



Acceleration of Virtual Care through Remote Patient Monitoring and Interactive Care Plans

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PROJECT BACKGROUND

Mayo Clinic is the largest integrated, not-for-profit medical group practice that is sought to be the global leader in advancing healthcare. At the start of 2023, The Mayo Clinic Arizona (MCA) campus set out to leverage new technology by implementing Virtual Care plans that allow patients to continue to receive expert care from the comfort of their home. The Virtual Care plans include Remote Patient Monitoring (RPM) and Interactive Care Plan (ICP). Remote Patient Monitoring program uses remote monitoring technology to provide care to patients in their homes and decrease their risk of adverse health events. ICP functions as an app-based continuation of care that helps patients carry out their plan of care and maintain or improve health.

OBJECTIVES

The aim of this project was to kick-off twelve (12) Virtual Care plans that provide real-time clinical insights and meaningful connections back to the care team to reduce hospital length of stay, reduce ED visits and admissions, and connect patients to alternative care delivery options. .

METHODS

The Center for Digital Health (CDH) consulted multiple stakeholders to conclude which specialty areas of MCA would most benefit from the creation of a Virtual Care plan. The targeted areas selected were Gastroenterology & Hepatology, Hematology & Oncology, Cardiology, Primary Care, Nephrology, Endocrinology, and Kidney Transplant. Based on the area's needs, they were either assigned a Remote Patient Monitoring (RPM) plan or an Interactive Care (ICP) with care team recommendation. Once enrolled in a plan, patients were given a technology kit including Bluetooth enabled biometric vitals wearables and access to a Virtual Care plan portal. With focused on accelerating the adoption of RPM and ICP plans in the selected specialties. The proposed catalyst team was comprised of a team was notified when a patient's vitals were outside of a safe physician champion for each clinical product (RPM/ICP), float pool range. Once triaged by a virtual nursing team, the patient's alert nursing resources dedicated to these practices, project manager, was escalated to their physician to access their condition.

IMPLEMENTATION

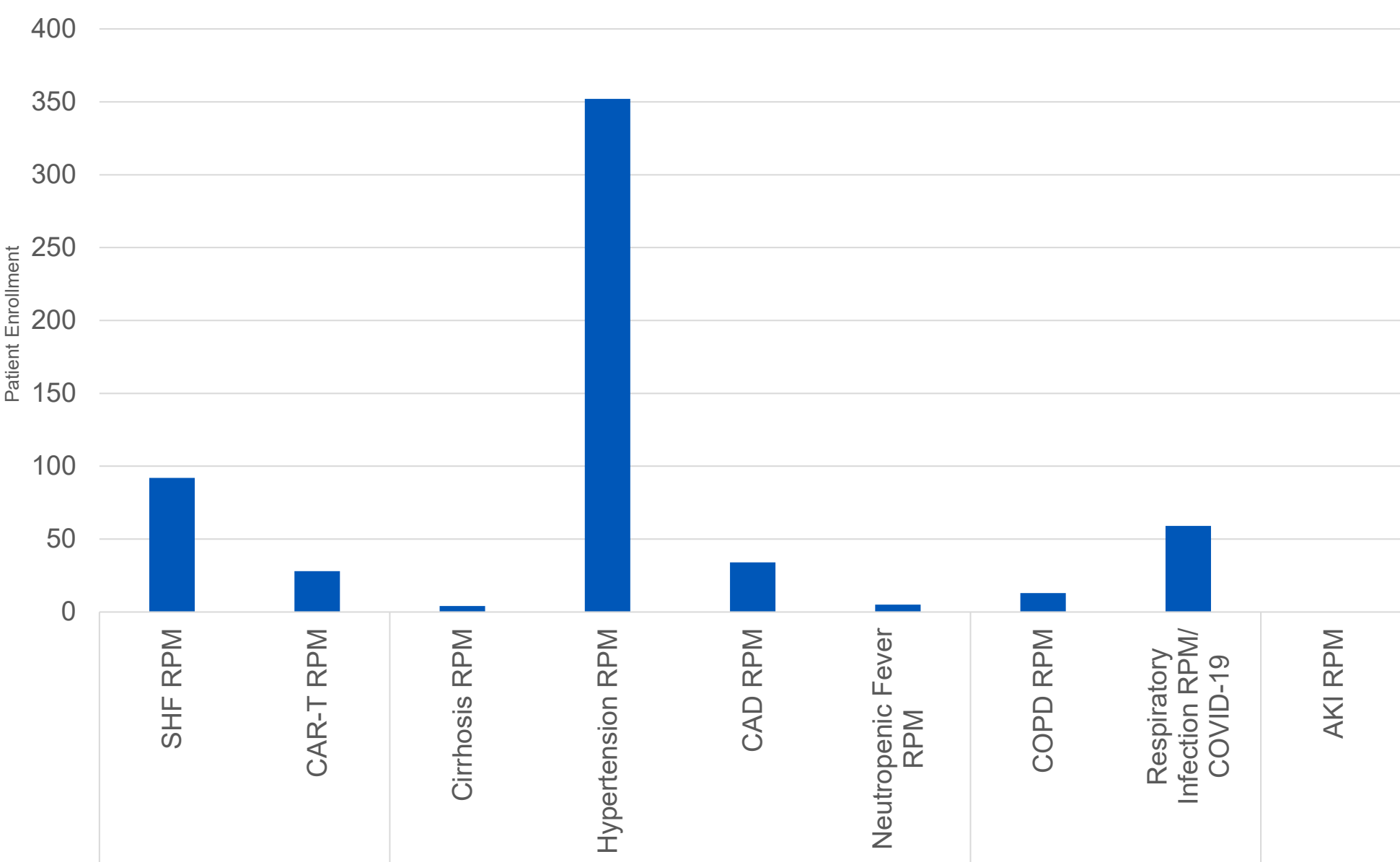
- The twelve plans were parsed out throughout the calendar year
- Specialty areas were introduced to and trained on utilizing the Virtual care plans.
- Patients enrolled to plans inclusion and exclusion criteria and care team recommendation.
- Patients were provided with a technology kit including blue tooth enabled biometric vitals wearables as well as access to a Virtual Care plan portal.
- Care team notified of patient vitals outside of safe range.
- Issue escalation to providing physician to access their condition.

TECHNOLOGY DEVICE PACKAGE

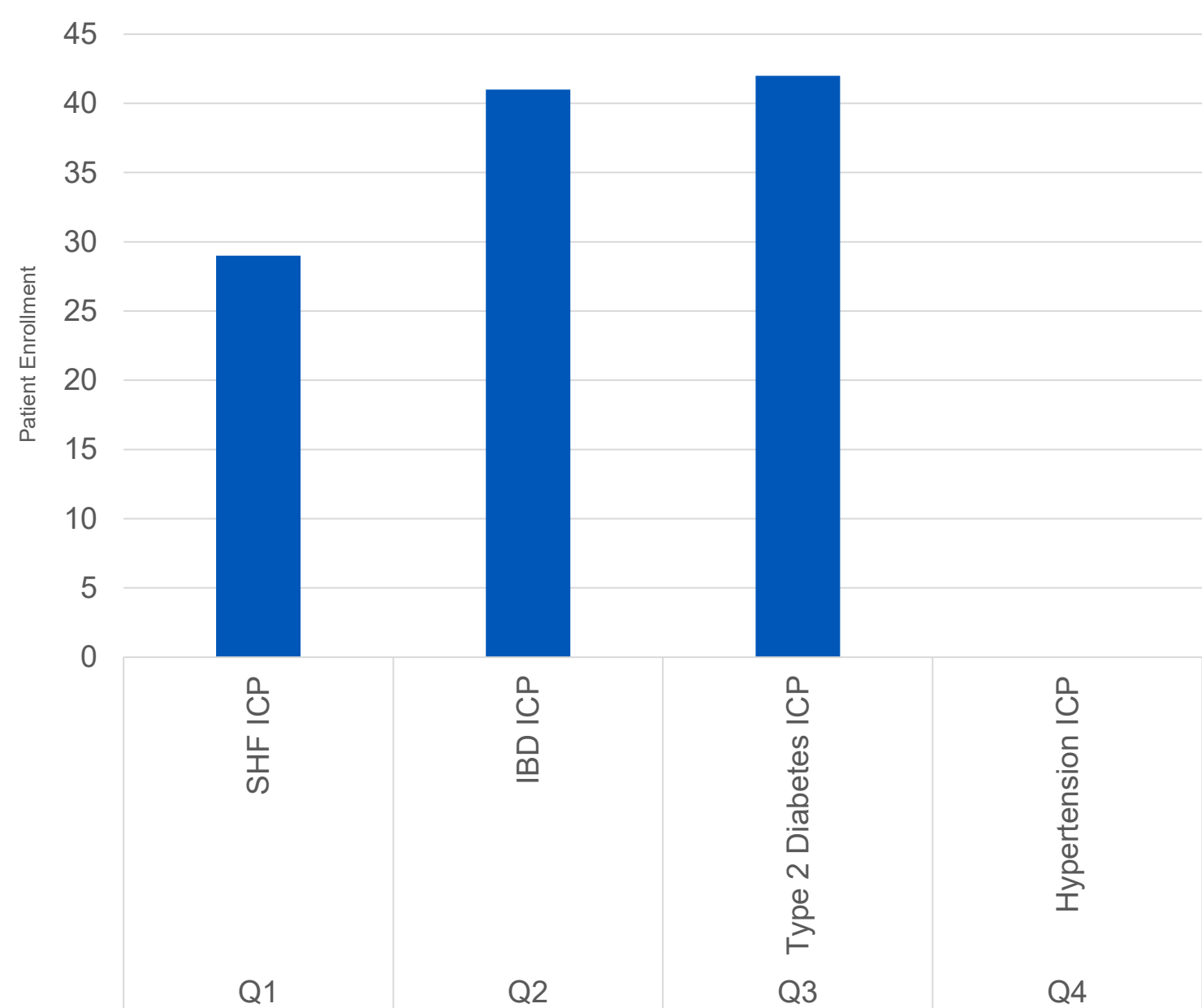


PATIENT ENROLLMENTS

MCA 2023 RPM Enrollments



MCA 2023 ICP Enrollments



RESULTS

RPM Plans implemented in 2023 at Mayo Clinic Arizona

	CAD RPM	CAR-T RPM	Cirrhosis RPM	COPD RPM	Respiratory Infection RPM/ COVID-19	SHF RPM	Hypertension RPM	Neutropenic Fever RPM
Enrollments	34	28	4	13	59	91	355	5
ED visits 3 months prior	6	2	0	0	366	21	15	~
Number of ED Visits in 30 days	5	3	0	0	4	7	9	~
Number of patients hospitalized 3 months prior - Unplanned	0	1	0	1	42	10	1	~
Number of patients hospitalized in 30 days - Unplanned	5	7	0	0	8	10	9	~

ICP Plans implemented in 2023 at Mayo Clinic Arizona

	SHF ICP	IBD ICP	Type 2 Diabetes ICP	Hypertension ICP
Enrollments	29	41	42	0

NEXT STEPS

- Conduct in-depth research analysis of patient satisfaction, overall effect on ED visits, and value add to the practice.
- Share successes and best practices with other specialties and Mayo Clinic Campuses to increase Virtual Care plan usage.
- Continue building Virtual Care plans for speciality areas that have a large demand for at-home continued care