

Partnering to Drive Growth Within a Cardiovascular Program: A Case Study

HEALTHCARE SYSTEM A

Healthcare System A (HSA)* is a patient-focused, rural health system, that is part of a larger national integrated delivery network. HSA is looking for innovative ways to grow their comprehensive cardiovascular program and prioritizes the importance of improving quality of care while reducing costs for patients.

The challenges impeding their progress included:

Through a partnership with iRhythm Technologies[®], HSA increased the number of permanent pacemaker implants (PPIs) by 77.8%

CLINICAL

Lack of reliable, actionable data:
24-48 hour Holter retest rate = 28.8%

Diagnostic yield increased:
The Zio XT monitor detected an arrhythmia in 77.6% of patients and ≥ 2 arrhythmias were found in 31.3% of patients

OPERATIONAL

Prolonged time to treatment:
24-48 hour Holter patients waited an average 116 days from report to permanent pacemaker implant (PPI) intervention

Time to treatment decreased:
Use of 3-14 day Zio XT monitor decreased average number of days from report to PPI intervention to 11 days (90.5% decrease) while reducing costs per monitor

FINANCIAL

Excessive time and resources allocated to current workflows and appointment times:
Monitor application appointments ranged from 60 to 90 minutes

Increased access to patient care:
Cost per monitor was reduced, 1,947 staff hours were saved and the department was able to increase patient access

*Case study data was gathered in partnership with the health system featured. The name and identifying details of the health system have been changed to protect the privacy of patients and practices. Source: Data on file, iRhythm Technologies, Inc.

	HSA PAIN POINTS	OPPORTUNITY TO DESIGN	ACTION TO IMPLEMENT	OUTCOMES
CLINICAL	Poor diagnostic yield	Update outdated monitoring program with a new, comprehensive monitoring platform	Implement 3-14 day Zio® monitoring service	Diagnostic yield increased to 77.6% with the Zio monitoring service 105 fewer days to treatment vs Holter monitoring
	Lack of clinically actionable data	Eliminate inaccurate reporting, incomplete data, and non-actionable data from Holter monitoring	Implement 3-14 day Zio monitoring service and provide comprehensive Zio Service Reports to deliver clinically actionable data	16 Zio patients received treatment within 30 days compared with 1 Holter monitoring patient ≥ 2 arrhythmias were detected in 31.3% of Zio monitoring patients
	Poor patient and physician experience	Reduce time from application appointment to treatment	Provide easy-to-use, accurate monitoring with the Zio XT monitor to ensure timely treatment	Days to PPI intervention were reduced from 116 days with Holter monitoring to 11 days with Zio monitoring
OPERATIONAL	Inefficient workflow with high administrative burden	Standardize cardiac monitoring workflow	Implement the Zio total solution to reallocate time to patient care	270 hours to service 649 Zio monitoring patients vs 2,217 hours to service Holter monitoring patients led to 1,947 hours saved
	Limited patient access and long appointment times	Reduce application time and the need for retesting	Add same-day monitoring application with 3-14 day Zio monitoring service	Appointment times were reduced from 60 minutes with Holter monitoring to 30 minutes with Zio monitoring Time to service patients was reduced from 205 minutes with Holter monitors to 25 minutes, doubling patient access
	High retest rate using current monitors	Switch to a monitor that requires no manual patient manipulations	Implement 3-14 day Zio monitoring service, with an adhesive that sticks and doesn't require battery or lead changes	Patients wore the Zio XT monitor for 98% of the prescribed time due to the patient-friendly design 73 Holter monitoring patients were monitored 94 times resulting in a retest rate of 28.8%
FINANCIAL	High system healthcare costs	Streamline workflow and implement more accurate and reliable monitoring	Implement the Zio total solution	Labor costs were cut in half: \$22 per monitor for the Zio XT monitor vs \$45 for the Holter monitor Cost per event captured was \$9.13 with the Zio XT monitor vs \$189.82 with the Holter monitor
	High patient out-of-pocket responsibility	Standardize program with a single support system to help navigate difficulties with insurance, reimbursable items and other billing issues	Leverage partnership with iRhythm® to provide billing support and financial solutions with iRhythm customer care	83% of patients paid less than \$100 for the Zio XT monitor 52% of patients paid \$0 for the Zio XT monitor

Working Together to Improve HSA's Cardiovascular Monitoring Program

1.

DISCOVER

Interview, align, and partner with stakeholders to understand current ambulatory cardiac monitoring program

Identify cardiovascular program goals and current challenges

Map current processes including ordering, applications, notification, reporting and interpretation

Perform time-motion analysis and record the current state of workflow

Identify ways to improve operational efficiency

Assess billing and the process of how charges are captured

2.

DESIGN

Partner with stakeholders to further develop and align on a cardiovascular program that meets their clinical, operational and financial goals

Observe patient interactions and identify areas for improvement

Design a workflow that improves efficiency

Use a budget impact model to help increase efficiencies across their cardiovascular program

Create specific performance metrics to assess goals of the cardiovascular program based on current challenges

3.

IMPLEMENTATION

Implement a program where the adoption of the 3-14 day Zio® monitoring service is coordinated and successfully rolled out across the health system

Ongoing Zio Service Review to monitor the performance of the cardiovascular program against metrics established in the design process

