

What is remote patient monitoring (RPM)?

- Remote patient monitoring is a technology that enables monitoring of patients' physiologic parameters (e.g., weight, blood pressure) outside of conventional clinical settings, such as in the patient's home
- Remote patient monitoring is a billable service covered by Medicare, Healthfirst Medicaid, and some commercial insurances
- Mount Sinai Health Partners has collaborated with Omron to create a remote monitoring program for our patients with hypertension or heart failure
- The Connected Devices Governance Committee is also evaluating future device partnerships such as pulse oximetry, incentive spirometry and glucometers for MSHS clinicians
- Patients enrolled in the program will receive a Bluetooth-enabled blood pressure monitor and a body weight scale, along with a cellular-enabled data hub pre-paired with the devices. A patient will need to simply plug in the data hub and use the devices within 25 feet of the data hub. Once the readings are taken, the data is transmitted through the data hub, analyzed in Omron's cloud, and uploaded into EPIC

What are the benefits of remote patient monitoring?

- Enhanced patient self-management
- Reduced logistical limitations – reduced in-person visits for monitoring, device validation, data gathering
- Early detection for improved clinical outcomes
- Additional data source to help meet patient clinical needs and quality needs

What does the Connected Hearts RPM Program at Mount Sinai consist of?

1. Collaborative remote monitoring team
 - The remote monitoring program will be primarily managed by a Mount Sinai clinical pharmacist, with support from the coordinator
2. The primary care provider will be the referring provider, and will provide clinical supervision and clinical escalation support as needed, enhanced monitoring and management of patients
 - The clinical pharmacist will monitor daily readings and will spend at least 20 minutes/month providing clinical management services
3. Ability to set individualized blood pressure goals and thresholds for alerts for patients
 - Alerts will be generated for out-of-range values based on provider-determined thresholds,
 - Clinical pharmacists will be responding to these alerts. Outreach timeframes are as follows
 - Business hours (8 am-4 pm): outreach by end of day
 - After business hours, weekends: outreach next business day
 - Patients will be educated on signs and symptoms that warrant an ER/urgent care visit
4. Digital patient engagement
 - Patients will receive support through reminder texts that prompt them to monitor daily
 - 1:1 texting (available fall 2020)
5. Development of comprehensive care plans with patient-facing care plan tasks that can be reviewed by the entire care team
6. If a patient is under the care of a specialist, co-management support including regular communication with the specialist team
7. Blood pressures measured through remote monitoring devices will support and count towards your HEDIS quality performance metric for controlling high blood pressure

Who would be a good candidate for the Connected Hearts RPM program?

- Patients with uncontrolled hypertension
- Patients with congestive heart failure that would benefit from additional clinical management
- Patients with multiple chronic conditions that more frequent or nuanced titrations of medications to get to clinical target
- Patients with access issues that would benefit from a more enhanced remote approach for management

How can I enroll a patient in remote monitoring?

- Primary care providers can refer their patients to their embedded pharmacist using their current workflows
 - InBasket message
 - “Refer to Pharmacy”
 - Email request to MSHP.Pharmacy@mountsinai.org

How can I view the data?

- There will be a flowsheet in EPIC titled “Remote Monitoring Vitals” where you can view the remote monitoring data

What is the primary care provider’s role in the remote monitoring program?

- Referring provider
- Provide clinical escalation support as needed
- Provide clinical supervision
- At this time, the clinical pharmacists will be receiving and managing the alerts and will keep the primary care provider informed

What is the cost of remote monitoring for the patient?

- The devices are provided to the patient at no cost
- The patient is subject to cost sharing for enrollment, use of the device, and care services
- For Medicare patients if there is secondary or supplemental insurance, including Medicaid as secondary or Medigap insurance, this may cover any cost sharing.
- Medicare Beneficiaries without supplemental or secondary coverage can expect a one-time enrollment fee, a monthly fee for use of the device/data transmission and 20+ minutes of care services. This can be about \$20 – 25 per month
- Patients are made aware of potential cost sharing at the time of enrollment

Talking points to share with patients

- Patients are typically calmer at home, so you will tend to see readings that are more accurate. Often times this means that your blood pressure at home is lower than your blood pressure in the clinic, which is very helpful to know in managing your care
- With the remote monitoring program, you’ll have the comfort knowing that your readings are being monitored by your care team and you will have additional support between visits with your primary care provider

Questions?

If you have any questions, please email your questions to the Mount Sinai Health Partners Pharmacy Team at MSHP.Pharmacy@mountsinai.org