

AIM: Manage chronic diseases, e.g., HTN, CHF, DM through the use of RPM technologies.

Primary Drivers

Secondary Drivers

Strategy & Leadership

- Interdisciplinary Team: Telehealth Champion, Clinical Lead, designated RPM staff
- RPM Policy (independent of telehealth policy)
- RPM built into health center budget

Clinical Integration

- Program design targeting quality measures
- Revised chronic disease management workflows, scheduling guidelines

People

- Patient selection criteria, consent forms & process
- Patient facing materials about RPM, software, devices, app (if applicable)
- Staff job description, workflows, training materials
- Staff testing of software and devices

Technology & Tools

- User-friendly devices that are appropriate for target population (e.g., cuff width, scale maximum)
- Vendor experience in outpatient settings and FQHCs
- Customization of user interface, reporting, program components
- Option for EHR integration
- Vendor provision of patient engagement strategies, sample workflows, materials in multiple languages, and tech support

Reimbursement & Policy

- Expanded reimbursement guidelines at state and federal levels
- Advocacy for HRSA and other regulatory agencies to support sustainability