

Munson Healthcare

The difference is vivid.TM

For Better Chronic Care Transition

Improve health outcomes and lower readmissions for CHF, COPD patients.



Munson Home Health Care Sees 95% Patient Satisfaction and reduction to 3% readmission rate with Vivify Health.

Munson Health has been serving Northern Michigan for over 50 years and is the largest health care provider in the area, covering 30 counties and nine hospital locations. Munson Healthcare Home Health Care at Home is a division of Munson Health and has an average census of 1000-1200 patients in its Home Care, Hospice and Palliative Care.

Originally, when Munson Home Health Care at Home reached out to Vivify Health, it was to hopefully reduce the readmission rates for both their Congestive Heart Failure (CHF) patients and their Chronic Obstructive Pulmonary Disease (COPD) patients by using Vivify Health's Remote Patient Monitoring (RPM) program.

"Anyone that we've had on telehealth monitoring has ended up reducing the readmission rate." – Lisa White, Director of Munson Home Health Care, Hospice, and Palliative Care.

Munson discovered, however, with Vivify Health's RPM Program, more goals were attained. Not only is there a reduction of readmissions for the high risk population, but also an improvement in patient satisfaction as a result of their shift toward patient-centered care and the increase in monitoring of patients between visits.

On setting up the RPM Care Teams

Munson set up a care team for each branch or location, along with a care coordinator for monitoring the patients. The care team office is staffed Monday through Friday, 8-5, by an RN service coordinator. Nights and weekends are overseen by triage nurses. In-office staff manage kit logistics.

Vivify's timely support during the implementation of Munson's Health's RPM program allowed any problems and questions to be immediately addressed, and through the education part of the program, new staff were easily brought up to speed by instant, secure accessibility to the platform.

95%
PATIENT SATISFACTION

91%
PATIENT COMPLIANCE

READMISSION RATES

Start Program **12.8%**

After 30 Days **4.5%**

After 60 Days **3.0%**

CABG **0.0%**

12 MONTHS
ON PROGRAM



Rapid response abilities to solve problems has led to readmissions as low as 0% for some procedures.

Get Started Now

Ease of Use for Patients

When asked about patient acceptance of the program, Lisa White explained, "Patients have been receptive to RPM. Some of the population were - at first - hesitant to use it because of their unfamiliarity with the technology, but then they became engaged, they participated, and they eventually felt much more secure knowing someone is checking in each day. Now patients often say at discharge how they would like to continue with the RPM service."

Clinical Perspective

"Once our care team saw how easy the system is to use, they became engaged and involved in the use of RPM. Caregivers have found that they love the improved communication because they are able to address changes when they arise, rather than the delay involved with a scheduled, in-person visit. Patients report more information to us on this system because they are asked questions that reveal something may be a problem just starting to occur. It allows Munson to be in closer communication with patients, to coordinate care with their physicians, and to better manage individual patient care," Lisa White explained.

Viewing patient relationships differently now

There is an overall improved relationship with those patients on RPM. Both patients and staff recognize a greater sense of security knowing there will be an opportunity to help at the very first signs of a deterioration. Patients report feeling better cared for when someone is watching and they relax, knowing a nurse will call whenever an issue arises. Vivify Health's platform allows patients to join as a partnership by encouraging their participation in self-care. Empowering patients in their own care has proven to enhance patient compliance and satisfaction.

Saving Lives

Lisa White gave an example of the benefit of using Vivify Health's RPM program with the following story:

"This is not a story that actually stopped a readmission, but it potentially saved a patient's life. Our RN coordinator in our office noticed a patient's SPO2 had decreased significantly, so she called the patient and the patient sounded very winded, out-of-breath and maybe a bit confused. She said to the patient, "Let me call your nurse and have her get in touch with you."

She called the patient back and the patient didn't answer the phone. She called the county sheriff's department to go out immediately and do a wellness check. They found the patient was confused and dizzy, but also was found to be hypoglycemic and was apparently having a heart attack. They called 911. It was one of those instances of 'what if' we had not been checking on this patient remotely, would it have been too late for her?"

The results speak for themselves

Munson originally implemented telemedicine with Vivify Health just for the CHF and COPD patients, but because the success of the RPM program with Vivify Health has had such amazing results, Munson Health has decided to double the number of kits for their patients. The RPM program will now expand to cover patients with Coronary Artery Bypass Graft (CABG), Pneumonia (PNA), and any other patients at high risk for hospital readmission.

The patient satisfaction rate with the program has been greater than 95%, which has resulted in 91% patient compliance, since the program's 2017 inception. They have realized a 65% reduction in 30 day readmissions (from 12.8% to 4.5%), and a 3% readmission rate of post-30 days (reduced from 11.8%), and a 0% readmission rate with CABG patients.

The success of the RPM program with Vivify Health has had amazing results - so much so, that Munson has decided to double the number of kits for their patients to increase Munson's reach and patient population.

