



Multi-Specialty Physicians' Group Launches SYNC: Bridge's RPM Program

Background

This customer is a multi-specialty physicians group serving over 110,000 lives in Orange, Sullivan and Ulster Counties in NY. They have 10 value-based-care risk contracts within Medicaid and Medicare line of business. Due to quality, financial, and overall performance responsibilities with such contracts, this customer requires an analytics infrastructure that can cohesively and accurately present quality, utilization, and performance metrics to their executives. While the goal is to achieve shared savings dollars in risk arrangements, this customer holds its priority responsibility in guiding their physicians to achieve this high-performance care through our partnership in a data-first, digital-first strategy.

Situation

This customer is dedicated to reducing hospital admissions and emergency room (ER) utilization as part of a broader effort to lower costs, enhance patient outcomes, and boost revenue. Their CEO initiated research into the use of remote patient monitoring to bring about impactful changes in the organization's patient care strategies. As they strive to be a community-led and family-integrated practice, it sought a solution that would facilitate meaningful collaboration among staff, engage families and patients, establish trust and accuracy, and foster deeper physician-patient relationships. Several factors were considered when planning the rollout of this program, including the need to connect with the Hispanic community and the importance of supporting patients who may feel isolated by ensuring they always feel connected.

Naturally, the program required accurate and timely patient data, as well as an intuitive application that could handle everything from clinical reading alerts and device management to compliance tracking and billing reports to ensure its smooth and successful implementation. Given their five-year history of using the Bridge platform to manage all electronic medical records (EMR) and payor contracts, integrating remote patient monitoring into existing tools was a clear and logical choice.

Solution

Bridge has launched SYNC, an advanced remote patient monitoring (RPM) and device management application designed to facilitate home-based care, real-time monitoring, and success in value-based care. Some of its key components include:

- Enrollment Tracker and Activity Timelines
- Daily Briefing on current active patients, Device Compliance, and Eligible for Billing



- GRID expansion with SYNC: Integrated care RPM into care management workflows to streamline care processes. This includes device ordering, patient onboarding, and readings repository and trends.
- Device Inventory Management: Stock management, changing assignments, and device ticketing
- Care Alerts: Real-time alerts for various flags across Blood Pressure, Pulse Oximetry, Weight, and Glucose levels
- Data Transmission Alerts: Notifications when patients are becoming non-compliant.

The initial population chosen for roll-out were those with Hypertension, COPD, CHF and Diabetes across 1 assigned Primary Care Providers.

The application is adopted by a designated RPM team with a ARNP Lead for clinical oversight and various state medical assistants and case management specialists for patient education, onboarding support, and encouragers of compliance.

Outcomes

The SYNC application was rolled out in various stages throughout 2023, introducing enhanced features and scaling patient lists. To date, over 431 patients consented for remote patient monitoring (RPM).

For patients who have been actively engaged in RPM for at least three months, we have observed significant improvements in their health metrics. Specifically, we have seen a remarkable **46% improvement in systolic blood pressure readings, with over 50 patients transitioning from Stage 2 Hypertension (140+/90+) to normal or elevated levels**. Additionally, for patients enrolled in glucose monitoring, we have observed a **50% improvement in glucose levels**, with one patient's glucose levels decreasing from 203 to 130.

Across blood pressure monitors, pulse oximeters, glucometers, and weight scales, this customer is achieving a **60.4% device compliance rate, far surpassing the national average**.

We are excited to continue monitoring the financial and utilization impact this program has on the patients!



"Remote patient monitoring gives providers the opportunity to have a more complete view of how a patient's vitals are running as compared to an isolated reading in the office. By having these tools available to us, providers have the opportunity to treat patients more thoroughly. I have had several instances since starting this program, where an abnormality has been identified, medications have been adjusted, evaluated in UC or patients admitted to the hospital, with successful outcomes. I feel it gives patients a peace of mind knowing a medical professional is watching."

- Nurse Practitioner

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