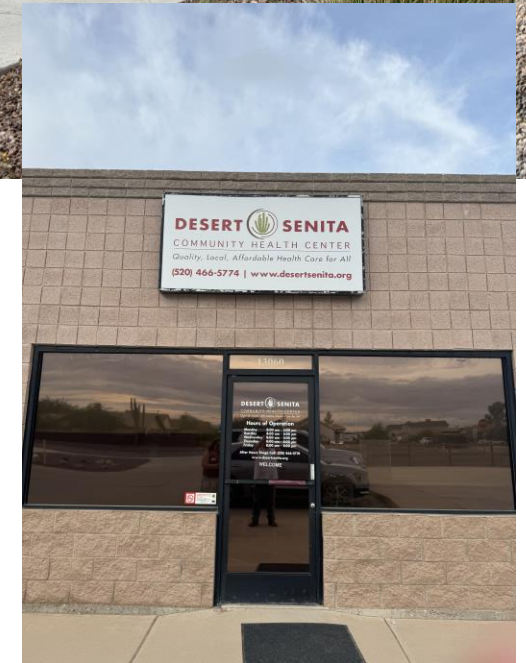




Continuity and Collaborative Care through Remote Patient Monitoring and Clinical Pharmacy


THE DESERT SENITA CARE MODEL

- The treatment of complex and chronic disease requires:
 - an Inter-disciplinary approach
 - a Whole Patient approach
 - Care in the Community
 - Accessible Services through Tele-health
 - Patient Education & Advocacy
 - Case Management Approach to the SDOHs





TECHNOLOGY IS
HELPFUL BUT
RELATIONSHIPS CHANGE
LIVES



AUTHENTIC OPPORTUNITIES TO BUILD CONNECTIONS BETWEEN PATIENTS AND THEIR CARE TEAM

- Connection builds trust and confidence
 - The Story of Sherman Meyer, D.O., Parker, Arizona
- Using Technology to Bridge the Tele-Health Connection Gap
- Authentic Remote Patient Interaction Leads to In-person Follow-ups
- Remote Interaction Must Have a Face
- Remote Patient Monitoring and Case Management Lead to Next Level Interdisciplinary Care





HUMAN CONNECTION MATTERS – THE STORY OF SHERMAN MEYER, D.O.

- A pioneer and exemplar in patient-centered care
- Demonstrated the value of direct patient engagement in building trust
- Brought healthcare to patients not the other way around
- Understood the relationship between medicine and social work (case management)
- Practiced inter-disciplinary care



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USING TECHNOLOGY TO BRIDGE THE TELE-HEALTH CONNECTION GAP

- Tele-health is effective as a safety net in rural communities
 - Addresses transportation challenges
 - Increases access to primary and specialty care
- Tele-health is not a substitute for in-person (high touch medicine)
 - Relies on limited diagnostic capabilities
 - Suffers from signal loss in communication
- Remote Patient Monitoring (RPM) serves to bridge the gap
 - Provides in-home simple diagnostic tools
 - Increases patient provider interaction/building confidence



- AUTHENTIC REMOTE PATIENT INTERACTION LEADS TO IN-PERSON FOLLOW-UPS

by

- Catching and preventing acute events
- ER Diversion
- Preventing hospitalization
- Reducing transportation burden
- Reducing cost
- Increasing patient independence
- Increases billable encounters
- Results in billable case management services

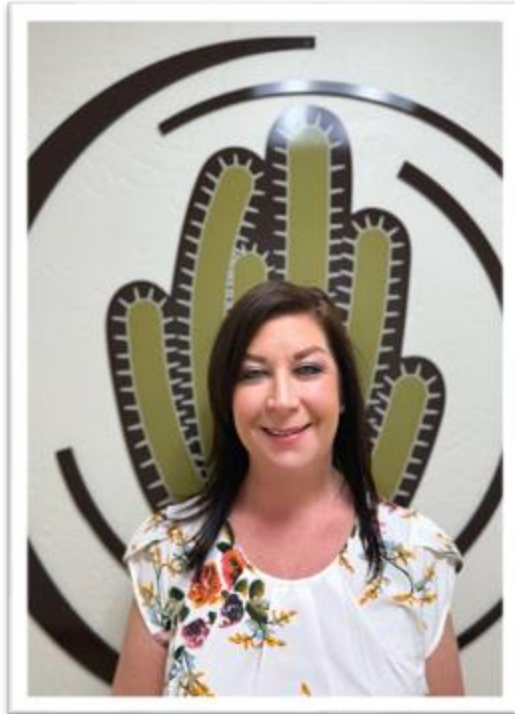




REMOTE INTERACTION
MUST HAVE A FACE



COMMUNITY HEALTH WORKERS





Rebecca Woodson


**Free Transportation to Clinic
Appointments**
Medication Delivery
Case Management
Remote Patient Monitoring



Olivia Castillo



REMOTE PATIENT MONITORING
AND CASE MANAGEMENT LEAD
TO NEXT LEVEL
INTERDISCIPLINARY CARE





IT TAKES A VILLAGE...

- The days of physician-centric care are gone
 - Patient care is a team sport
 - Teams require players in multiple positions all with the same goal
 - Remote Patient Monitoring is a Winning Play
 - Key Players include providers and Community Health Workers as well as other core disciplines in order to maintain connection
 - Outpatient Clinical Pharmacy drives interdisciplinary care

