

2014 Healthcare Benchmarks

Remote Patient Monitoring

Note: This is an authorized excerpt from *2014 Healthcare Benchmarks: Remote Patient Monitoring*.
To download the entire report, go to <http://store.hin.com/product.asp?itemid=4868> or call 888-446-3530.

2014 Healthcare Benchmarks: Remote Patient Monitoring

119 healthcare organizations describe their efforts in remote patient monitoring, including how candidates are identified for remote monitoring, which health conditions or concerns are monitored remotely, the tools and technologies used in remote monitoring, and more.

“Sending summary reports to the physician the day before the member’s visit is [the most effective process in our remote monitoring program].”

> **Case management**

“Reduced ED visits and increased client satisfaction are just some of [the results our organization has achieved with remote monitoring].”

> **Hospital/health system**

“Telephonic follow-ups are [the most effective tools in our remote monitoring program].”

> **Health plan**

“We have seen a 70 percent decrease in CHF cost and a 33 percent overall cost reduction [as a result of remote monitoring].”

> **Case management**



2014 Healthcare Benchmarks: Remote Patient Monitoring

This special report is based on results from the Healthcare Intelligence Network's inaugural industry survey on remote patient monitoring conducted in April 2014.

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About the Healthcare Intelligence Network

The Healthcare Intelligence Network (HIN) is an electronic publishing company providing high-quality information on the business of healthcare. In one place, healthcare executives can receive exclusive, customized up-to-the-minute information in five key areas: the healthcare and managed care industry, hospital and health system management, health law and regulation, behavioral healthcare and long-term care.

Executive Summary

Remote monitoring of individuals with multiple chronic conditions reduced hospitalizations, hospital readmissions and ER visits for more than 80 percent of respondents and boosted disease self-management for nearly all of these monitored patients, according to a survey on Remote Patient Monitoring by the Healthcare Intelligence Network (HIN).

More than half of 2014 respondents—54 percent—have instituted remote monitoring programs, the survey found, which was most often employed for patients or health plan members with multiple chronic conditions (83 percent). Other targets of a remote monitoring strategy included frequent utilizers of hospitals and ERs (62 percent) and the recently discharged (52 percent).

Individuals who could benefit from remote monitoring were most often identified either via case management assessments or physician referrals, say 58 percent of respondents. Congestive heart failure was the health condition most often monitored via remote care management, the survey found.

An individual's weight was the metric most often monitored via remote care management, said 81 percent of respondents. Scales, monitors and cuffs that track biometrics led the list of tools and technologies employed in remote monitoring programs, said 71 percent of respondents.

Survey Highlights

- ✓ Fifty percent of respondents rely on specific diagnoses sets to identify candidates for remote monitoring.
- ✓ More than a quarter of respondents 27 percent target the frail and/or homebound with remote monitoring programs.
- ✓ Reimbursement for remote monitoring, followed by the education of patients in this technology, were identified by respondents as the chief challenges of these remote care management efforts.

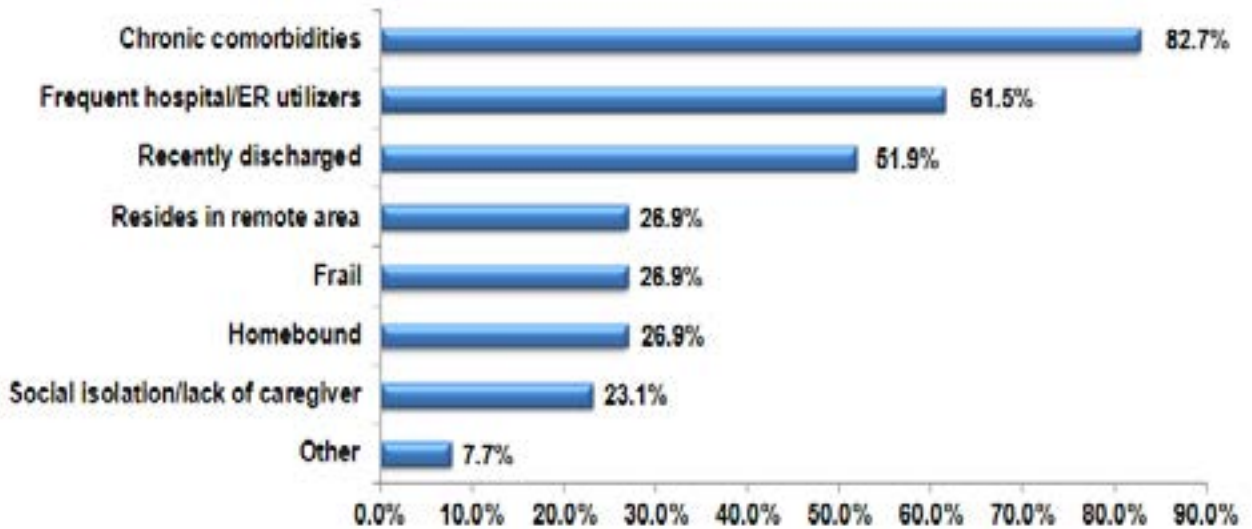


54% of survey respondents have a remote monitoring program.

“Having an individualized technology plan is the most effective workflow in our remote monitoring program.”

Figure 3: All - Key Characteristics of Monitored Individuals

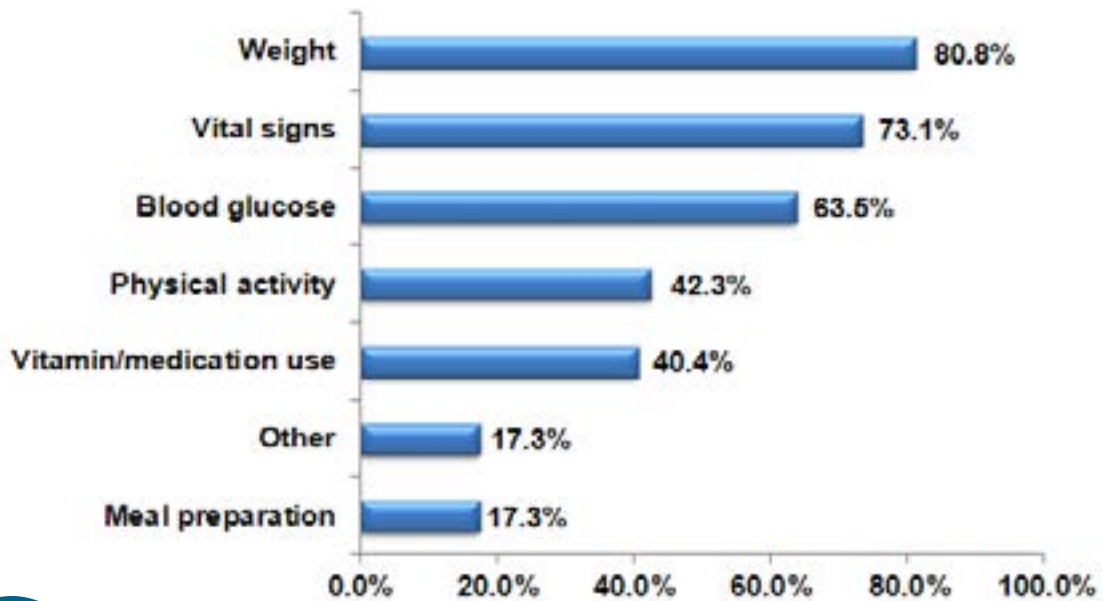
What are the key characteristics of individuals monitored remotely?



*HIN 10 Questions on Remote Monitoring Survey
April, 2014*

Figure 5: All - Activities Monitored Remotely

Which activities are monitored remotely?



*HIN 10 Questions on Remote Monitoring Survey
April, 2014*