



Health  
Recovery  
Solutions



# Inpatient Virtual Care Playbook

Developed by Health Recovery Solutions, Clinical Services Team

# Providing Solutions to Meet the Moment

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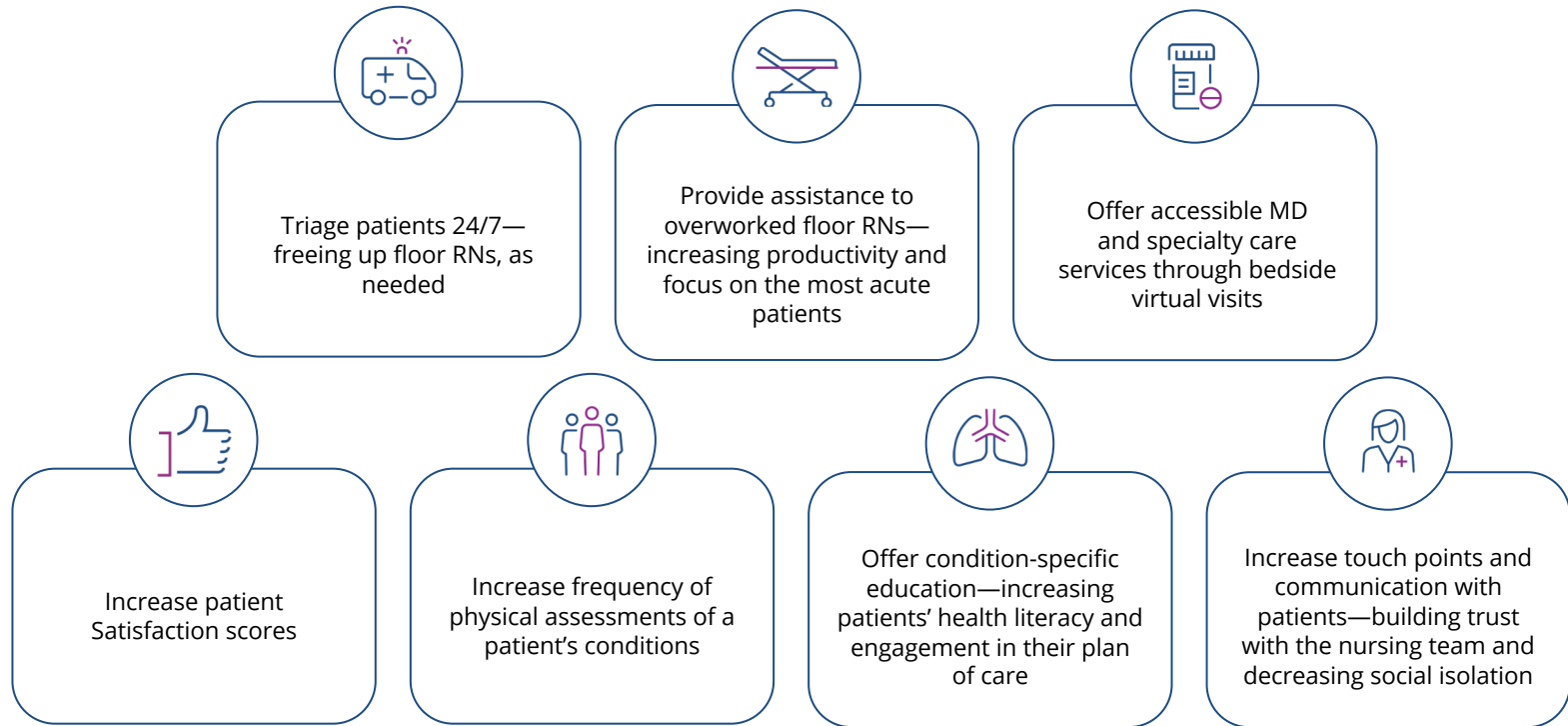
The healthcare industry is experiencing major forces that demand a hybrid and pivotal approach in care delivery and patient engagement.

**Health care systems are looking for innovative, low-cost solutions to help address:**

- Staffing capacity constraints
- Changing patient needs and demands
- COVID-19 pandemic
- Shifting sites of care
- Healthcare disparities
- Limited patient engagement

At HRS we see RPM and Virtual Care as a viable solution to meet challenges arising from the issues above. This playbook highlights the Inpatient Virtual Care Program that can positively impact your acute care delivery needs.

# Why Utilize Telehealth and RPM for Inpatient Care?



# Developing ROI for an Inpatient Virtual Care Program

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## **New Revenue Stream**

An Inpatient Virtual Care Program serves as basis for successful value-based programs as well as topic for reimbursement negotiation with commercial payers upon demonstration of program success in achieving the triple aim—improving the experience of care, improving the health of populations, and reducing per capita costs of health care.



## **Significant Internal Cost Savings**

An Inpatient Virtual Care Program can increase nurse productivity, decrease the use of PPE and medical supplies, reduce the average length of stay, and help to maximize bed capacity.



# Key Metrics for Evaluating an Inpatient Virtual Care

<b>Decrease</b>	30-day readmission rates
<b>Increase</b>	Patient engagement and satisfaction scores
<b>Decrease</b>	Hospital acquired infection (HAI) rates
<b>Increase</b>	Productivity of the floor RN, with the assistance of a virtual care nurse
<b>Increase</b>	Staff satisfaction and retention
<b>Decrease</b>	Length of stay

# Which Patients should be Enrolled in an RPM Program?

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- Any alert and oriented patient admitted to a medical/surgical unit.
- Any patient with a new or exacerbated condition, requiring education and assessment

## Common conditions treated in an inpatient setting:



Congestive Heart Failure



Diabetes



Chronic Obstructive Pulmonary Disease



Coronary Artery Disease



Hypertension



Sepsis (Pneumonia, UTI, or wound)



Atrial fibrillation (or other cardiac arrhythmia)



Post-Operative Coronary Bypass Graft



Coronary artery disease (post MI/stent)



Complete joint replacement

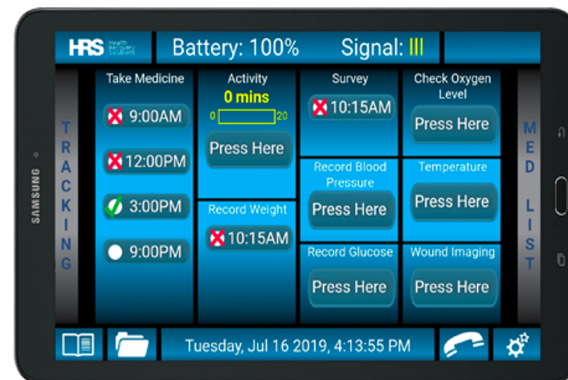
# HRS' Telehealth and RPM Platforms for Inpatient Care

## PatientConnect® Core for Med/Surg Patients

This portable tablet solution is ideal for acutely ill, medical/surgical inpatients. PatientConnect® Core enables real-time patient-provider communication through a 10" Samsung tablet and promotes patient independence and self-symptom management through biometric monitoring and condition-specific educational content. This solution allows a virtual care nurse to interact with patients and provide education, discharge, and medication instructions at any time.

### Key Features Include:

- Real-time video calls, phone calls, and texting
- Symptom surveys
- Condition-specific education
- Medication reminders
- Wound imaging
- Customized risk alerts



# HRS' Telehealth and RPM Platforms for Inpatient Care

## PatientConnect® Core for Med/Surg Isolation Patient

PatientConnect® Complete includes in a suite of Bluetooth peripheral devices, enabling patients to record their biometric readings as often as necessary, and promotes patient independence and self-symptom management. PatientConnect® Complete builds patients independence and protects health care staff by reducing the need for the care team to enter the room and conserves valuable resources by decreasing the need for PPE. This solution allows a virtual care nurse to interact with patients and provide education, discharge, and medication instructions at any time.

### Key Features Include:

- Bluetooth biometric remote monitoring
- Real-time video calls, phone calls, and texting
- Symptom surveys
- Condition-specific education
- Medication reminders
- Wound imaging
- Customized risk alerts



# HRS' Telehealth and RPM Platforms for Inpatient Care



**Blood  
Pressure**



**Heart Rate**



**Blood Oxygen  
Levels**



**Weight**



**Heart and  
Lung Sounds**

# What is a Risk Alert?

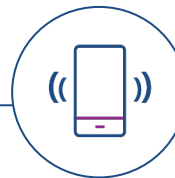
HRS' ClinicianConnect® platform allows organizations to **create custom parameters** for both biometric readings and survey responses to enable clinicians to easily identify exacerbations.

## Scenario One: High Risk Alert

A high-risk alert will be received if a patient tests their blood pressure after taking their morning medication, and their systolic blood pressure (SBP) reading is at 180 because the custom parameter is set to trigger a high-risk alert for any  $SBP > 160$ ).

## Scenario Two: High Risk Alert

A high-risk alert will be received if the patient answers 'yes' to the survey question, "are you experiencing any new or worsening shortness of breath?" This response triggers a high-risk alert because the custom parameter is set to trigger on a 'yes' response.



### Please Note:

Risk alerts are sent to clinicians through HRS ClinicianConnect® portal. In addition, alerts can be sent directly to clinicians via email or text message.



# Common Survey Questions for Inpatient Care Patients

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**1** Are you experiencing any new or worsening shortness of breath in the last 24 hours?

**2** Is your congestion/cough better or worse than it was yesterday?

**3** Do you feel your heart racing today?

**4** What zone are you in today?

**5** Are you more fatigued today than yesterday?

**6** Are you feeling anxious or worried?

# Educational Videos for Inpatient Care Patients

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HRS offers a comprehensive library containing thousands of condition-specific, health education videos, including:

- Infection Prevention: Hand Washing
- Signs and Symptoms of Depression
- Living with Heart Failure: Strategies to Reduce Sodium
- What is Sepsis?
- Preventing Falls at Home
- Coping with COPD
- What is an Advanced Directive?



**Review HRS' recommended educational videos by diagnosis.**

# Recommended Staffing Roles

<b>Dedicated Virtual Nurse</b>	Monitors high-risk alerts received from biometric readings and symptom surveys. The virtual nurse could relieve the floor nurse of duties related to disease process education, medication education, and discharge instructions, as well as answer any questions the patient may have. The nurse could also assist with scheduling post-discharge follow-up visits.
<b>Telehealth Technician (Nurse Aid)</b>	Meets patients upon admission and instructs patients on how to use the telehealth and RPM equipment. A test virtual visit should also be performed by the Telehealth Technician during the installation visit. This role does not need to be filled by a clinician.
<b>Floor RN</b>	The admitting nurse will explain the telehealth and RPM program to the patient and obtain consent to participate in the program. They will also explain to the patient when to contact the virtual nurse and explain the role of the virtual nurse.
<b>Clinical Manager</b>	The first level of escalation for the Virtual Nurse. They will provide general oversight of the program to ensure proper patient care is delivered and any issues are escalated appropriately.
<b>Leadership Oversight</b>	A dedicated leader in the organization who will oversee the program is responsible for the program's success. This person should be a champion of the program, communicating the benefits and successes of the program to the larger organization and executive team.

# Patient Evaluation and Enrollment Workflow

