

# Connecting, Communicating and Collaborating; Telehealth Successes:

*Lessons Learned from an RPM pilot*

Presented by Greg Eoyang, CTO Everbeat

# Background

- **Speaker:** Greg Eoyang: CTO Everbeat
- **Experience:** Carnegie-Mellon University, DARPA, FEMA, TSA, 15 Years in Startups
- **History:** Started first mobile health app in 2012 - creating a patient centric longitudinal view of health (i.e. a better Apple Health)
- **Timeline:** Everbeat RPM Pilot discussions began May of 2017 and the pilot concluded June of 2019
- **Team:**
  - InnovationHealth = Inova + Aetna -> CVS [joint venture of provider and payer]
  - Everbeat is a product of Grektek a DC based healthcare startup

# Pilot Charter

- **Extend:** Use RPM to augment the Multi Disciplinary Care Team's ability to monitor and care for patients.
- **Examine:** Study the effectiveness of technology in empowering patients to be active in their own health.
- **Assess:** Determine flaws in the system and approaches in order to improve and deploy in a larger scale.
- **Complete:** Do whatever it takes to get it to the finish line.

# Implementation Environment

Innovation Health Multi Disciplinary Care Team (MDCT)

- Medical Director
- RN Case Managers
- Pharmacists
- Social Workers
- Nutritionists

**Population:** Top 5% HRHC members in Commercial and Medicare markets

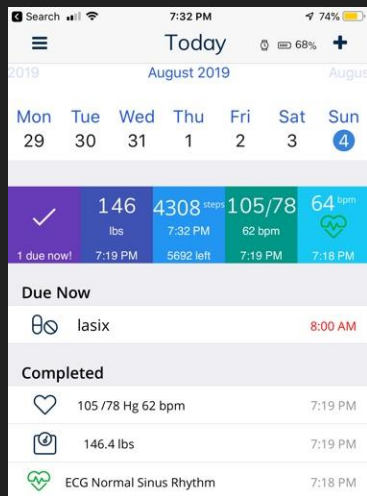
# Challenges

- Technology Adoption
- Workflow Disruption
- Bureaucratic Paralysis
- Individual Motivation

# MDCT Challenges

- **Focus on High Needs Patients** - How to connect to and engage high risk members in their care with simple to use, effective care management supports.
- **Combining High Tech with High Touch** - Blend individual data collection with personalized feedback, as well as streamline connection to care managers and clinicians.
- **Empowerment** – Connect individuals, families and care managers with real time data.
- **Value Validation** – Create and demonstrate value for members and employers
- **Process versus Technology** - Avoid complex data entry and streamline care processes and align with existing care management workflows

# Everbeat RPM



iOS App



Bluetooth BP Cuff



Bluetooth Scale

The screenshot shows the RPM Patient Dashboard. It includes a table with patient data, including Monthly Report, Patient Name, Last Updated, Weight (lbs), Steps, BP, Med Usage (taken/not taken), Symptoms, and Risk Score. The table is filtered by 'Items on page 10' and 'Choose page 1'.

#	Monthly Report	Patient Name	Last Updated	Weight (lbs)	Steps	BP	Med Usage (taken/not taken)	Symptoms	Risk Score
0	L.M.	[REDACTED]	11/24 4:54 pm	147.9	11755	120 / 99 / 30	0 / 0		140
1	L.M.	[REDACTED]	11/25 2:09 pm	999	67	/ 54	0 / 0	4021	112
2	L.M.	[REDACTED]	08/21 10:10 pm	146 ( 1 )	16252	100 / 80 / 61	0 / 3		90
3	L.M.	[REDACTED]	04/25 1:02 pm	140.9 ( -2.4 )	888	110 / 88 / 52	0 / 1	34556	82
4	L.M.	[REDACTED]	11/19 8:31 pm	152.8	0	110 / 90 / 60	0 / 0		70
5	L.M.	[REDACTED]	10/18 7:06 am	207.4 ( 5.4 )	0	134 / 98 / 106	0 / 0		70
6	L.M.	[REDACTED]	06/02 4:54 pm	3257	109 / 73 / 82	0 / 0			50
7	L.M.	[REDACTED]	12/01 5:36 pm	135	5746	/ 68	0 / 1		50
		[REDACTED]	12/31 7:00				0 / 0		50

RPM Patient Dashboard

Everbeat provides RPM Services supporting the new CMS CPTs: 99453, 99454, and 99457 (and 99458!)

# Solutions

- **Simplify:** Keep the target process to optimal patients (top 5% of the top 5%), already inclined to participate
- **Reduce:** The Study was not deemed clinical so an IRB was avoided and with only 25 target patients the workflow impact would be moderate.
- **Engage:** Multiple group and on-on-one training sessions were conducted with the MDCT. The MDCT carried the concept to the patients
- **Embrace:** Human beings are illogical and driven by emotion
- **Do Not Judge:** Measure and applaud the process, not the results



# Results

- **Numbers:** 20 Patients for 90 days – rule of 1/3
- **Health Outcomes:** Over the 90-day study period, three Emergency Department visits, seven medication adjustments and four urgent, unplanned office visits were avoided.
- **High Tech & High Touch:**

*"Educating health teams and patients about how to get the most out of the telehealth system has truly made a difference. That, coupled with telehealth's power to improve daily case manager workflow, have been the keys to success for this program," said Michelle Myers, MDCT Clinical Supervisor at Innovation Health.*
- **It is time:**

*According to the former medical director of the MDCT, Kurt Elward, " The tool was extremely helpful as a way to engage, empower and monitor our members. It seemed easy for them to learn and provide actionable information and could fit into our workflow well. With broader implementation, this program could have a dramatically positive effect on the overall value of the MDCT and the health outcomes of the patients."*