Transforming Healthcare Delivery Through Clinician-Led Remote Care Management

A higher incidence of chronic disease, a growing senior population, and a shifting healthcare landscape have created challenges that call for thoughtful, innovative thinking. Building on advanced, new technologies, Intel-GE Care Innovations® designs solutions to meet those challenges head on. Our mission for the healthcare market is to create forward-looking remote care management solutions that assist in the management of chronic conditions and promote health and wellness. Through the intelligent use of applied technology—from data collection to cloud-based communications—our goal is to provide solutions that personalize and strengthen healthcare delivery techniques, and that are based on a manageable, sustainable model for healthcare providers.

The Care Innovations® remote care management solution platform offers a clinician-led remote care management solution that represents a landmark step in the direction of a cost-effective and scalable healthcare delivery model. Used as part of a clinically supervised remote care management program, our remote care management solution platform may help healthcare providers more effectively manage patient populations that consume the largest proportion of healthcare services. Deploying a remote care management program can engage and empower patients while facilitating, encouraging, and supporting behavioral changes. What's more, remote care delivery has the potential to positively impact the quality of care and drive appropriate utilization of healthcare resources.

A Shift Toward a Proactive Model of Healthcare

Worldwide, healthcare is moving toward a more proactive model to address health issues before they become emergencies. The Care Innovations remote care management solution platform is a comprehensive, next-generation, remote monitoring system that supports the evolution to remote care coordination and management. Its flexible platform and videoconferencing capabilities can help clinicians address the healthcare needs of patients, including lifestyle behavior modification, care coordination, medication compliance, nutrition, and more.
Our remote care management solution is designed to help healthcare providers identify potential issues early on, reach patients to encourage adoption of a healthier lifestyle, and shift non-urgent care away from higher acuity settings into the home.

Each participating care plan patient’s team of “connected care” coordinators (e.g., primary care physicians, nurses, caseworkers, family members) can act quickly to prevent health issues from escalating into more serious problems. By strengthening connections between patients and their caregiving teams and focusing on proactive care, clinicians may be able to improve the quality of patients’ lives while reducing overall medical costs.

**Extending Care to the Patient at Home or Wherever They Are**

Deploying our remote care management solution within a care management plan enables healthcare providers to offer unique, differentiated, and branded in-home disease management solutions to their patients. Our remote care management solution platform allows clinicians to deliver more frequent touch points with patients and engages them in actively managing their chronic diseases.

A model of care delivered by a clinician and facilitated by our remote care management solution platform has been shown to improve care recipients’ knowledge of their condition as well as improve their self-management behaviors. Our remote care management solution platform provides a number of ways to capture biometric data from patients and deliver information to inform and instruct the patients and their care providers. It supports videoconferencing to facilitate regular contact between a clinician and a patient. Clinicians also have access to accurate, detailed data to assess long-term trends and evaluate patient adherence to the care plan, lifestyle changes, or other forms of treatment; they can then share this information with the patient as appropriate. Patients can view a 30-day history of their readings and get precise feedback on how well they are doing, allowing them to be more engaged in their own care.

**Cloud-Based Connectivity to Remove Device-Centric Barriers**

The innovative, cloud-based Intel-GE Care Innovations® Connect RCM client application reduces the barriers associated with traditional device-centric telehealth systems placed in the home. The Care Innovations® Connect RCM client application provides care plan participants with easy access to the remote care management solution platform using their own web-connected device. The client application makes it possible for patients to remotely access healthcare information, confer with a healthcare professional, and report on their health status from anywhere. As an alternative to Connect RCM, our remote care management solution platform can be accessed through the in-home application on a home-based device issued by the healthcare provider.

Patients using the Connect RCM web-based application will be offered access to Care Innovations® Connect Caregiver, giving them the opportunity to add informal caregivers to their supportive care network. The accessibility offered with Connect RCM greatly extends supportive care and monitoring, giving care plan participants more freedom and the confidence to maintain their independence, wherever they are.
With Connect RCM, healthcare providers have a comprehensive solution that significantly reduces the cost and complexity of deploying remote care management to large populations of patients with chronic conditions. Because Connect RCM is cloud-based, health-care providers no longer need to supply a dedicated in-home device to care plan participants—eliminating the costs related to device acquisition, distribution, installation, and refurbishing typically associated with single-purpose telehealth devices. In fact, our remote care management solution platform with Connect RCM may reduce the cost of remote care management deployments by as much as 50% versus current device-centric solutions. In addition, as an over-the-counter application, Connect RCM can be activated by an email, simplifying fulfillment and expediting patient enrollment.

### Engaging Patients in Self-Management

As the platform design of our remote care management solution has evolved over the years, the emphasis has continued to be on engagement, interactivity, and behavior modification to help encourage acceptance and use among care plan patients. Our remote care management solution platform focuses on four key tenets of success:

- **Engage.** Make interaction with the platform an easy-to-use, personalized experience to encourage long-term use and acceptance by the patient.
- **Educate.** Give patients access to relevant, timely information through videos and instructional material to support lifestyle changes and compliance with the prescribed treatment plan.
- **Evaluate.** Provide a way for clinicians to remotely assess improvements or detect setbacks in a patient’s condition and respond quickly when necessary.
- **Empower.** Give patients the means to actively manage their conditions and to live as independently as possible.

These four elements combine to assist patients in making the necessary lifestyle or behavior changes to successfully improve their health and to manage chronic conditions more effectively.

### A Sustainable, Manageable Model of Care

Ultimately, the intended benefit of our remote care management solution platform is improved healthcare for patients and more efficient workflow, accuracy, and feedback on treatments for healthcare providers.

Clearly, the current system of healthcare delivery, with its primary reliance on face-to-face clinic visits, is not a practical, cost-effective solution for the future. Our remote care management solution platform with the Connect RCM client application delivers a sustainable, manageable, and scalable model of care for remotely managing chronic diseases by giving healthcare providers and patients a tool to help address difficult health conditions.

When integrated into a clinically driven care management plan, our remote care management solution platform may help control the cost of managing patients with chronic conditions through the integration of proven solutions, processes, and protocols. This enables healthcare providers to offer patients an engaging self-management solution that drives positive changes in behavior and helps patients control their chronic conditions from the comfort of their homes.
Ethnographic Research Helped Shape Healthcare Advances

For more than a decade, Intel and GE Healthcare Systems conducted ethnographic research, launched pilot programs, and explored the ways in which technology could be effectively used to promote healthy, independent living around the world. The breadth and scope of this research—performed on an enterprise scale across more than 20 countries over several years—provided a rich bed of knowledge and helped inform the design and development of our remote care management techniques and technologies. This research is reflected in the products and services offered by Care Innovations®, including our remote care management platform.

Information gained from the Intel and GE research provided deep insights into treatment needs for care recipients and healthcare delivery methods. For example, The Global Aging Experience Study surveyed care recipients, their caregivers, and the healthcare professionals treating them to help determine how future technology could best support independent living.

The notion of social scientists driving technological innovation was at the heart of the Intel and GE approach: people-centered innovation focused on improving healthcare practices through a deeper understanding of people’s lives and the means by which technology can enhance those lives.

For More Information

Learn how Care Innovations can help your healthcare facility design and implement an effective remote care management program. Visit careinnovations.com to see an online overview and to access valuable resources, or contact us at 800-450-0970 to help you get started in designing a remote care management program that is right for your target patient populations.

1Refer to the Connect RCM compatibility matrix for a full list of operating systems and browsers that support the cloud-based client application.

The Care Innovations® remote care management solution and the Care Innovations® Connect RCM application each require an Internet connection to enable communications with the patient’s care team and back-end data hosting. Our remote care management solution and Connect RCM are intended for use by patients who are able to operate the devices in accordance with the applicable instructions for use and who are under the guidance of a healthcare professional. Neither the remote care management solution nor Connect RCM are intended for emergency medical communications or real-time patient monitoring. Video-conferencing capability requires a broadband connection for best performance. Available for over-the-counter use.

This material uses actors who are not medical professionals.

The Care Innovations® Connect Caregiver application is not intended for clinical use, life-saving, or life-sustaining interventions. Connect Caregiver users are solely responsible for the information that they choose to share within Connect Caregiver and for determining the access provided to authorized users they invite into the application.

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