

PRIMARY CARE CASE STUDY: HEALTHCARE SYSTEM E (HSE)

# Accelerating timely cardiac monitoring in primary care.

Healthcare System E (HSE)\* has its largest academic health system headquartered in the Southeast. It is composed of 3,200 physicians providing care in 14 Hospitals, 18 Hospital Campuses and more than 500 clinics statewide. After using Zio successfully in Cardiology for several years, HSE strategically chose to expand use of Zio into Primary Care in 2019.

16% of primary care patients have palpitations,<sup>1</sup> making them eligible for cardiac monitoring. For HSE, timely access to appropriate care is essential. HSE partnered with Zio to implement in primary care to expedite the patient care pathway.

\* 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.

1. Randell K. Wexler, MD, MPH; Adam Pleister, MD; And Subha V. Raman, MD, MSEE, The Ohio State University Wexner Medical Center, Columbus, Ohio  
Am Fam Physician. 2017 Dec 15;96(12):784-789. <https://www.aafp.org/afp/2017/1215/p784.html>

# Operationalizing cardiac monitoring in primary care

HSE has 4 pillars that guide their practice:<sup>1</sup>

## Patient outcomes

Provide timely access to appropriate care across the system

## Patient experience

Offer patients equitable access to highest quality care

## Cost of care

Decrease patient leakage and total cost of care

## Healthcare team satisfaction

Reduce staff's administrative burden

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By expanding Zio patching to primary care, HSE set out to:

## Reduce staff burden

- Provide point of care patching to eliminate repeat visits
- Implement streamlined workflow
- Reduce nursing administrative burden through EMR interface
- Provide a flexible care model through telehealth.

## Optimize access to specialty care

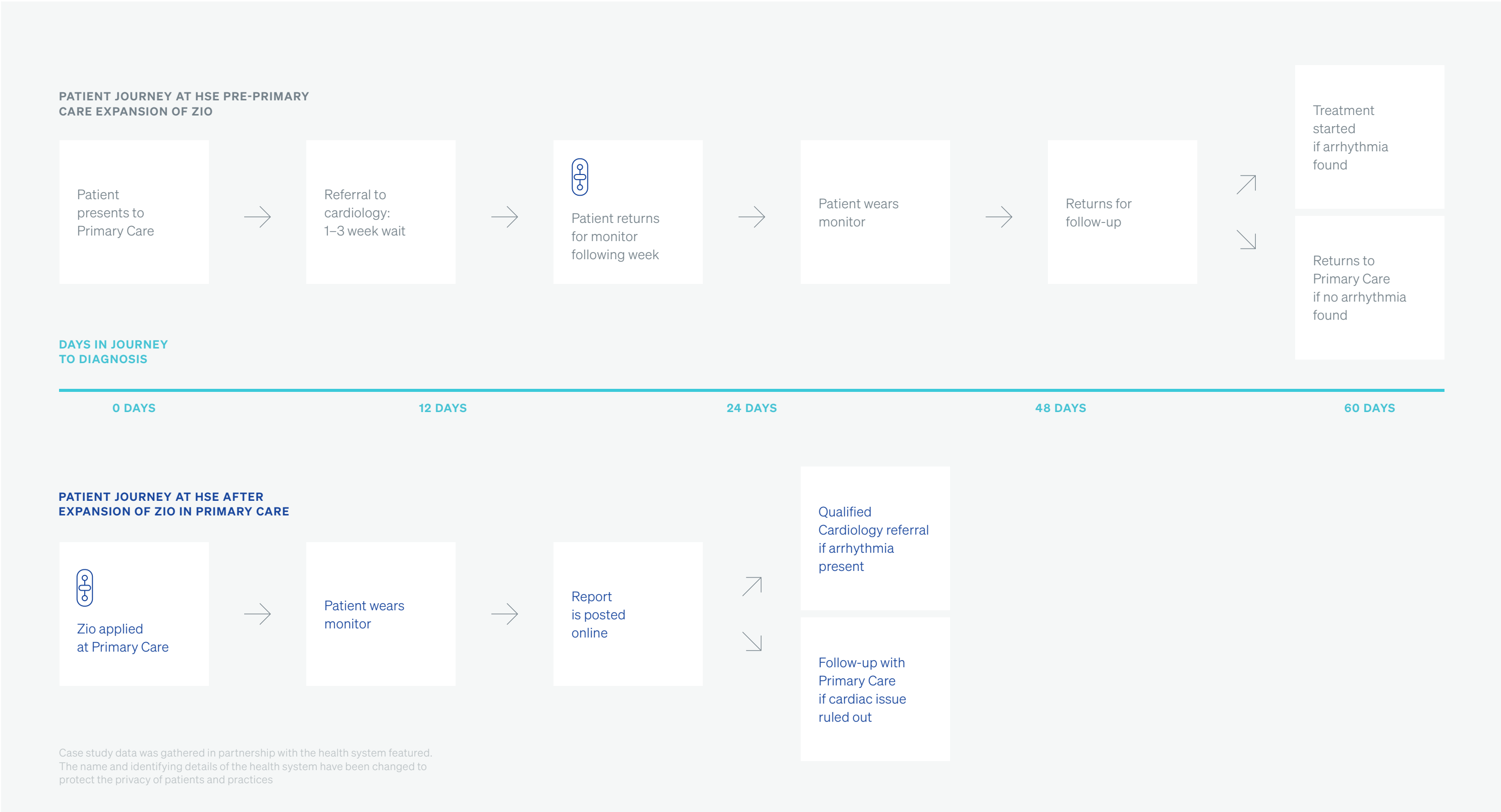
- Keep the right patients in the right care
- Align cardiologists and primary care physicians on clinical pathways
- Reduce wait time for patients to access appropriate treatment

## Improve patient experience

- Reduce unnecessary referrals to cardiology
- Decrease patient out-of-pocket cost through multiple visits
- Expedite patient diagnostic journey and accelerate time to treatment

# Expediting the patient care pathway

HSE's expansion into primary care reduced the patient care journey by 50%



# Reducing low-value specialist referrals

HSE focuses on providing a better referral pathway to specialty care, allowing primary care clinicians to determine their referral patterns.<sup>1</sup>

25%<sup>1</sup>

Approximately 25% of patients in primary care had symptoms and no arrhythmias.

1. Data collected from Zio XT monitors with comprehensive final reports posted between 1/4/2021 and 12/31/2021.

## Clinically actionable arrhythmias captured

ZIO XT DATA	HSE CARDIOLOGY (N=1902)	HSE PRIMARY CARE (N=867)
Ventricular Tachycardia (≥8 beats) <sup>2</sup>	207 (10.9%)	54 (6.2%)
Pause (≥3 Seconds) <sup>2</sup>	76 (4.0%)	20 (2.3%)
AV Block (2nd Mobitz II or 3rd Degree) <sup>2</sup>	50 (2.6%)	13 (1.5%)
Paroxysmal AF <sup>2</sup>	143 (7.5%)	36 (4.2%)
Supraventricular Tachycardia (≥30 Seconds) <sup>2</sup>	132 (6.9%)	50 (5.8%)

2. As defined by customer quarterly business reviews with Zio monitoring services.

Data collected from Zio XT monitors with comprehensive final reports posted between 1/4/2021 and 12/31/2021.

# Making an impact

Keep the right patient in the right care.

HSE was able to bridge the gap between cardiology and primary care, accelerating timely patient care by achieving the following:

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## Primary Care

- Empowered providers to begin the patient's diagnostic journey immediately
- Retained patients that might otherwise unnecessarily go to a specialty
- Seamless integration of Zio's platform streamlined workflow to launch Zio service at 18 Primary Care locations in two months<sup>1</sup>

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## Patient Journey

- Eliminated time and money spent for additional specialty visits
- Improved the patient experience, providing faster diagnosis and peace of mind
- Increased patient satisfaction with 92% of patients reporting Zio was easy to wear and 81% would wear again.<sup>2</sup>

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## Cardiology

- Increased high-value referrals with qualified, treatable patients
- Test results in hand for patient introduction
- Enabled critical patients to be prioritized based on pre-identified arrhythmias

1. Data on file 2021, iRhythm Technologies, Inc.

2. Percentage of respondents responding to patient satisfaction survey questions with "Agree" or "Strongly Agree" at HSE primary care clinics (n = 208).