# Telemonitoring for Chronic Illness: Some Considerations

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The best way to prevent readmissions is to prevent admissions

# Overview

- Challenges of telemonitoring

- Lessons learned

# My Experience with Telemonitoring

- VA Boston Health Care System
  - CHF
  - Health Hero/Health Buddy
  - CHF Clinic – NPs
- Evercare
  - CHF/Diabetes
  - Honeywell HomeMed
  - VNA RNs and health plan care manager RN
- Dovetail Health
  - CHF, Diabetes, etc
  - Phillips PTS
  - Educated laypeople and RNs
- New England Quality Care Alliance
  - CHF, COPD
  - Health Hero/Health Buddy
  - Care Manager RNs

# Choose the Right Patients

- Exclusion criteria for telemonitoring are very effective: technical, functional or cognitive impairments
  - If **Half** of the people accept and persist, that's pretty good

- Is telemonitor seen as a Guardian Angel or Big Brother???

# What's Up, Doc?
# Engaging Physicians *Is* Tough

- Lack of understanding of the role of telemonitoring, its indications, proper use

- Lack of reimbursement

- Fear of liability

- Current workflow does not incorporate monitoring

- Make their burdens lighter, and things change…

# Other Stumbling Blocks

- Technical issues: lack of interoperability, software problems, poor design, too expensive

- Payers reluctant to pay: Return on Investment (RoI) remains too theoretical, and does not only reward the payer

# Making It Work:
# Set Goals For the Program

- Short-term use for readmission prevention and visit substitution (VNA model)

- Longitudinal monitoring program to prevent admissions through early identification of change in condition

- Patient teaching tool for limited time to support self-care

# Create Realistic Expectations

- Don't oversell the benefits: patients, payers, physicians all need to be realistic and share goals

- Recruitment and retention can be difficult

- Physician strategy: have one that maximizes or minimizes input from docs and limits burden

# Summary

- Set clear goals for your program
- Choose a technology with the right hardware and software
- Invest time in training and customizing tools
- Be realistic about recruitment, retention, and RoI