

Patient Engagement on a Remote Therapeutic Monitoring Program for Chronic Disease Management of Asthma

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Abstract:

Rationale: Patient engagement and compliance are key factors for implementing a successful remote monitoring program. Keva365, a remote patient monitoring (RPM) platform & KevaTalk app allows patients with respiratory illnesses to receive personalized care and send real time data to physicians.

Methods: 15 patients were prescribed the Keva Health remote care program in a traditional specialty care office. The KevaTalk app sent daily check-ins for patients to take spirometer and oximeter readings and enter their medication usage. Monthly RPM reports were sent to the patients' EMR & reviewed by the physicians during their visit. Additionally, patients recorded their daily symptoms as green (none), yellow (mild), or red (severe) and were asked to report NPS (net promoter score) scores after 6 months. Remote monitoring protocols were set up to monitor escalations in conditions that could result in ER visits. Engagement was measured through the number of check-in's, device readings, and app usage.

Results: The mean age was 42 (range: 7-64). 11 alerts were sent out by the care team to the physician's office. Over 7 months, patients recorded 1008 spirometry and 949 oximetry readings, reported their medications, and entered their colored check-ins. NPS scores averaged 80 indicating patient satisfaction and engagement with the program.

Conclusion: Effective engagement and compliance in a virtual care at home program bring value to the patient, the provider, and the payer by reducing ER visits and preventing impending exacerbations. Remote therapeutic monitoring programs can improve patient outcomes and reduce costs.