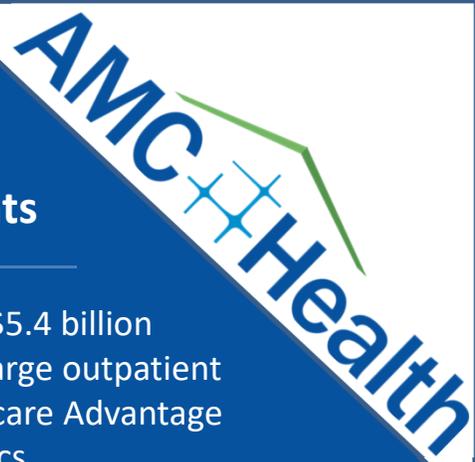


NEW YORK CITY HEALTH + HOSPITALS CORPORATION

Helped HHC Nurses & Patients Lower HbA1c by 1.8 Points



NYCHHC is the country's largest municipal integrated delivery system, a \$5.4 billion public entity serving 1.3 million New Yorkers. It includes 11 hospitals, 6 large outpatient centers, four skilled nursing facilities, Medicaid Managed Care and Medicare Advantage plans, a certified home health agency and more than 80 community clinics.

THE CHALLENGE

POOR OUTCOMES & COMPLIANCE

A study by NYCHHC concluded that they were not reaching the goal of improving the care of patients with chronic disease

- Not reaching goal to improve chronic disease care
- Reduce HbA1c below 7% and hypertension for patients living with diabetes
- Reduce expensive/unnecessary hospital & ER use.
- Need to educate patients on Rx, diet and activity regiment

THE PLAN

REMOTE MONITORING WITH CARE COORDINATION & HEALTH COACHING

AMC Health and NYCHHC collaborated on the House Calls Telehealth Program. The program uses remote monitoring in patients' homes to track blood glucose, weight, blood pressure and diabetes self-management parameters. Data is sent to AMC Health's CareConsole®, a secure web portal, with clinical decision support tools that provide customized alerts for each patient, trending analytics and population-wide benchmarking.

THE SUCCESS

DAILY BLOOD PRESSURE & BLOOD GLUCOSE TELEMONITORING WITH COACHING & EDUCATION

Physicians used telemonitoring data to adjust medication. ER use and hospital readmissions were dramatically reduced, and blood glucose and blood pressure controls were significantly improved. The program has been used by nearly 700 patients, with dramatic results:

- ✓ **81% had significant and sustained improvement** in glycemic control, with HbA1c reduced an average of 1.8 percentage points.
- ✓ 66% of patients who also had hypertension had diastolic blood pressure **reduced by 5 mmHg**, representing a **21% reduced risk of cardiac events** and a **15% reduced risk of stroke**.
- ✓ For members with at least 12 months of pre-telemonitoring and 12 months of telemonitoring data, **ER use declined by 47%**, and **hospital admissions dropped 38%**.

1 Stamp K, Allen N, Lehrer S, Zagarins S, Welch G. Telehealth Program for Medicaid Patients with Type 2 Diabetes Lowers Hemoglobin A1c. *Journal of Managed Care Medicine* 15(4), October 2012.