

# *Choosing the Right RPM Program for Your Community*



## **In This Guide:**

Going from choosing a vendor to improving health outcomes through a Remote Patient Monitoring (RPM) program comes with a lot of steps in between. But the process doesn't have to be so daunting with the right planning and partnerships in place! In this guide to choosing the right fit for your community, find a vendor questionnaire, advice on educating patients about RPM, and get inspired by the results of a pilot program Certintell conducted with the South Carolina Health Center Controlled Network.

## Choosing an RPM Vendor

**When launching an RPM program, it's best to look for a vendor that can adhere to your patient population and organizational needs.**

Here are some key questions every health system should ask a potential RPM vendor to ensure services offered are aligned with the organization's goals:



### Key Questions for RPM Vendors

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- ✓ Is your platform HIPAA compliant?
- ✓ Do your devices meet the FDA definition of a “connected device?”<sup>1</sup>
- ✓ Do you have one or more device options for patients without reliable internet access?
- ✓ With what conditions are the devices you provide compatible?
- ✓ How will we educate patients on how to use the devices? Can you assist us?
- ✓ Can your system integrate with our EHR?
- ✓ How is the data from your devices aggregated to monitor trends?
- ✓ Is a reminders system included to help us coordinate care when needed?
- ✓ Can we communicate with patients about their data in the same provided space?
- ✓ What other CPT codes are your RPM services compatible with?
- ✓ Do your services come with diagnostic and alert capabilities to keep our clinicians in the loop?
- ✓ Where can the data collected be found, and how can we share it with needed care team members?
- ✓ How much will the launch and maintenance of an RPM program cost our health system? And our patients?

## Educating Patients About RPM

When educating patients about a new RPM program, it's important to present the information in ways best adapted to each patient's learning style. This will ensure the uptake of the program and its subsequent patient requirements go as smoothly as possible.

**In general, most people fall into one of the following learning styles: <sup>2</sup>**

### Patient Learning Styles



#### Explanation:

#### Provide Patients with:

#### ① Visual

These patients may have a preference for written instructions, photographs and illustrations detailing what to do

Alluring and easy-to-read handouts

#### ② Auditory

These patients learn through listening to oral instruction and discussion, as well as verbal repetition

Multimedia instructions that use speech and sound, such as audio recordings detailing an RPM workflow that they can go back and reference

#### ③ Reading

These patients take in information mainly through reading and making sense of the material themselves

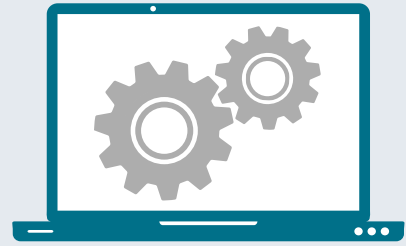
Handouts and consider integrating required and suggested readings into the care plan

#### ④ Tactile

These patients best retain information by completing tasks in partial or full autonomy, in addition to other physical experiences

Opportunities to perform trial runs with their RPM devices, including taking measurements, interpreting them and seeking needed follow-up

# Remote Patient Monitoring CASE STUDY



## PARTICIPANTS:

- Certintell, Inc.
- South Carolina Health Center Controlled Network (SCHCCN)

## DATES:

January 1, 2021 to  
November 15, 2021

## PURPOSE:

To test the effectiveness of a Remote Patient Monitoring program for patients with diabetes.



## DESCRIPTION:

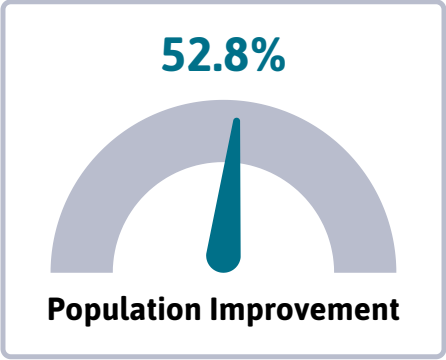
**Certintell, a managed services organization providing digital health services for underserved populations through a virtual medical practice, partnered with the South Carolina Health Center Controlled Network (SCHCCN) to improve health outcomes for patients with diabetes through Remote Patient Monitoring (RPM) services.** The pilot program ran from January 1, 2021 to November 15, 2021. Six health centers participated in the program, all of which received a designated RPM portal to track and monitor patient vitals in-house. Metrics monitored included blood pressure, weight and blood glucose levels. Data was tracked through Certintell-provided, cellular-enabled RPM devices, including blood pressure monitors, weight scales and glucose meters. Patients were given their own device(s) to take readings at home and obtain better self-management skills. Data was collected through an average of five readings from different days, excluding erroneous data.

All health centers received training on the RPM portal, as well as the ability to join two Certintell-hosted webinars throughout the pilot. In the first webinar, Certintell gave health centers general RPM training, and in the second, gave training on the specifics of the RPM pilot program.

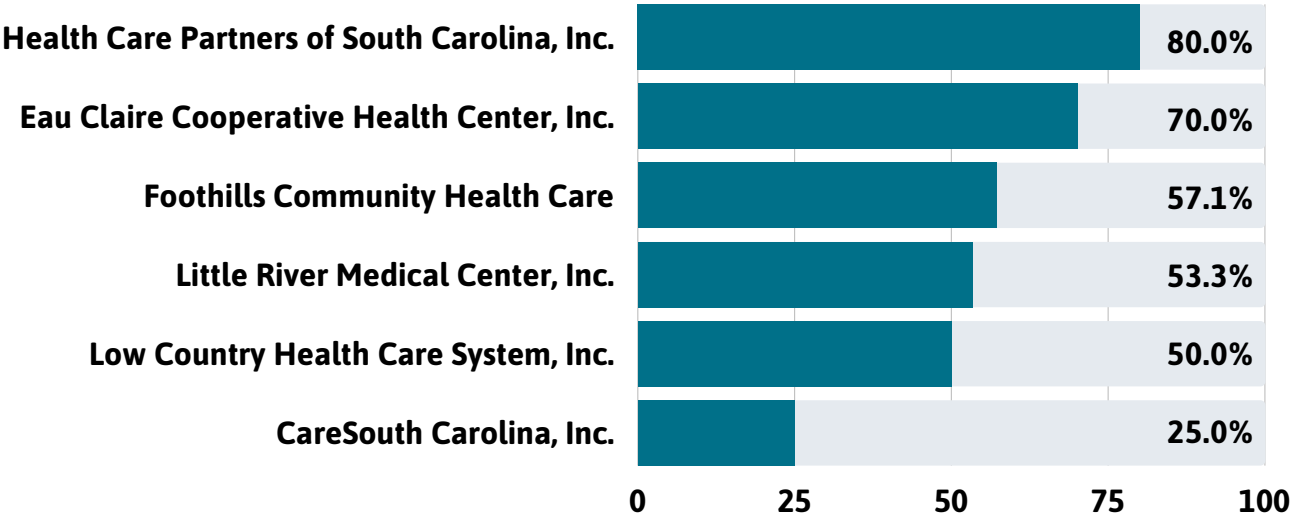
Each health center started with a small population sample size for the pilot. Some health centers requested additional devices that were unclaimed.

## RESULTS:

Total Participating Health Centers .....	6
Total Participating Patients .....	72
Total Patients with Improved Outcomes .....	38
<b>Total Population Improvement .....</b>	<b>52.8%</b>



### Individual Health Center Improvement:



*\*area highlighted in teal displays the percentage of patients who showed improved outcomes*

**All 6 participating health centers saw improved patient health outcomes. Five out of the six health centers saw improvement percentages at 50% or higher.** !

### Improvements by Metric:

Blood Pressure .....	19 Patients
Weight .....	11 Patients
Blood Glucose .....	20 Patients



**10 patients saw improved health outcomes for more than one metric**

## Blood Pressure Improvements:

<b>Blood Pressure Averages</b>		Start	End
1.	Health Care Partners of South Carolina, Inc. ....	<b>162/93</b>	<b>139/84</b>
2.	Eau Claire Cooperative Health Center, Inc. ....	<b>154/89</b>	<b>150/86</b>
3.	Foothills Community Health Care ....	<b>135/79</b>	<b>130/79</b>
4.	Little River Medical Center, Inc. ....	<b>141/89</b>	<b>136/85</b>
5.	Low Country Health Care System, Inc. ....	<b>149/82</b>	<b>139/75</b>
6.	CareSouth Carolina, Inc. ....	<b>147/89</b>	<b>152/93</b>
<b>TOTAL POPULATION IMPROVEMENT</b> .....		<b>146/87</b>	<b>141/85</b>

*\*average of blood pressure readings*

### SOUTH CAROLINA - LITTLE RIVER FEEDBACK:

From the Largest Patient Population Included in the Study

#### Patient Feedback:

**“My A1c went from 14.0 to 6.4 with the help of RPM.** This level of accountability really helped me to make better food choices and helped me see on a daily basis how to adjust my diet to meet my goals. I have lost 14 pounds and [am] no longer taking insulin.”

**14.0**  **6.4**

#### Health Center Successes:

- Using the cell enabled devices was extremely helpful for the CDE and the patient. There were no issues getting the devices online and working.
- There was minimal time needed to assist the patient in getting started with taking readings.
- The provider portal was very easy to use and navigate.

### SUMMARY:

Over the course of the 11 month RPM pilot program, 52.8% of the evaluated patient population, who may have not otherwise improved their health outcomes without additional resources, saw their health progress across varying metrics, including blood pressure, weight and blood glucose levels. **These results signal that RPM is cementing its importance in a value-based care environment, as well as its impact on vulnerable populations.**

## Why Choose Certintell As Your RPM Vendor?

If you're thinking about launching an RPM program, achieving the same rate of success as these health centers can be simple! **Choosing a partner like Certintell equips your team with the tools they need to see promising results, with minimal stress on both clinicians and patients.** For every health center, Certintell provides a series of RPM training and processes for clinicians to ensure workflows and goals align. Furthermore, patients at your health organization won't be left behind either. Our organization is equipped with a team to help coordinate patient eligibility checks, as well as carry out patient education efforts on device set-up and usage. If selected, our network of care managers alleviate the task load from your team, as well as continue to empower your patients to make behavior changes that make a veritable difference in their health.

**The functionalities of our RPM devices and system cover everything you need for a successful program.** If you ask us the questions from the first section of this case study, we can respond positively to every one. We ensure RPM becomes an integrated part of your care plans, seamlessly, so you can focus on doing what your biggest priority is: providing quality care.



Certintell is a care management company that enables safety-net providers to make a lasting impact on the health of underserved patients through telehealth. We do this by using our in-depth expertise in health care and health information technology to anticipate — and meet — the needs of health care payers, providers and patients.

## Closing the Care Gap

## SOURCES

1) "Policy for Device Software Functions and Mobile Medical Applications." U.S. Food and Drug Administration, 27 Sept. 2017, [www.fda.gov/media/80958/download](http://www.fda.gov/media/80958/download).

2) Inott, Theresa, and Betsy Kennedy. "Assessing Learning Styles: Practical Tips for Patient Education." Research Gate, Sept. 2011, [www.researchgate.net/publication/51523079\\_Assessing\\_Learning\\_Styles\\_Practical\\_Tips\\_for\\_Patient\\_Education](http://www.researchgate.net/publication/51523079_Assessing_Learning_Styles_Practical_Tips_for_Patient_Education).



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