

Digital Health Governance Structure: Innovative Approach to Improve Access, Adherence, and Productivity

Christa Murphy MHA, RN, Aimee Stefanski MS, APRN-BC, Laura Dickens BSN, RN
Heart and Vascular Center



Background

- The Heart and Vascular Center of Yale New Haven Health System electrophysiology (EP) remote monitoring (RM) program consists of over 15,000 pediatric and adult EP RM patients.
- RM of cardiac implantable electronic device (CIED) patients is a standard of care which improves morbidity and mortality and yields clinical and economic benefits.
- A triad of factors serve as formidable obstacles in implementation of a RM clinic including data deluge, digital infrastructure, and strategic communication of return on investment (ROI).

Purpose

- To develop an interprofessional nurse led digital health governance structure that utilizes sustainable RM to manage CIED patients that increases patient adherence and ROI across a healthcare enterprise.

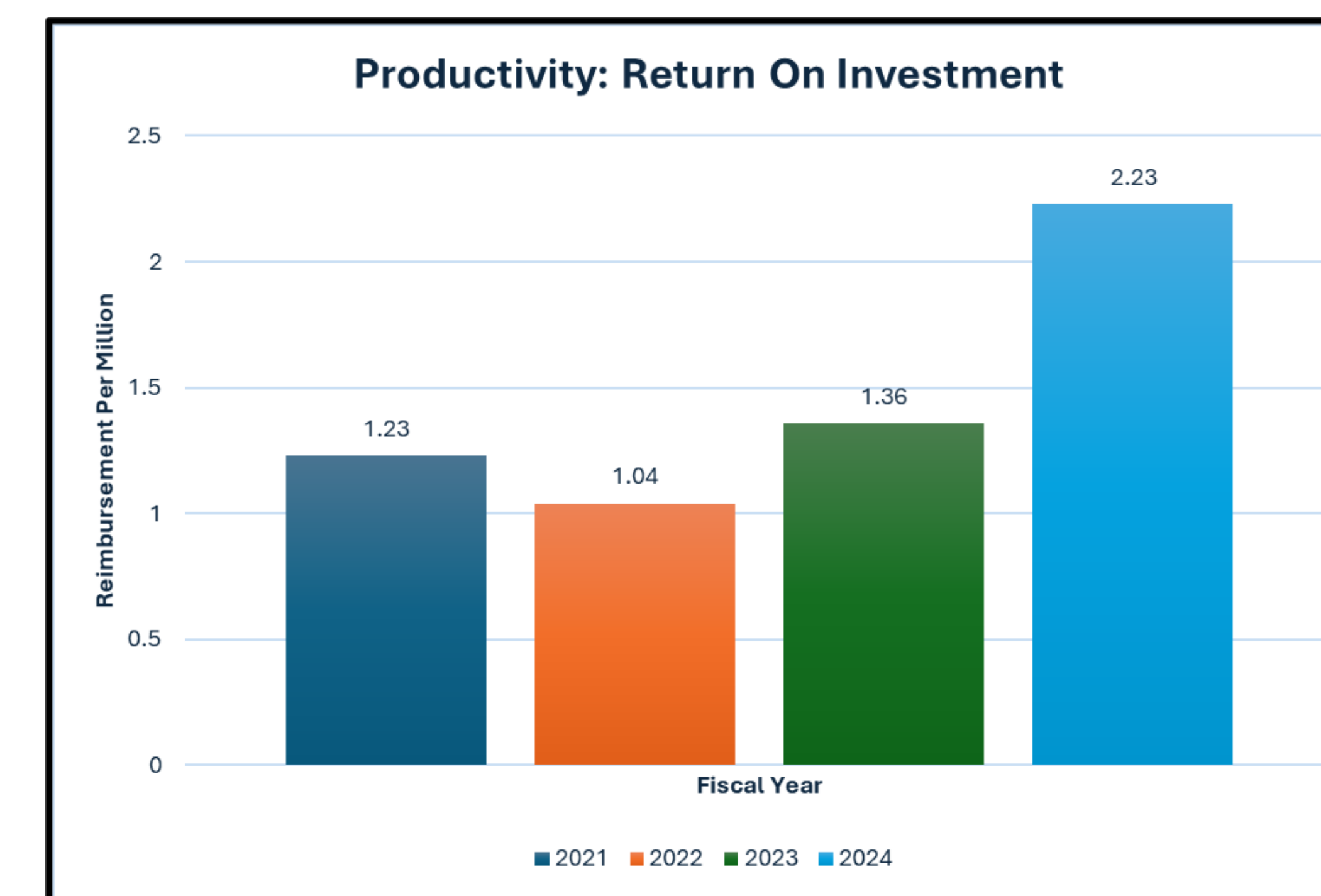
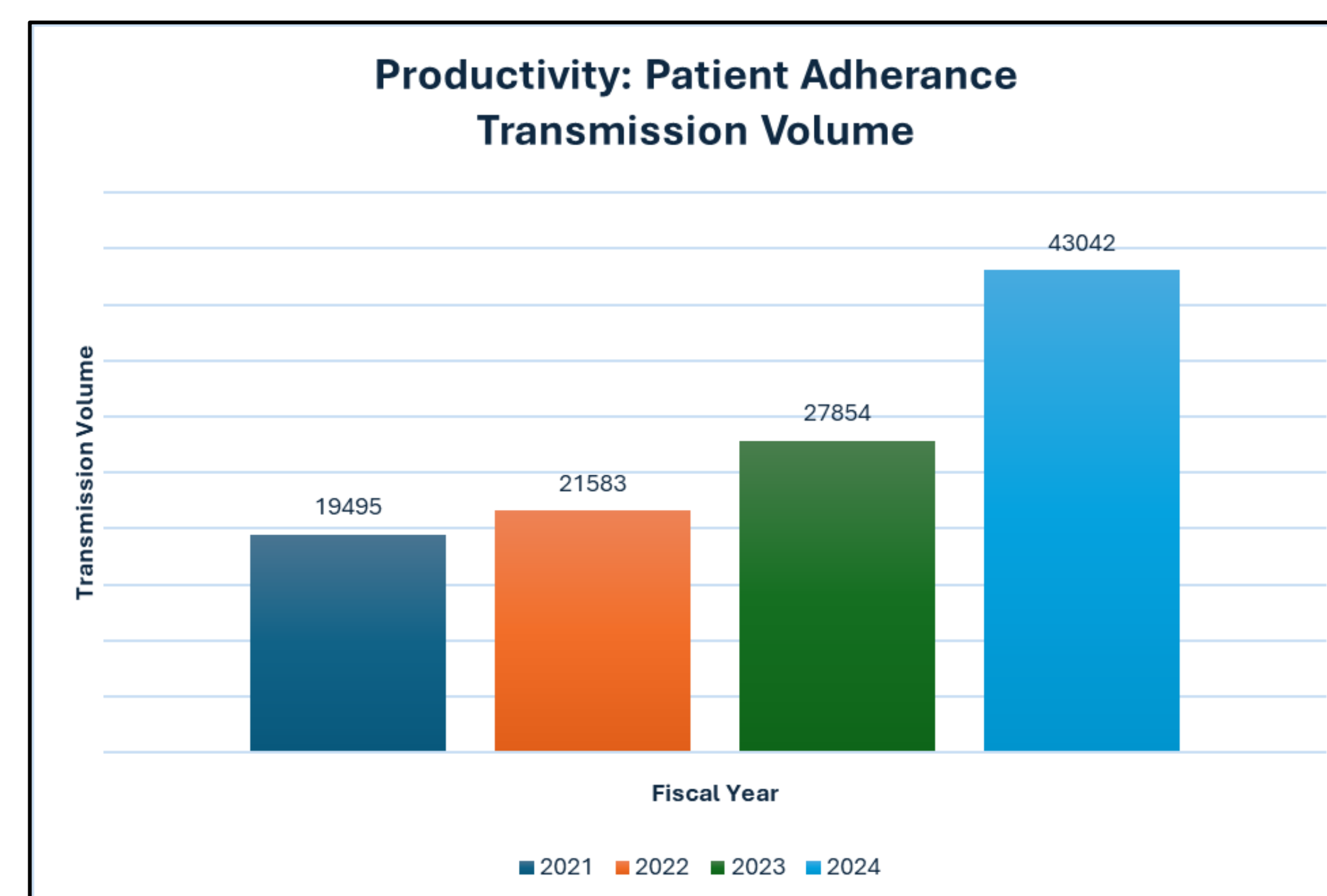
Interventions

- Creation of a digital health governance structure that was aligned with the health system's digital strategic and operational goals to address the increasing volume of high-risk ambulatory cardiac patients and explosive technological advances.
- Alliance and investment between executives, healthcare teams, and industry.
- Communication targets created by the digital health governance structure allowed for adoption of innovative technology, business plans, RM guidelines for patient adherence, and the creation of a digitally competent workforce.

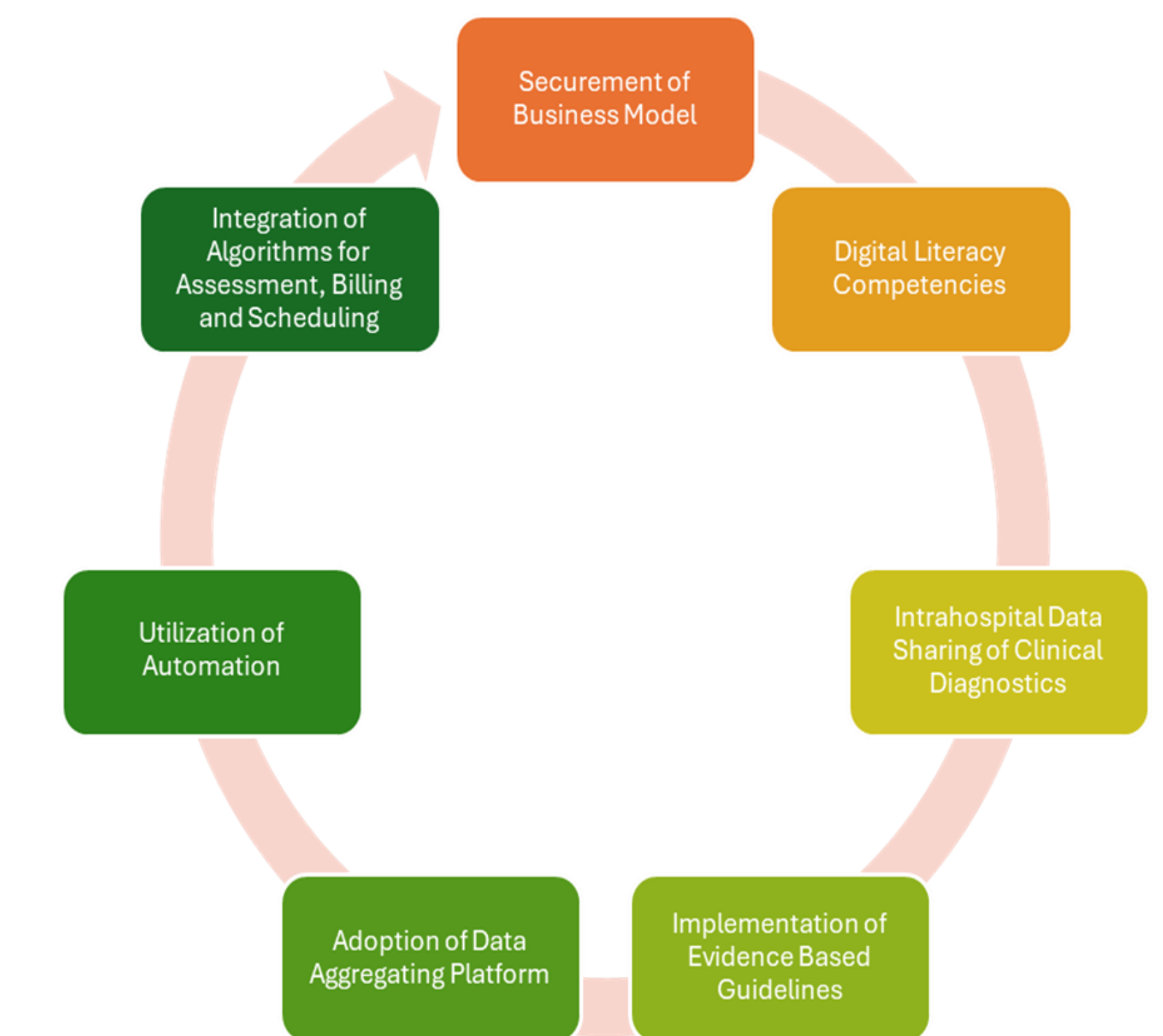


Outcomes

- Nurse-led multidisciplinary RM program consolidated nine private RM clinics to one centralized care model consisting of 15,000 patients.
- Over four years, the clinic yielded a **25%** increase in patient adherence to remote monitoring and **80%** increase in ROI.
- The clinic demonstrated a **120%** increase in captured productivity in number of billable transmissions which directly translates to increasing patient access to RM care.



Interprofessional Focus Areas



Implications for Practice

- Creating a well-designed nurse led digital health governance structure significantly increases both access to healthcare and overall productivity which can be applied to numerous ambulatory settings.
- This program can be replicated for any organization facing operational challenges in remote patient monitoring.

References and Contacts

