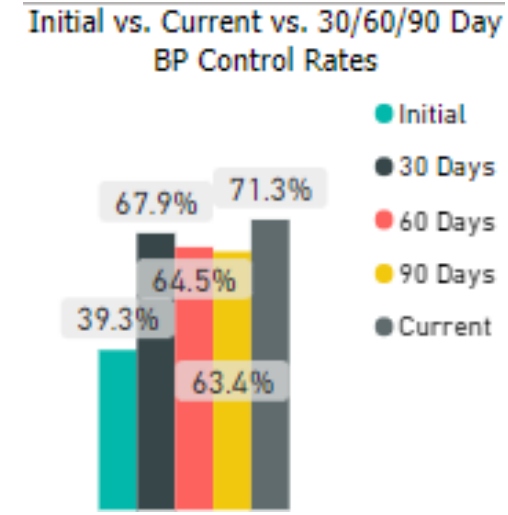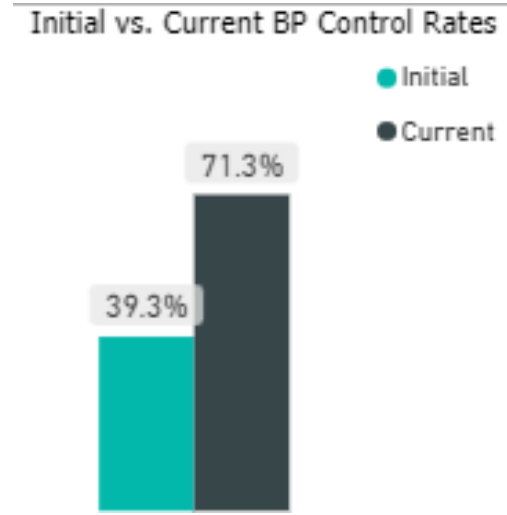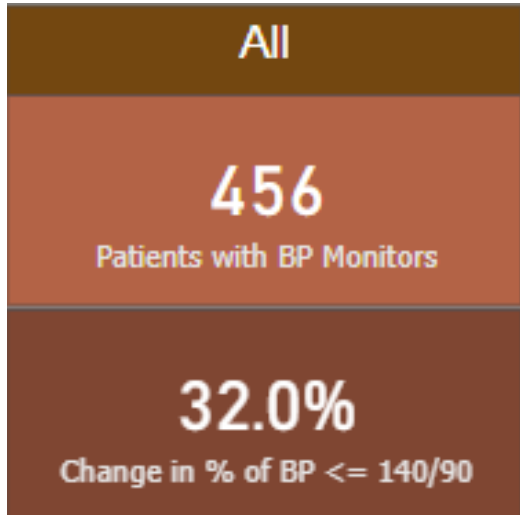
Areas of Improvement

- **Patient Identification & Education**
  - Ideal candidates
  - Group and/or virtual education
- **Data Management**
  - Alerts management
  - Staffing to enrollment ratio
- **Billing & Inventory Management**
  - Multiple funding sources: time restrictions, vendor credits
  - Shipping, receiving, distribution reconciliation

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Thank you!

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