



Remote Patient Monitoring at NEVHC

Alejandra Mata, Associate Director of Health Equity June 24th, 2022





Northeast Valley Health Corporation (NEVHC)

- PCMH & Joint Commission Accredited FQHC
- Los Angeles County (SPA 2)
- 17 licensed clinic sites
- 80,000+ patients
- 93% <200% of FPL
- 51% ages 0-17; 49% 18 & up
- 19% uninsured







COVID-19 Impact on HTN Control Rate

- Prior to the COVID-19 Pandemic, blood pressure readings
 were taken during all medical visits. As we quickly pivoted to
 telephone and telehealth (video) visits during the pandemic,
 blood pressures were not being taken nor documented in the
 electronic health record.
- Due to missing blood pressure readings, our hypertension control rate decreased from 70.8% in December 2019 to 40.6% in March 2021.
- As of July 2021, there were 3,578 patients without a blood pressure documented in their EHR in the last 12 months.





Unconnected BP Monitors

In an effort to increase our hypertension control rate:

Health Education Department provided unconnected blood pressure monitors to patients with HTN



Care Teams were able to collect and document the patient's home blood pressure readings





Challenges to Unconnected BP Monitors

- Accuracy of BP reading due to self-reporting
- Home BP readings not being documented in the vitals sign template in the EHR
- Patient digital literacy
- Patient engagement/lost to follow up



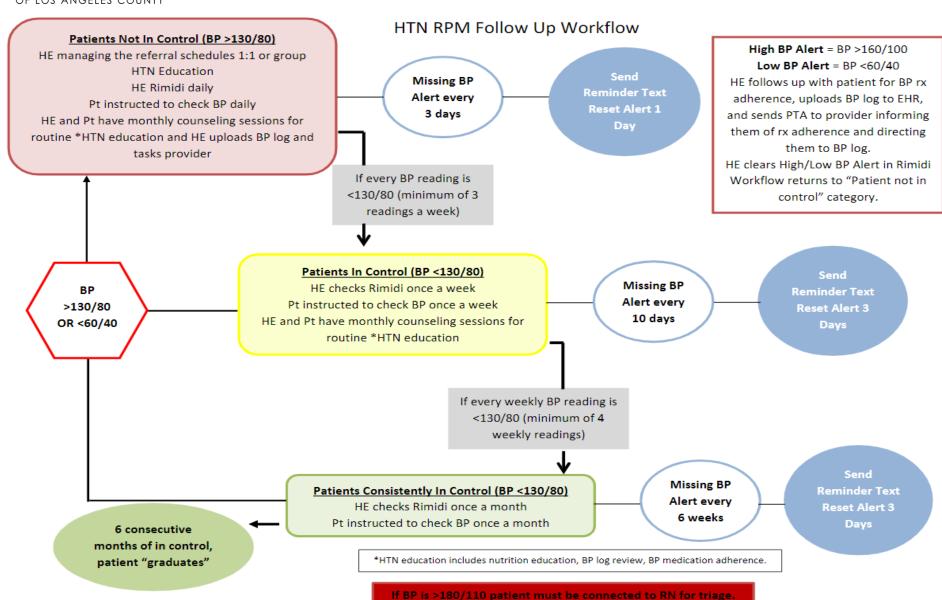


RPM Pilot for HTN

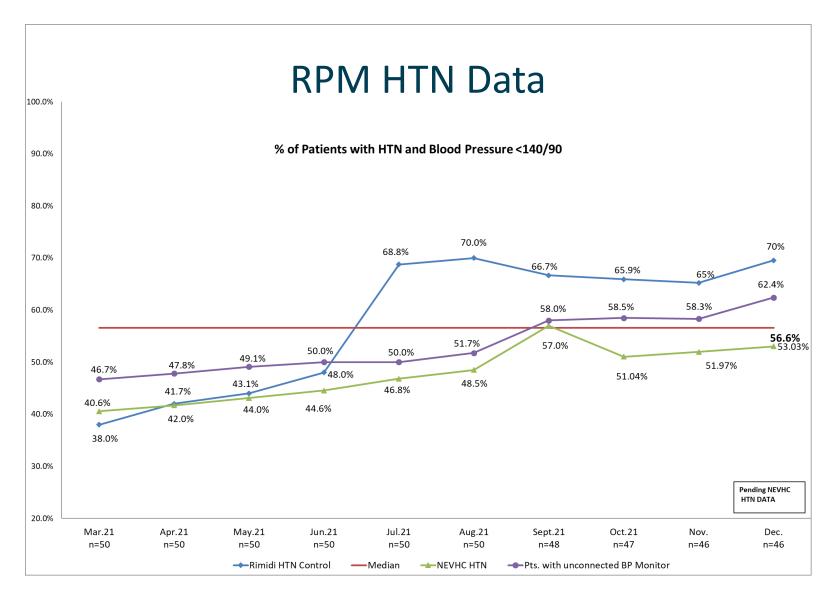
- NEVHC partnered with Rimidi to pilot a 50-patient cohort to improve our hypertension control rate.
 - 100% FTE RPM Coordinator
 - Identified patients with hypertension not in control & created a workflow for providers to refer patients to the RPM-HTN pilot
 - Created a script to enroll patients
 - Provided patients with cellular connected BP monitors
 - Monitor RPM (Rimidi) platform for high/low blood pressures
 - Provide HTN education to patients















Successes & Challenges to RPM

Success

- Increase in HTN control rate
- Clinical decision making tool
- Cellular connectivity (easy set up)
- Ability to access RPM platform through EHR
- Access to real time data
- Automated & customizable high/low and missing BP alerts
- Text message feature

Challenges

- Patient utilization/engagement
- Sharing of devices
- RPM Coordinator bandwidth to monitor high risk patients
- Cost
- Full EHR integration





Solutions

- Revised enrollment script to include patient engagement expectations
- Developed a device agreement form
- Identified other staff that can assist with monitoring and education (i.e. Health Educators, FM Care Coordinators)
- Developed RPM-HTN Graduation Workflow
- Grant opportunities to fund efforts
- Explore RPM reimbursement for FQHCs
- New feature to push vital signs log to EHR



RPM Expansion

HRSA-ARPA

- Renewal of 50 BP monitors from pilot
- Expanding to 100 additional BP monitors
- Piloting 50 glucometers



HRSA-OVC

- 600 glucometers
- 375 BP monitors
- Piloting 25 weight scales for patients with CHF
- Screening for SDoH and Digital Literacy
- Patient Navigation services to community resources and internal resources
- Providing telehealth support to clinical team and patients
- Hiring Staff:
 - 3 FT Health Educators
 - 3 FT Community Health Workers