



Health  
Recovery  
Solutions

Case Study

# Frederick Health

Overview

## Chronic Care Management Telehealth Program Saves Health System \$5.1M

Frederick Health is a leading healthcare provider in Maryland, consisting of Frederick Health Hospital, James M Stockman Cancer Institute, home care and hospice providers, an ACO group, and a network of primary and specialty care providers.

Frederick Health's Chronic Care Management (CCM) program, a division of Frederick Health Home Care, first launched their telehealth program with HRS in 2017 with the goal of reducing readmissions and increasing cost savings to the health system.

Background

**Client:**  
Frederick Health

**Organization Type:**  
Health System

**Locations:**  
Maryland (12)

**Product:**  
PatientConnect Complete,  
PatientConnect Mobile

**Data Period:**  
Oct. 2018 - Apr. 2019

The Challenge

Recognizing the strain that chronic conditions place on patients, their families, and health care providers, Frederick Health sought a solution that would improve patient outcomes, reduce readmissions, enhance patient-provider communication, and decrease cost of services.

Frederick Health's CCM telehealth program targeted high-risk patients with an increased risk of hospitalization, including COPD, CHF, diabetes, AFib and hypertension, among others.



## The Solution

In 2017, Frederick Health partnered with Health Recovery Solutions (HRS) to provide CCM patients with a comprehensive telehealth solution. The solution allows the CCM clinical team to monitor patient vitals and medication adherence, provide disease-specific education to patients, and improve patient-clinical communication. As the program has grown, Frederick Health has expanded their footprint in the community, accepting patients from ACOs, senior centers, physician practices, paramedic programs, and from the Department of Social Services and Meals on Wheels. A centralized program structure, with a telehealth team, allows Frederick Health to easily prioritize at risk patients. The telehealth team performs daily and weekly check-in calls, virtual visits to resolve medication discrepancies, and home visits depending on the patients' health status.



Much of CCMP's success is due to the personal relationships we build with our patients as well as the great technology with the telemonitors. It is wonderful to see the growth and independence [of patients] develop throughout their enrollment in the telehealth program.



— **Lisa Hogan, BSN**, CCMP Team Lead

**83%**

Reduction in 30-day  
Hospital  
Readmissions

**\$5,097,678**

Total Cost Savings  
Enrolling 255  
Patients

**50%**

Reduction in ED  
Visits

## The Results

From October 2018 through April 2019, Frederick Health's CCM telehealth program monitored over 250 Medicare patients, each for a minimum of six months. Over this six-month period, hospital readmissions among telehealth patients was reduced by 83%, resulting in nearly \$5.1 million in cost savings to the health system. Additionally, the program significantly improved the quality of life for patients and their families by improving communication across providers, patients, and family caregivers.



[www.frederickhealth.org](http://www.frederickhealth.org)



[www.healthrecoveryolutions.com](http://www.healthrecoveryolutions.com)