



Case Study: Mercy Virtual

A study prepared by m.Care outlining its engagement with Mercy Virtual Care in St. Louis, MO. Content is Proprietary





Challenge

Mercy Virtual recognized the need to meet the healthcare demands of a modern, connected patient population. Specifically, it saw an immediate need in its critical care patient population. That population was experiencing unacceptably high readmission rates and the patient-care team relationship lost effectiveness once the patient returned home after their hospital stay. While the management team was forward thinking and clearly saw the path forward to provide realtime remote patient monitoring, Mercy Virtual lacked the technology, infrastructure and experienced healthcare software partner to implement its plan.

Mercy Virtual sought an experienced partner to not just create the custom software platform it needed to serve its patient population, it sought an experienced team that understood its approach to care, and its need for flexibility and growth in its software solution.



Plan

m.Care worked closely with Mercy Virtual management team to understand their needs, their vision, their challenges, and their opportunities.

Together, we presented a plan to provide all of the functionality Mercy Virtual requested, but also asked strategic questions about additional customization that might be beneficial in their program.

Working together, we created a software platform that provided three key points of emphasis:

1. 24/7 access and utility for both the care team and the patient. For true remote patient care, Mercy needed around the clock access to their patient population. m.Care delivered with 99.99+% reliable up time.

2. Ease of use for quick adoption from both the care team and the patient. Utilizing award-winning designers, m.Care created applets, icons and easy-to-use navigation for not just easy, but enjoyable user and care team engagement.

3. Predictive monitoring with the capability of providing proactive notifications and alerts. Because Mercy's initial population were critical care patients, it was vital that the platform could monitor key medical parameters and notify both the patient and the care team if values fell outside of required parameters.



A Robust Platform that was built for easy adoption, uptime and utility

A Telehealth platform is only as good as its functionality and its adoption. m.Care delivered both by creating exactly the solution Mercy required, and made it easy for both the care team and the patient to use.



Execution

m.Care worked closely with the management team at Mercy Virtual, conducting working groups with various care team groups, to create the functionality and interface required at the hospital. Multiple on site visits enabled a free flow of ideas from both sides, capitalizing on experience and expertise from both the medical and technical teams.

Development

Once system requirements were identified, m.Care created the custom Mercy Virtual platform by assembling its unique set of m.Care applets into one program.

Within the applets, m.Care tailored each to both “speak” and “function” within the culture and requirements of Mercy Virtual. m.Care development team continued to work closely with the Mercy Virtual managers to ensure the program delivered on time, and met key intermediate phase requirements.

Once created in the testing environment, m.Care and Mercy undertook a robust testing period with key care team members and simulated patients. The results exceeded expectations and the advanced testing commenced with actual patients.

Today, Mercy Virtual enjoys over 50% reduction in readmissions and a 34% decrease in overall critical care costs attributed to the m.Care remote patient monitoring platform.

The platform has surpassed the 2,000,000 engagement plateau with zero reportable discrepancies noted for the patient engagement and reporting phases of the business.



Results

Patients served

Through mid-2018, Mercy Virtual has served over 1,800 patients utilizing the m.Care remote patient monitoring software platform. Over two million actions have been conducted on the platform.

Cost Savings and Readmissions

Mercy Virtual hoped to achieve cost savings and a reduction of readmissions and ER visits as a result of implementing the m.Care platform. The results exceeded their expectations by producing more than a 50% reduction in readmissions and a 34% cost savings for critical care.

Patient Feedback

Perhaps the most encouraging and notable results is the overwhelming adoption and reaction from the patient population. Over 96% of patients say they are very or extremely satisfied with their experience. Many note they believe the platform has avoided a serious situation or helped resolve an impending problem. The nurturing of the care team-patient relationship has been a hoped for result as well.

Next Steps For m.Care and Mercy Virtual

The Mercy Virtual and m.Care partnership continues to grow, as the m.Care platform, while still supporting the vEngagement program referenced in this Case Study, now supports both the Mercy Virtual vKids and NICU Telehealth programs. The partnership continues to work together, looking for opportunities to bring virtual care to other programs within the Mercy Health system, as well as health systems outside of Mercy who wish to achieve similar benefits.