

Customer Case Study

Alignment Healthcare

Remote Care Management. Evolved.™

Vivifyhealth®

Saving Lives and Money

How Remote Health Monitoring
Powered by Vivify and Samsung
Saves Lives and Money



Most modern primary care providers (PCPs) are overwhelmed with the number of patients they must see on any given day. Many don't have time to see chronically ill patients as frequently or for as long as they need to be seen.

Unable to see their PCPs, these individuals often go to hospital emergency rooms or urgent care clinics, even for minor problems. This results in higher costs for healthcare plans and readmission penalties for hospitals. It also disrupts the continuity of care for patients.

“Within the Medicare population, 20 percent of patients are considered ‘chronically frail’ and account for 80 percent of health dollars spent,” says Dr. Arta Bakshandeh, senior medical officer for Alignment Healthcare. “We assist PCPs by taking on the management of their chronically frail patients, ensuring they get the extra attention they need. This allows PCPs to focus on routine health maintenance for the 80 percent of patients we call the ‘walking well.’”

To help keep patients healthy and out of the hospital, AHC built clinics where patients can see medical professionals as often as needed, at no additional expense. But AHC also needed a sophisticated remote health monitoring solution for its highest-risk patients.

This would enable the team to capture daily biometric data, see and communicate with patients via video calls, access patients' health statuses 24/7 from AHC's Command Center and arrange medical intervention at the first sign of trouble.

HIGHEST-RISK PATIENTS

120

The Value

Along with treating patients at physical clinical care centers, AHC provides remote health monitoring services for patients with one or more chronic diseases, such as diabetes, high blood pressure, heart disease or chronic obstructive pulmonary disease.

86%

COMPLIANCE RATE



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Get Started Now

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The Solution

After considering several options, Alignment Healthcare chose a solution combining software from Vivify Health, a leading remote care platform, and Samsung Galaxy tablets, which provided a seamless mobile solution for patients to track their medical conditions.

During the initial onboarding assessment for new patients, AHC uses proprietary algorithms to determine which individuals need home monitoring. About seven percent — those Dr. Bakshandeh calls “the frailest of the frail” — go home with a Vivify/Samsung kit that has been customized for their unique medical conditions.

Each day, remote care patients use Bluetooth-enabled medical devices — such as weight scales, blood pressure cuffs and oximeter/pulse readers — to capture biometric data on the Samsung tablets and transmit it to AHC’s Command Center. Patients also answer a series of daily questions, based on their conditions and care plans. When AHC medical teams notice troubling trends in the data or spot potential problems, they can immediately reach out to patients for more information and to offer support.

“Getting the data from home is really important,” says Dr. Bakshandeh. “When I worked in hospitals, I’d have patients’ family members say, ‘When I checked Dad’s blood pressure this morning, it was fine. Why did he have a stroke in the evening?’ His blood pressure probably spiked most evenings, but no one knew this.

Patients can also request video calls with their care team using their Samsung Galaxy tablets, asking that someone from the team call them “within an hour” or “within 24 hours.”

The Results

Alignment Healthcare currently has more than 120 patients using the Vivify/Samsung solution, with an 86 percent compliance rate. Patients find the tablets easy to use and appreciate knowing someone is watching out for them. They also receive ongoing education, take more responsibility for their own health outcomes, and are far less likely to be admitted to the hospital.

Dr. Bakshandeh says the solution has helped his team avoid many close calls with patients. For example, one elderly woman in North Carolina, who came in for her initial visit to Alignment’s care center, went home with a Vivify/Samsung kit, even though her blood work looked fine, because she had multiple chronic diseases.

A few weeks later, she requested an urgent video callback. The nurse practitioner who received her case reviewed the patient’s biometric data, which showed her blood pressure was slightly lower than normal, while her heart rate was slightly elevated. “Just as importantly, the nurse could see the patient was very pale on the video,” says Dr. Bakshandeh. “This prompted her to ask, ‘Are you having dark stools?’ When the patient said yes, the nurse realized the patient might have a gastrointestinal bleed.”

“Because we could have a simple face-to-face with her via video, we were able to diagnose her, address the issue and get her back home with no deficits in less than two days,” says Dr. Bakshandeh.

