

Transforming Care Delivery: The Path to ROI with RPM

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Session Agenda

1 Welcome & Speaker Intros

2 Defining the ROI of RPM

3 Path to ROI: Client Journey

4 Showing the Value of Your RPM Program

5 Growing Your Program

6 Open Q&A

The ROI of RPM

The return on investment of remote patient monitoring can vary for different organizations and care settings. ROI can be difficult to measure due to the mostly indirect impact on revenue.



Direct: new revenue generated from reimbursement



Indirect: cost savings from decreases in hospitalizations and readmissions, new revenue generated from new patients due to increased bed capacity, cost savings from replacing in-person PRN visits with virtual visits

\$500,000 in
cost savings

 Southcoast Health

\$1.9 million in cost
avoidance to payers

 **FirstHealth**
OF THE CAROLINAS

0% readmission rate
for CHF patients

MaineGeneral Health 

89% decrease
in readmissions

 **Frederick
Health**

HRS Services to Help Your Program Succeed

Supporting you and your patients every step of the way



Reimbursement

- ✓ 1:1 Reimbursement Consultation & Support
- ✓ Ongoing Education and Guidance on the Latest Reimbursement Updates
- ✓ Monthly Reimbursement Reporting through HRS Analytics



Implementation

- ✓ Dedicated Implementation & Client Success Manager
- ✓ Clinical Program Strategy (incl. EHR Integration)
- ✓ Clinical Workflow Optimization (incl. Policies & Procedures, Inventory Management)
- ✓ Training Plan for Clinicians

"If I were talking to a peer, I would tell them that to be the most successful with Health Recovery Solutions, they need to follow their implementation instructions. The vendor sets people up pretty well to succeed."

"The strength of Health Recovery Solutions (HRS) is that they provide white-glove service. HRS is very responsive, and we have had a positive experience."

"Health Recovery Solutions was really strong during the implementation. They held our hand as they set up our program, and that was really awesome."

Source: 2023 KLAS Surveys of HRS Clients

Path to ROI: Client Journey

Client Journey



Vision



Adoption



Value



Growth

Defining the Vision of Your RPM Program



What is the primary goal of your telehealth/RPM program?



What would success look like for your telehealth/RPM Program?



What types of patients do you want to impact?



Are there any problems or barriers that you anticipate with scaling the program?



How do you see your program reaching financial sustainability or a clear ROI?

Important Metrics for Program Adoption



Utilization



Adherence



Patient Satisfaction



Length of Stay

Showing the Value of Your RPM Program

Hospitalization Analysis Types



Telehealth/Non-
Telehealth Analysis



Pre/Post Analysis

Data Needed to Complete Analysis

List of all enrollments in a certain program (i.e. Home Health, including TH and non-TH)

Date of Enrollment

Patient ID (MRN)

Risk score

Primary Dx

Payor

Hospitalization Date

ED Visit Date

Date of Discharge

SHP Risk Score Overview

- SHP assigns a Risk Score to every patient based on their SOC OASIS
- Risk Scores indicate likelihood of a hospitalization occurring
- Risk Scores are on a scale of 1-9 (1 = lowest risk, 9 = highest risk)
 - **1-2 = Low Risk Category** (52.4% of patients fall into this category)
 - **3-5 = Moderate Risk Category** (40.2% of patients fall into this category)
 - **6-9 = High Risk Category** (7.4% of patients fall into this category)

Sample - Rehospitalizations Summary

Metric	Result
30-Day Telehealth Rehospitalization Rate (all Dx)	8.2%
30-Day Non-Telehealth Rehospitalization Rate (all Dx, Risk Adjusted)	11.4%
Telehealth Average Risk Score (SHP)	3.5
Non-Telehealth Average Risk Score (SHP)	2.6
Reduction in Rehospitalizations (Percent)	-28.1%

Sample – Rehospitalizations by Risk Score

Predicted Hospitalization Risk Score (SHP)	30-Day Telehealth Rehospitalization Rate (all Dx)	30-Day Non-Telehealth Rehospitalization Rate (all Dx)	% Reduction In Rehospitalizations
3 (Moderate Risk)	7.1%	9.0%	-21.1%
4 (Moderate Risk)	9.1%	15.0%	-39.3%
5 (Moderate Risk)	10.0%	16.8%	-40.4%
6 (High Risk)	14.0%	21.1%	-33.6%

Sample – Rehospitalizations by Diagnosis

Primary Diagnosis (SHP)	30-Day Telehealth Rehospitalization Rate	30-Day Non-Telehealth Rehospitalization Rate (Risk Adjusted)	% Reduction In Rehospitalizations
Circulatory	6.1%	11.4%	-46.5%
Genitourinary	5.3%	13.0%	-73.1%
Respiratory	8.9%	14.2%	-59.5%

Sample - Rehospitalizations Results



- Avoided Rehospitalizations: **10**
- Average Cost of Rehospitalization: **\$15,200**
- Cost Savings: **\$152,000**
- Per Patient Cost Savings: **\$3,040**



Pro tip: Be sure to define who you are saving for (ACO, Payor, etc.)

Pre/Post Example - Frederick Health

During a six-month study conducted across FH's Chronic Care Management Program (n=225) the FH team monitored high risk patients who may not qualify for home health, have been discharged from home health, or have refused home health. Realized Cost Savings of \$5.1M.



Metric	Pre-CCMP	Post-CCMP	Variance	Percent Change
ED Visits	553	276	-277	-50%
Readmissions	102	17	-85	-83%
Medicare Part A Expenses	\$8,252,311	\$3,284,682	\$4,967,630 saved	-60%
Medicare Part B Expenses	\$1,761,871	\$1,631,823	\$130,048 saved	-7%

Population Level Metrics

Metric	Pre-CCMP	Post-CCMP	Variance	Percent Change
ED Visits	2.17	1.08	-1.09	-50%
Readmissions	0.40	0.07	-0.33	-83%
Medicare Part A Expenses	\$32,362	\$12,881	\$19,481 saved	-60%
Medicare Part B Expenses	\$6,909	\$6,399	\$510 saved	-7%

Per Patient Avg. Metrics

Source: FMH Medicare Claims Data

Growing Your Program

What to do with the data?



✓ Improve eligibility criteria



✓ Increase referrals



✓ Negotiate partnerships



✓ Negotiate payor contracts



✓ Internal stakeholders

Payer Reimbursement Examples

Massachusetts Client

- Client has a private pay flat rate of \$400 a month for telehealth services.
- Commercial Plan members- \$125 for installation, \$11 a day for monitoring
- Another Commercial Plan has reimbursed client with \$4000 for monitoring services for one year

Commercial Plan in Vermont

- Agency receives \$325 for 30-days following discharge from hospitalization
- Intended to cover installation, direct supervision, and RPM software

Commercial Plan in Upstate New York

- Payment provided monthly RPM services for CHF patients who meet their guidelines for monitoring.
- Have been reimbursed by Commercial Plan for over 3 years now.
- Results: 30 consecutive months, 1,328 CHF patients, a 4.6% readmission rate.

North Carolina Client

Client has an arrangement with Commercial Plan. Receiving a flat rate per month for 300 patients for monitoring. Patients are being monitored for Diabetes, CHF and COPD. The program is 60 days pre and post monitoring.

Questions?