

Making remote patient monitoring work

How one organization is using technology and creative thinking to solve one of healthcare's toughest dilemmas

SITUATION:

Serving New Jersey's Monmouth and Ocean counties, Meridian Health is a family of not-for-profit health care organizations comprising four medical universities and hospitals, and partner companies that span home health services to occupational health centers. As with all care providers, the challenge facing Meridian is unmistakable: with healthcare costs rising at double digit rates each year, how do you provide better care for a fast growing, aging population while simultaneously reducing costs?

While technology is clearly part of the answer, it's not enough to simply upgrade to newer equipment, install better IT systems or build more efficient care facilities. The goal has to be more far reaching: leverage technology to extend care beyond Meridian's traditional facilities and into the consumer's home environment where they can become a more active – and more effective – participant in managing their own health.

Introducing technology into the consumer's home environment and daily activities is far different than doing so in the controlled setting of a hospital clinic or skilled nursing center. To be effective from a clinical and economic perspective, any solution would have to meet three requirements: easily integrated into a patient's daily routine, easy to use, and very low cost.

SOLUTION:

Meridian chose a novel approach to better manage their diabetic population. Using in-house pharmacists to provide care-management support, they selected iMetrikus' MediCompass® solution to upload, deliver and analyze the key biometric information captured from patients' personal glucometers in their homes.

MediCompass helped Meridian meet its challenge by providing:

- Visibility to captured biometric information via easy-to-use online portals for patients and professionals – encouraging more preventative intervention from professionals and more active self management among patients
- Personalized information on each patient enabling targeted and timely interventions providing continuous vs. episodic care
- Cost-effective connectivity to remote patient information
- Easy-to-use hardware and software technology that encouraged patient adoption and ongoing use without the need for extensive added support
- Out-of-the-box support for the market-leading glucometers, allowing patients to use the devices that they currently own
Information upload capability through the Internet or telephone lines, allowing support for a wide range of patient groups
Rapid scalability at a price point that supports a positive ROI

BENEFITS DELIVERED:

- More timely and effective intervention aimed at avoiding costly clinical emergencies
- Improved patient safety, overall wellbeing and involvement in self care
- Competitive differentiation for Meridian
- A cost-effective, scalable way for Meridian to extend its care beyond the traditional boundaries of its inpatient and outpatient facilities
- Demonstration that patients will invest their own money in a remote monitoring product/service if it delivers tangible value, opening the possibility of a new revenue stream
- Validation that technology adoption among seniors is possible if the complexity is kept to a minimum