HRS | Health Recovery Solutions

2025 CUSTOMER VALUE LEADER

Maximizing the Price/Performance ROI for Customers

RECOGNIZED FOR BEST PRACTICES IN THE NORTH AMERICAN TECHNOLOGY-ENABLED LONGITUDINAL CARE MODELS INDUSTRY

FROST & SULLIVAN

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Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Health Recovery Solutions excels in many of the criteria in the technology-enabled longitudinal care models space.

RECOGNITION CRITERIA

Business Impact	Customer Impact
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

The Transformation of the Technology-enabled Longitudinal Care Models Industry

Technology-enabled longitudinal care models are transforming healthcare delivery by ensuring seamless continuity of care across the patient journey, from acute episodes to chronic condition management and preventive health. These models integrate remote patient monitoring (RPM), telehealth, digital care coordination, and patient engagement platforms to support proactive, personalized, and connected care. While traditional telehealth focuses on real-time communication between patients and clinicians, RPM enables continuous collection and transmission of biometric and behavioral data from medical-grade devices and wearables, providing clinicians with actionable insights to guide early interventions.

The convergence of advanced biosensors, artificial intelligence, Internet of Things, mobile applications (apps), and secure cloud platforms drives this transformation. Continuous health monitoring technologies are now embedded across hospitals, clinics, and home settings, enhancing early disease detection, chronic disease management, and care transitions. Digital care coordination solutions bridge gaps between providers, enabling real-time information sharing, predictive analytics, and timely interventions. Patient engagement platforms also empower individuals to self-manage their conditions, adhere to care plans, and participate in shared decision-making, which strengthens outcomes and patient satisfaction.

The rising prevalence of chronic diseases, aging populations, favorable reimbursement policies, and a global shift toward preventive, home-based, and value-based care models are driving market growth. Partnerships between providers, payers, and technology vendors accelerate adoption, particularly in home care and hospital-at-home programs. In North America, mature healthcare infrastructure and high rates of technology uptake strengthen the market, while workforce shortages and the need for scalable care models drive rapid adoption in emerging markets.

Despite strong growth, several challenges influence the competitive space. Data security and privacy requirements demand robust cybersecurity measures, while interoperability issues continue to hinder seamless integration across disparate systems. Patient adherence to monitoring protocols varies, and reimbursement models remain inconsistent across regions. Vendors that deliver secure, interoperable, and user-friendly solutions with measurable outcomes strengthen their position in the evolving longitudinal care market.

Delivering Tailored RPM Models to Meet Various Provider Needs

Founded in 2012 and headquartered in Hoboken, New Jersey, Health Recovery Solutions (HRS) aligns its care delivery strategies with the operational and financial needs of various provider organizations. The company develops a customizable RPM program that accommodates provider size, patient acuity, care setting, and resource availability, moving away from a rigid, one-size-fits-all framework. Over the past two years, hospitals have shifted from viewing RPM as a short-term solution to embedding it into long-term strategies that enhance capacity, outcomes, and financial performance. Providers now seek partners who support the entire care continuum, from hospital-at-home through post-acute and chronic care.

HRS evolves into a strategic partner by delivering technology, services, and care models that span the patient journey. The company also extends its focus to physician practices (which recognize the value of RPM but often face resource constraints), introducing tailored programs that make adoption financially and logistically easier. HRS differentiates itself through a patient-first approach, embodied in its PatientFirst portfolio, which includes three delivery models: PatientFirst Primary, PatientFirst Pathways, and PatientFirst Pinnacle. Each model addresses specific clinical and operational priorities while maintaining a consistent focus on long-term patient engagement.

PatientFirst Primary targets ambulatory providers, physician practices, and Federally Qualified Health Centers. These organizations often face growing pressure to improve patient outcomes, manage chronic conditions, and navigate complex reimbursement requirements while keeping investments cost-conscious. Limited infrastructure and personnel further complicate the implementation of digital care solutions such as RPM and chronic care management (CCM). HRS addresses these challenges by assuming the initial financial risk. It manages patient enrollment, onboarding, device provisioning, and reimbursement reporting, allowing even resource-constrained practices to deploy scalable RPM and CCM programs without upfront capital investment. With electronic medical record (EMR) integration and clinical coaching, the model strengthens patient engagement, generates new revenue opportunities, and simplifies provider operations. PatientFirst Primary expands RPM and CCM access and enables clinicians to focus on delivering quality care.

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>
> *- Priyanka Jain,*
> *Senior Research Analyst, Healthcare*

PatientFirst Pathways supports larger health systems that require care continuity beyond hospital settings. This Comprehensive Longitudinal Care Model manages transitions from hospitalization to chronic care through staged interventions. Patients shift from episodic RPM to lighter-touch tools such as mobile apps or cellular devices, while chronic care monitoring continues through programs such as CCM or Principal Care Management. The model also addresses key specialty areas including neurology, urology, cardiology, nephrology, endocrinology, and bariatrics, tailoring longitudinal support to various clinical needs. Providers gain stronger early intervention capabilities, while patients experience better disease management and fewer readmissions. With integrated analytics and electronic health record (EHR) workflows, PatientFirst Pathways delivers data-driven care and greater system efficiency.

PatientFirst Pinnacle offers a fully outsourced RPM solution for providers and payers seeking end-to-end support. HRS manages device ordering and logistics, patient onboarding, and EMR integration, giving providers access to its RPM suite, including the patient-facing application and peripheral devices. Its provider partner assumes responsibility for active alert monitoring, direct patient engagement, and billing and collections, ensuring proactive care and streamlined financial operations. This model reduces administrative burden, accelerates value realization in risk-based arrangements, and supports continuous performance improvement through robust outcome tracking without requiring significant internal investment.

Additionally, the company introduces **HomeHealth Advantage** to support home health agencies with specialized workflows, integrated outcome tracking, and reimbursement support tailored to home-based care delivery. This model aligns with the episodic and post-acute needs of home health providers, ensuring continuity of care and optimized operational efficiency.

This model stratification allows HRS to meet the needs of healthcare organizations, ranging from solo practices to multistate health systems. The company positions its RPM portfolio as more modular and service-oriented than many platform-only vendors, embedding logistics and continuous monitoring capabilities alongside software to scale based on acuity, staffing, and reimbursement readiness. Providers can also transition between models as their operational needs evolve.

For example, The Queen's Health Systems selected HRS to launch a comprehensive RPM program through its Native Hawaiian Health Department, targeting chronic conditions such as hypertension and diabetes.[1] The initiative aims to improve health knowledge, quality of life, and lifespan for native Hawaiians through culturally aligned, technology-enabled care. The decision was driven by HRS's proven scalability across

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[1] https://www.healthrecoverysolutions.com/blog/the-queens-health-systems-partners-with-health-recovery-solutions-hrs-to-launch-remote-patient-monitoring-program

various patient populations, seamless EHR integration, and hands-on collaboration with clinical, operational, and financial leaders.

Frost & Sullivan finds that this strategic flexibility highlights HRS' focus on expanding longitudinal care access. The company delivers RPM technology through adaptable care journeys that align with provider and patient needs. Through this approach, HRS positions itself as a transformation partner capable of creating lasting impact across various healthcare environments.

Providing Modular, Patient-centered Technology for Scalable Remote Care

HRS ensures its technology ecosystem addresses the logistical, clinical, and operational barriers that typically hinder scalable remote care. Instead of limiting its platform to a single use case or hardware type, the company's modular, patient-centric architecture adapts to varying acuity levels, care settings, and user needs while maintaining continuity of care and data integrity.

The PatientConnect suite forms the core of this architecture, offering tablet-based, mobile, cellular, and voice-enabled configurations. These formats allow providers to match each patient's technological comfort, connectivity environment, and clinical complexity with the most appropriate tool. For example, patients in low-connectivity areas can use PatientConnect Cellular kits without relying on Wi-Fi. The mobile app offers a flexible, low-touch option for lower-acuity or younger users, while PatientConnect Voice provides basic phone-based interaction for individuals with limited digital literacy.

Through its partnership with Smart Meter, HRS also offers cellular measurement devices as a lower-cost alternative to Bluetooth kits.[2] This option expands access for lower-acuity patients or those facing connectivity and socioeconomic barriers. This range of configurations enables providers to extend remote care across populations without compromising usability and clinical alignment.

Clinicians manage patient care through ClinicianConnect, a centralized web portal that enables real-time monitoring of vitals, biometric trends, adherence, and risk alerts. The platform supports timely interventions and allows staff to automate workflows, prioritize high-risk cases, and expand monitoring without increasing administrative burden. In 2024, HRS enhanced the platform with a complete inventory management system, allowing patient kit configuration, order placement, and delivery tracking within the same interface used for care management. The system also provides visibility into kit arrival, onboarding and training status, and returns at program completion, eliminating the need for phone or email coordination. This integration streamlines patient health monitoring and logistics, giving clinicians full visibility and control over care delivery and technology deployment.

As part of its innovation strategy, HRS partners with Vitls to deliver a continuous vitals monitoring patch. This device supports round-the-clock biometric tracking for high-acuity patients who need more than episodic check-ins. Instead of relying on daily uploads or manual reporting, clinicians receive immediate alerts for emerging risks. Many competitors rely on third-party integrations for continuous monitoring, whereas HRS integrates this capability natively into its platform.

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[2] https://www.healthrecoverysolutions.com/blog/health-recovery-solutions-partners-smart-meter-cost-effective-cellular-remote-patient-monitoring

> *"HRS embeds continuous feedback loops into its service model. Clients receive regular performance reviews, benchmarking reports, and optimization consultations. These insights draw from internal metrics and aggregated data across the company's client base, offering valuable context to improve operations, drive reimbursement, and scale programs intelligently."*
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> **- Ain Sarah Aishah,**
> **Best Practices Research Analyst**

HRS plans to launch an open-app platform in 2025, allowing third-party apps to run directly on its tablets. This initiative gives health systems the flexibility to consolidate digital tools (such as virtual care platforms, specialty trackers, or educational content) within a single interface, streamlining patient interaction and clinician workflow. This open ecosystem approach aligns with existing digital strategies and positions HRS as a central platform for longitudinal care.

The company also enables seamless EHR integration through built-in HL7 compatibility and a dedicated in-house integration team. Proven across all major and many niche EHR platforms, this capability shortens onboarding, simplifies workflows, and ensures data accuracy. This integration with deep customization enables faster implementation and greater information technology efficiency.

Frost & Sullivan recognizes HRS for delivering a platform that ensures wide accessibility by meeting patients where they are, whether in homes or multi-system hospital networks. This flexibility demonstrates the company's experience and practical understanding of provider requirements. Its platform adapts to users' needs, earning the confidence of frontline clinicians and healthcare leaders.

Streamlining Operations and Support to Enable Seamless Remote Care

HRS strengthens remote care delivery by combining advanced technology with the full-service infrastructure it needs to operate. Longitudinal care demands more than devices and dashboards, as providers increasingly need a partner that manages operational complexity. The company meets this need through integrated services spanning logistics, onboarding, clinical support, and continuous improvement, enabling clinicians to stay focused on patient care.

At the operational level, HRS supports providers through PatientDirect, its logistics backbone that handles inventory tracking, kit delivery, patient education, and returns. Integrated with the ClinicianConnect, the platform allows care teams to configure kits, monitor shipments, and manage asset life cycles within existing workflows. This approach decreases administrative burden while giving providers full visibility into their remote care infrastructure. Unlike some RPM partners that outsource logistics to third-party vendors, the company embeds it within the platform to deliver scalability and control in a single system.

To streamline adoption, HRS offers professional services packages ranging from basic onboarding support to strategic planning. These services provide care teams with playbooks, protocol templates, reimbursement guidance, and performance tracking tools. For high-touch implementation needs, the company partners with U-Break I-Fix to offer HomeDirect, an in-home setup service. This hands-on approach helps digitally vulnerable patients to complete setup, improving activation and adherence rates.

HRS also provides 24/7 live support for clinicians and patients who are based in the United States and Canada. Accessible through multiple channels and connected to real-time system performance monitoring, the support function demonstrates the platform's reliability. The company reports zero

system outages for almost a year, maintaining high uptime standards critical for clinical decision-making and underscoring its technical oversight. With this extensive support, HRS delivers unified, high-availability assistance that shortens resolution times and maintains program momentum.

Additionally, HRS embeds continuous feedback loops into its service model. Clients receive regular performance reviews, benchmarking reports, and optimization consultations. These insights draw from internal metrics and aggregated data across the company's client base, offering valuable context to improve operations, drive reimbursement, and scale programs intelligently. Through this infrastructure, HRS co-manages the care journey from deployment through ongoing program growth.

Some players may limit their role to implementation, leaving providers to coordinate logistics, training, troubleshooting, and clinical oversight through disconnected systems. HRS instead offers a tightly aligned environment where every support function reinforces the care delivery mission. This unified model drives faster ramp-up, reduced friction, and more sustainable program outcomes, especially in settings where continuity, trust, and limited resources intersect.

With full ownership of the end-to-end service infrastructure, HRS removes the traditional friction points that limit remote care programs. Frost & Sullivan acknowledges its ability to scale, maintain reliability, and align services with provider capacity, advancing remote monitoring from a peripheral function to a central component of longitudinal care. This delivers predictable outcomes, trusted execution, and a more efficient path toward value-based transformation.

Driving Measurable Outcomes to Enhance Clinical, Financial, and Patient Success

HRS differentiates itself in the RPM space through validated outcomes and the infrastructure that sustains them. The company reports measurable impacts across clinical, operational, and financial domains. These outcomes are continuously tracked, benchmarked, and refined through its integrated analytics framework. Supporting more than 20 care settings and over 100 clinical conditions,[3] HRS enables provider organizations to scale programs confidently across specialties.

Whether managing heart failure, diabetes, hypertension, or post-operative recovery, HRS-powered programs consistently reduce avoidable readmissions, improve medication adherence, and raise patient satisfaction levels. Its analytics tools, built on platforms like Tableau and Strategic Healthcare Programs, enable providers to visualize performance trends and identify gaps in care delivery. These dashboards are tailored to user roles, from executive overviews to frontline clinical alerts, ensuring that data translates into actionable interventions.

HRS also strengthens financial performance by enabling billing optimization, reimbursement tracking, and value-based care alignment. Clients monitor return on investment (ROI) through metrics such as risk-alert response times, reimbursement rates, and operational efficiency indicators. These capabilities help organizations generate revenue through programs such as CCM, Remote Therapeutic Monitoring, and transitional care reimbursement, building sustainable growth supported by clear, data-backed ROI pathways.

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[3] Frost & Sullivan's Interview with Health Recovery Solutions (July 2025)

On the patient experience side, HRS delivers measurable gains in engagement and satisfaction. Intuitive interfaces, education modules, multi-language support, and personalized care plans keep patients connected to care teams. These tools improve adherence, self-reporting accuracy, and confidence during care transitions. Compared to platforms that rely heavily on impersonal alerts or generic surveys, the company provides a structured yet humanized experience that reinforces patient trust and loyalty.

These outcomes fuel HRS' market momentum. The company reports an uptick in customer transitions from other vendors and significant commercial growth in the first half of 2025. In 2024, it surpasses one million patients served over the last decade,[4] a significant marker of scale and consistent performance. Few RPM providers match that level of reach while maintaining impact across various client profiles.

Furthermore, HRS maintains long-term client relationships, strengthened through quarterly business reviews, strategic alignment workshops, and performance transparency. These relationships strengthen the company's brand trust as a strategic partner embedded in care delivery, underscoring its reliable innovation and execution.

Many RPM providers emphasize device deployment or software usability, with limited success in demonstrating downstream value. Frost & Sullivan observes that HRS reverses that model by placing measurable outcomes at the center of its offering. Its ability to quantify improvements in clinical outcomes, operational efficiency, patient satisfaction, and financial performance reflects the maturity of its ecosystem and its understanding of provider needs. The company enables clients to measure, validate, and enhance results with better precision.

Conclusion

Health Recovery Solutions (HRS) delivers adaptable, outcomes-driven solutions that meet the demands of various healthcare environments. Its tiered program design, patient-centric technology architecture, and integrated service infrastructure allow providers to implement reliable and scalable longitudinal care models. By aligning technology innovation with operational efficiency and measurable impact, the company strengthens clinical performance, improves patient engagement, and supports sustainable financial results. HRS' combination of advanced monitoring, seamless integration, and proactive service delivery creates a distinctive value proposition in a competitive market. Providers receive the tools to manage high-acuity and chronic conditions along with the operational support required to sustain and expand these programs over time. This flexibility, reliability, and validated outcomes position the company as a strategic partner in driving value-based transformation across care settings. As the healthcare industry continues to shift toward preventive, coordinated, and patient-centered care, HRS demonstrates the adaptability, results orientation, and proven delivery needed to advance technology-enabled longitudinal care and address emerging needs in an evolving market.

HRS earns Frost & Sullivan's 2025 North American Customer Value Leadership Recognition for its strong overall performance in the technology-enabled longitudinal care models industry.

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[4] https://www.healthrecoverysolutions.com/blog/health-recovery-solutions-surpasses-1-million-patient-lives-impacted

What You Need to Know about the Customer Value Leadership Recognition

Frost & Sullivan's Customer Value Leadership Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Customer Value Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Business Impact

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Leveraging innovative technology characterizes the company culture, which enhances employee morale and retention

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT

STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

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Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at http://www.frost.com.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

Learn more.

Key Impacts:

- ■ **Growth Pipeline:** *Continuous Flow of Growth Opportunities*
- ■ **Growth Strategies:** *Proven Best Practices*
- ■ **Innovation Culture:** *Optimized Customer Experience*
- ■ **ROI & Margin:** *Implementation Excellence*
- ■ **Transformational Growth:** *Industry Leadership*

The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- ■ Megatrend (MT)
- ■ Business Model (BM)
- ■ Technology (TE)
- ■ Industries (IN)
- ■ Customer (CU)
- ■ Geographies (GE)