

# Connected Health at Scale

Changing Patient and  
Provider Roles



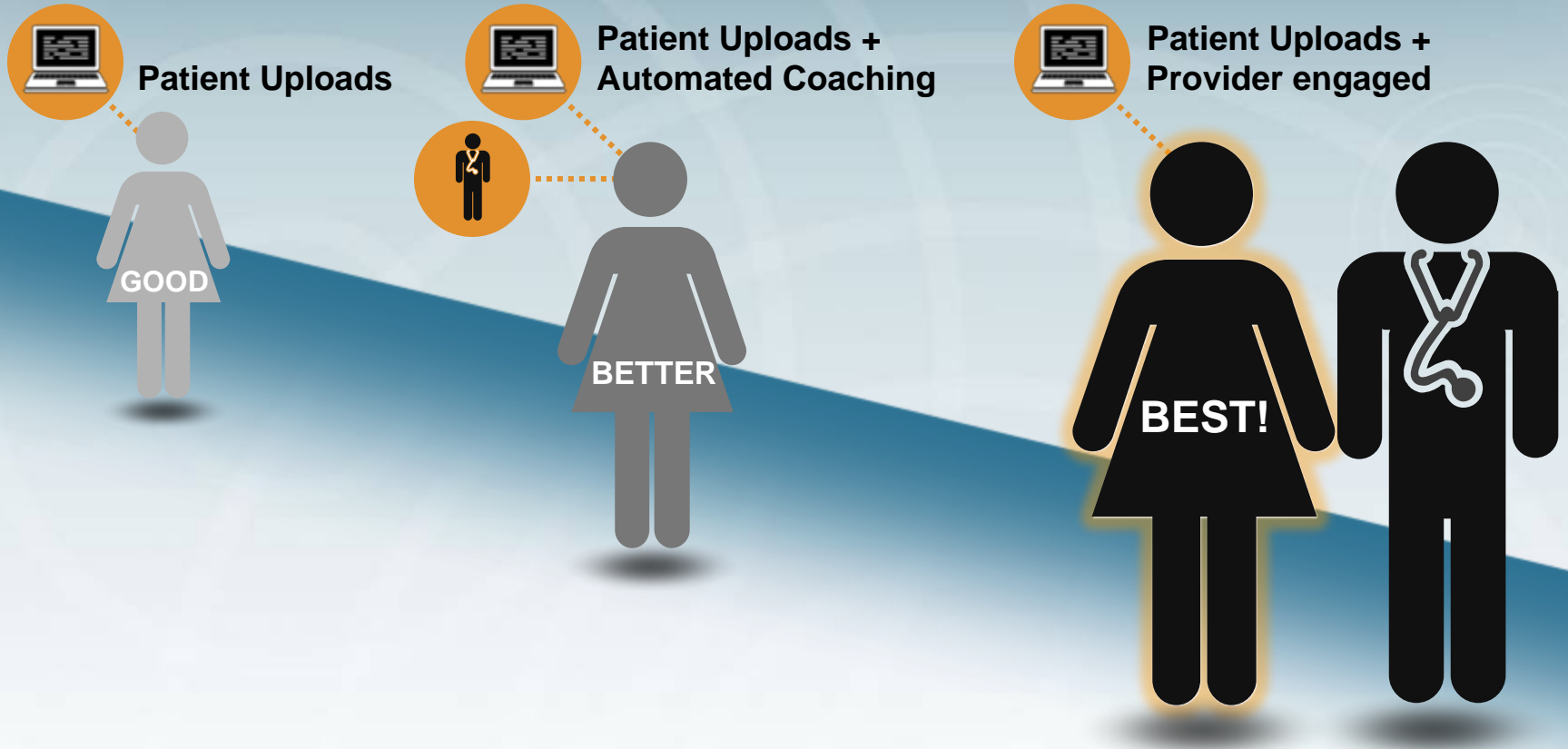
Joseph C. Kvedar, MD  
Director

Center for Connected Health  
Partners HealthCare


# Where We've Been And Where We're Going...



# Engagement = Better Outcomes



# Engagement = Better Outcomes



	PRACTICE 1	PRACTICE 2
Avg. change A1c - total	- 0.28	- 2.1
Avg. change A1c – active patients only	- 0.69	- 2.3
Avg. change A1c - Non-active patients only	+ 0.19	+ 0.7
Provider logins/month	4 - 5	50

# Heart Failure Monitoring at Scale

3000 discharges / year  
1000 high-risk patients needing intense intervention  
**= 1000 enrollments**



250 patient census  
in HF Monitoring




3 Tele-monitoring  
Nurses



# Changing Role of the Provider

“ This program has tremendous promise for improving the care for patients and potentially for improving access to office visits for new or other existing patients.

“ The traditional model of caring for patients with chronic illness puts the doctor at the center of the patient's care. That's an old model. The new model of caring for chronic illness, whether it's diabetes, hypertension or



More patient-centered care, more continuous care  
Better access to office visits for those that need it  
MD collaborates with patient on how their information impacts their outcomes and quality of life

for other patients who need to get in to see me.”

**Elizabeth Mort, MD**  
Massachusetts General Hospital

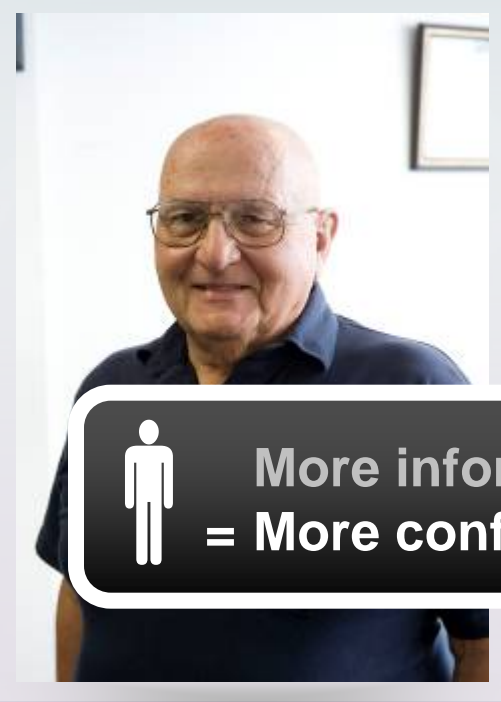


diet, exercise and other lifestyle choices can affect their clinical outcomes and quality of life.”

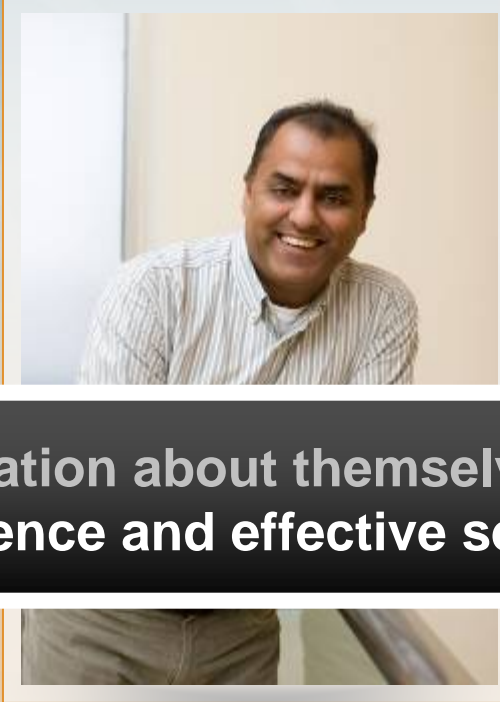
**Michael T. Myers, Jr., MD, MBA**  
Medical Director, Hawthorn Medical Associates

# Changing Role of the Patient

## DiabetesConnect



## SmartBeat



## Connected Cardiac Care



More information about themselves  
= More confidence and effective self-management

“Controlling my diabetes is easier ... It makes me feel successful when I see my glucose readings in the normal range.”

» Conrad Richard

“In addition to monitoring my blood pressure, I changed my diet and exercise program, to see if that would have an effect...”

» Amir Sharif

“...with monitoring, I know if I'm heading towards a problem and will hopefully avoid an emergency.”

» Mariano

# Changing Role of the Employer

Employee engagement in their health and sustained behavior change is top priority...

“What attracted me to SmartBeat is that it supports our objective to provide programs to help our employees make sustained behavior change to improve their health...”

» Susan Mackiewicz,  
Senior Vice President  
Benefits and HR Systems  
Genzyme

# Connected Health Accelerators

● Management Fees for Providers

● Patient Incentives

Organizational  
Commitment ●

Choosing the Right Patients  
for the Programs ●



# Connected Health Accelerators

Reimbursement Changes in Insurance Coverage

A Focus on Positive Health Outcomes

Rewards for Good Behavior by Physicians and Patients

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**Note:** Brookings mHealth white paper October 2009.