



The Remote Health Management Guide

Deploying a successful RHM program





Remote health management (RHM) platforms make patient care more convenient and improve financial outcomes for healthcare providers **and organizations**. Successful RHM platforms depend on setting the right expectations, choosing the right system, and planning for success.

That's why we created a guide to outline what you can do to deploy an effective remote health management plan.

In this Guide...

- 1. RHM 101:** RHM platform deployment
- 2. GETTING RHM RIGHT:** Define your goals
- 3. RHM LEVEL SETTING:** ROI and time
- 4. ENGINEERED RHM:** Delivering **the highest** patient engagement

BONUS: RHM DEPLOYMENT HACKS
Cheat Sheet

SHORT ON TIME?

Click the chapter of most interest to skip ahead.



1

RHM 101: RHM platform deployment

RHM platforms are used by healthcare providers to manage patient care remotely – typically at the patient’s home. Providers use RHM to manage a variety of medical conditions including long-term chronic care, short term monitoring and acute care discharge, and transitional care. RHM performs effectively in different situations when the provider or organization is prepared clinically, logistically, and administratively.

DEPLOY RHM PLATFORMS IN THE FOLLOWING CLINICAL SETTINGS:

Long term health management of chronically ill patients

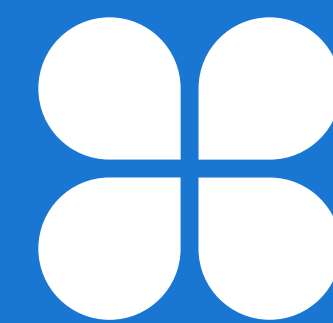
RHM deployments have a cohort with a primary diagnosis of chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), hypertension, diabetes or atrial fibrillation, and a significant percentage with two or more chronic diseases. Providers using RHM for chronic care management use RHM platforms to replace a manual or semi-automated triage call center. The clinical goal of a chronic care management is stabilizing patient health by monitoring biometric parameters and social determinants of health (SDoH), which helps avoid unnecessary provider visits, ER visits, and hospital admissions.

ER diversion for at-home monitoring

RHM programs may help **hospitals** avoid ER visits and hospital admissions for testing or observation by releasing patients to monitor at home. For example, during the pandemic, hospitals were able to test, release, and monitor patients with COVID symptoms at home.

Acute care rapid discharge or long-term post acute monitoring

RHM platforms help rapid discharge into a hospital at home program where **patients** are monitored (**continuously or periodically**) within a specific timeframe. Hospitals can then treat and discharge more patients and easily support at-home rehabilitation. **This** improves hospital capacity.



HARMONIZE HACK

RHM performs effectively in different situations when the provider or organization is prepared clinically, logistically, and administratively.

2

Getting RHM Right: Define your goals

The most successful RHM programs start with a clear set of goals. Providers who establish clear goals (clinical, financial, etc.) successfully create plans and track progress. As you establish goals and plans, identify how you want to address workflow changes, staffing requirements, clinical dependencies, and financial investments.

FOCUS ON ONE OR MORE OF THE FOLLOWING GOALS:

GOAL 1: Deliver better patient outcomes

RHM platforms help providers collect more patient data more often and react to changes in patient health quickly. This helps providers intervene faster to improve patient outcomes.

GOAL 2: Reduce unnecessary interventions and costly admissions

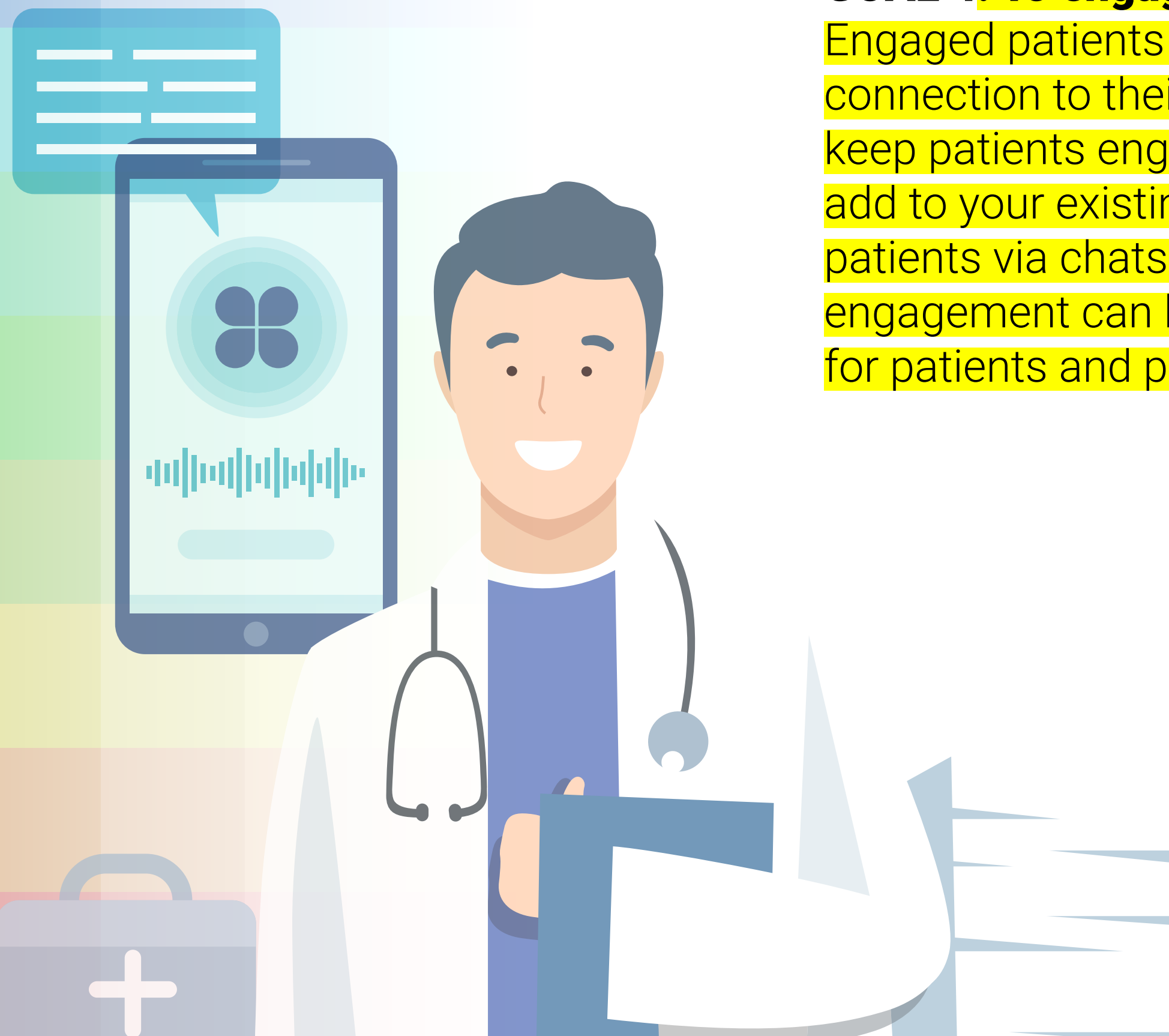
RHM programs help you track patient health and avoid the deterioration of health and keep patients out of the hospital, often leading to improved financial results. **This is dependent on the type of payor plan coverage the patient has.**

GOAL 3: Manage hospital resources more efficiently

Hospitals face challenges in using their fixed resources efficiently and effectively. [Studies have shown](#) for acute procedures, patients well-monitored recovered better at home with a lowered average cost. RHP programs enable hospitals to discharge patients for monitoring at home - optimizing use of their scarce resources.

GOAL 4: To engage your patients better

Engaged patients are more adherent, get better outcomes, and have a closer connection to their providers and the health system. But it's often a challenge to keep patients engaged, particularly those who are medically frail. RHM platforms add to your existing engagement tools and give the staff a new channel to engage patients via chats, video visits, surveys, and education materials. In many cases, this engagement can be asynchronous and automated making engagement convenient for patients and providers.



3

RHM Level Setting: ROI and time

RHM platforms provide significant leverage to your clinical operations, generating additional revenue, and avoiding unnecessary expenses. RHM platforms empower triage teams. But – it's just technology. RHM platforms don't replace great patient care and do require investment and some time.

The ROI on RHM

One way to justify a RHM investment is to focus on the patient benefit since that's the reason to deploy a RHM platform in the first place. Soft benefits include patient good will, improved satisfaction, and reputation management. But the true ROI is in financial results delivered by better patient care: avoidance of unreimbursed expenses or retained bonuses in the case of an ACO. Let's break this down with an example.



We've seen a greater than 50% reduction in hospitalizations and more than 60% reduction in emergency room visits."

-Steven D Evans, MD
CMO at Centene Corporation

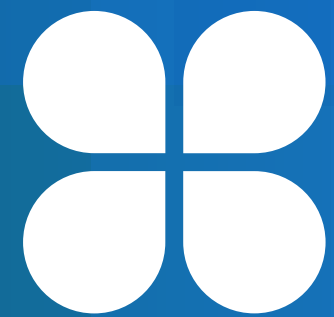


Watch Video

AN EASY RHM PLATFORM LIKE HARMONIZE HEALTH RESULTS IN:



patient engagement



HARMONIZE HACK

RHM programs shouldn't be viewed as a driver of staff related efficiency gains. It's a clinical tool that enables better care when deployed in a well-trained staff.

HARMONIZE HEALTH'S RHM PLATFORM REDUCES ER VISITS AND HOSPITALIZATION RESULTING IN:



per patient per year¹



in total bed days²

RHM and time

How long **do RHM programs take to deploy**? There are examples of successful RHM deployments taking just 30 days. A more realistic deployment schedule is 90-120 days. Even that timeframe requires a lot of focus and commitment. You can reduce time by planning, setting goals, and using an engineered and sophisticated RHM platform.

^{1,2} IRB Intervention Data for Project Trident: 2019 clinical trial at HealthCare Partners Nevada, records on file. Data as of Summer 2020. Study started in July 2019, concludes July 2020. Publication est. H1 2022.

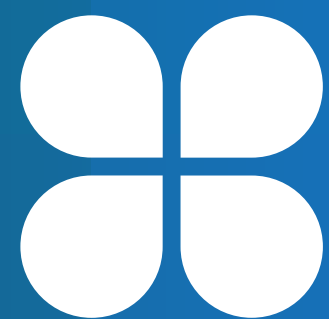
4

Engineered RHM: Delivering the highest patient engagement

RHM platforms come in all different formats and offerings. RHM platforms need to communicate reliably with patients and work from a mobile device. With the varying patient ages and type of users, the setup process needs to be simple, simple, and....simple.

MEET HARMONIZE HEALTH, YOUR ENGINEERED RHM:

At Harmonize Health, our medical professionals have engineered a virtual health platform to ensure the highest level of patient engagement. Harmonize's platform is designed to seamlessly connect patients to their health care providers, sharing real-time, comprehensive, and intelligent data for high risk, elderly patients.



HARMONIZE HACK

Empower patients by building RHM programs that give the highest patient engagement and satisfaction for the best patient outcomes.



I love having control over my health and knowing how to stop [deteriorations] before they get started."

-Diabetes & hypertension patient, 68



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HOSPITALIZATIONS

61%

**Delivering powerful
clinical outcomes¹**

ER VISITS

43%

Harmonize Health's RHM streamlines the patient experience through:



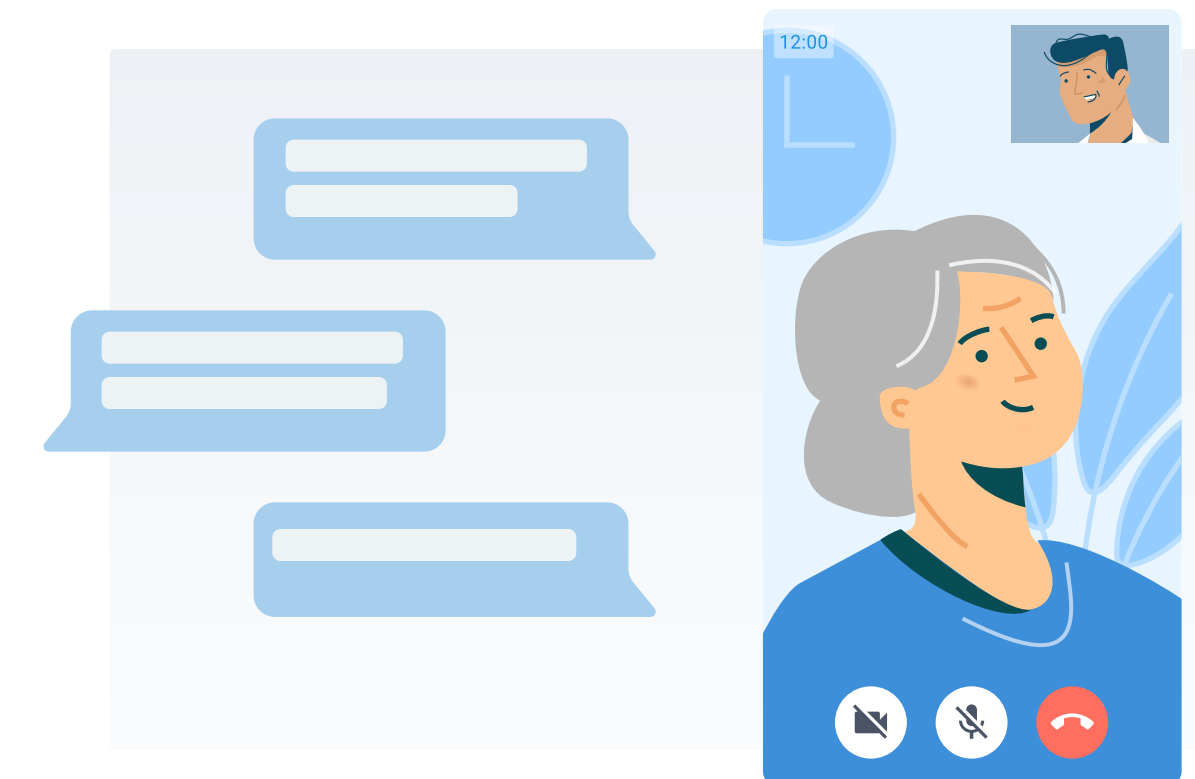
CUSTOMIZED KITS

Patients receive a kit with digital health tools customized to their unique needs.



MOBILE FRIENDLY APPLICATIONS

Easy for patients to enroll and engage in treatment plans with a click of a button.



RELIABLE COMMUNICATION

Patients receive video visits and chat with clinical teams – helping them feel safe knowing their providers are there to give on-hand support.

¹ Harmonize Health internal documents. Peer reviewed data (2021).



Ready to deploy your RHM program?
Request a demo to see how Harmonize Health
can help with an easy RHM deployment.

REQUEST DEMO



www.harmonize.health

Hacks

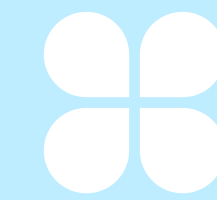


Click here or turn the page
for the RHM Deployment
Hacks Sheet.

Hacks

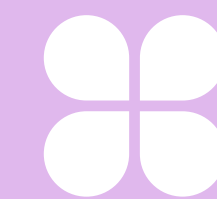
RHM Deployment Hacks

This **remote health management (RHM)** deployment cheat sheet is an additional little guide to setting up the essential functions and decision making on logistics for your RHM program.



Include patient criteria to set your goals.

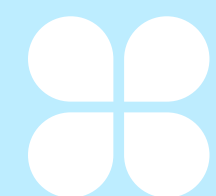
Work with key stakeholders to start this stage of the project. This includes **the population health, the head of department**, the nursing staff, and the chief medical officer (CMO).



Generate a list of suitable patient prospects.

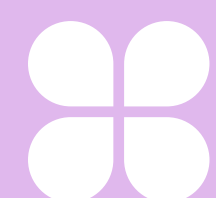
The population health manager or the department deploying the RHM platform will generate a prospective patient list based on the inclusion criteria.





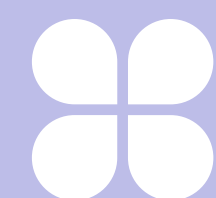
Obtain patient consent.

Getting consent from a patient is required before RHM enrollment occurs. Additionally, training to the platform and how to submit vital signs is another key step. It is recommended that both consent and enrollment happen best when the provider is involved - this establishes trust in the patient's mind.



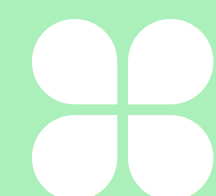
Develop a device fulfillment strategy.

Patients on RHM programs usually use peripheral devices (i.e., pulse oximeter, BP monitor to your patient, etc.). Providers may deliver the devices in the clinic or hospital. Or, the RHM platform provider may deliver the devices to the patient at their home.



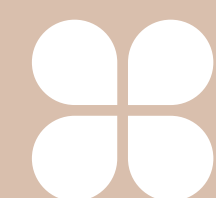
Manage your patient alert triage and escalation.

As patients in an RHM program submit vital signs and other information, some submissions may fall outside the range defined as “normal” or acceptable” by the provider. These out of range submissions will alert a triage team assigned to patient cohort coverage. The triage team can be centrally located or distributed, and can consist of health system staff or third-party contractors.



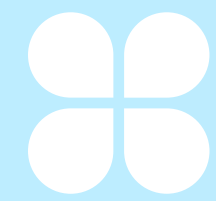
Support and engage your patients.

Successful RHM programs engage patients! Train your team directly or bring in a third-party contractor to help. Either way, make sure the team knows how to support and keep patients engaged during RHM. Ultimately, this ensures patients stay on the platform as long as possible, enabling them and the health system to gain the maximum benefits of RHM.



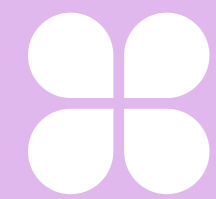
Make decisions about the logistics.

These decisions aren't complicated but they do set in motion other processes.



Key questions to answer:

- Will you be deploying in a clinic/office or remotely?
- Where will the devices be shipped?
- Who will do the **consenting and enrollment triage**?
- Who will do patient engagement and support?



Key next steps:

1. Allocate staff resources and training time. RHM creates an immediate change in workflow, information flow, and staff demands. Thinking through these issues and planning for contingencies will save confusion and headaches later.
2. Message to the prospective patients and ideally discuss the program with them. The gold standard for enrollment is when the patient hears about the RHM program from their healthcare provider.
3. Launch your program but go at a measured pace. RHM is a powerful tool but creates a lot of change. The key to success is managing these changes.

Hacks



When in doubt, seek out help from your RHM provider. Need help deploying these RHM hacks? Connect with a medically-informed RHM expert at **www.harmonize.health**



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