



# Leveraging Digital Health to Improve Quality Metrics That Matter

# Today's Speakers

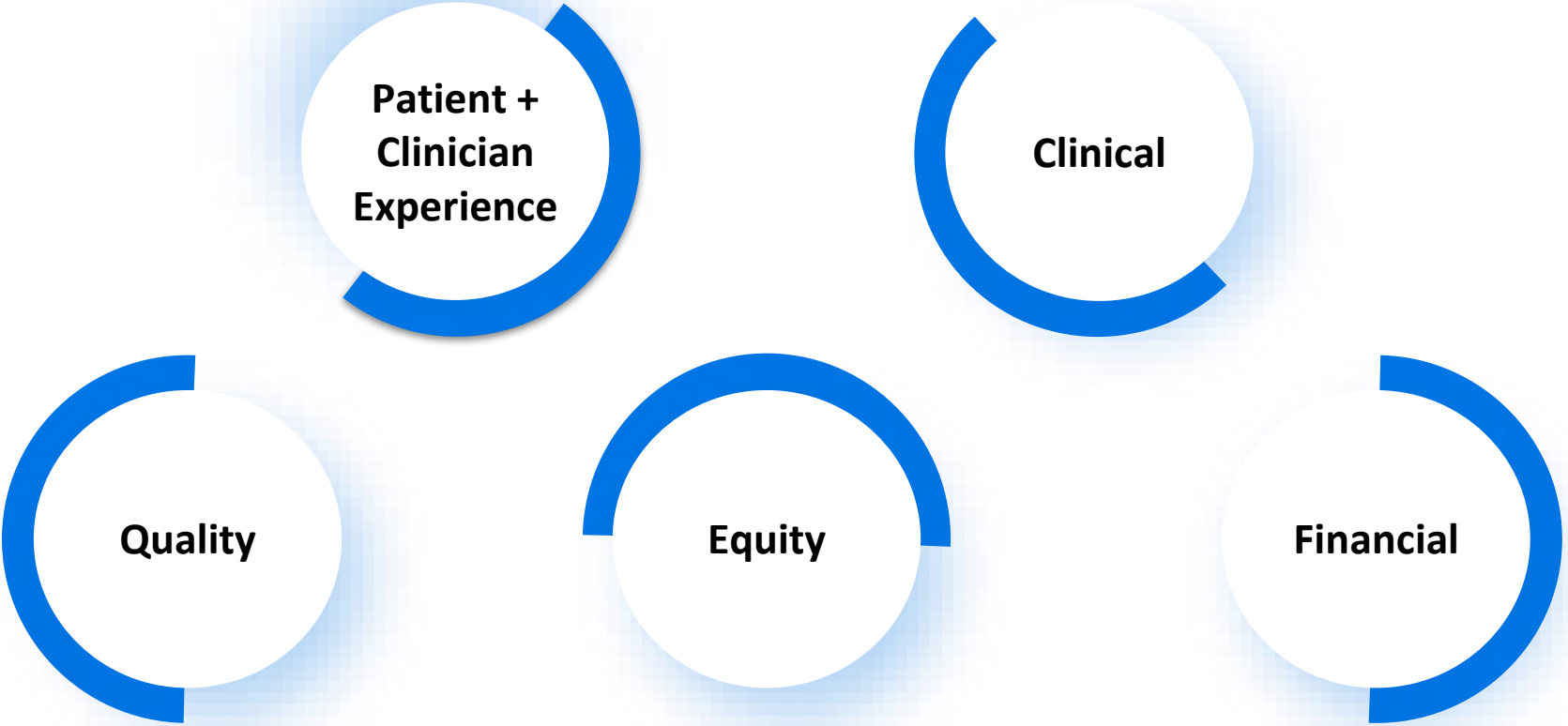


**Susa Monacelli**  
General Manager  
**Propeller Health**

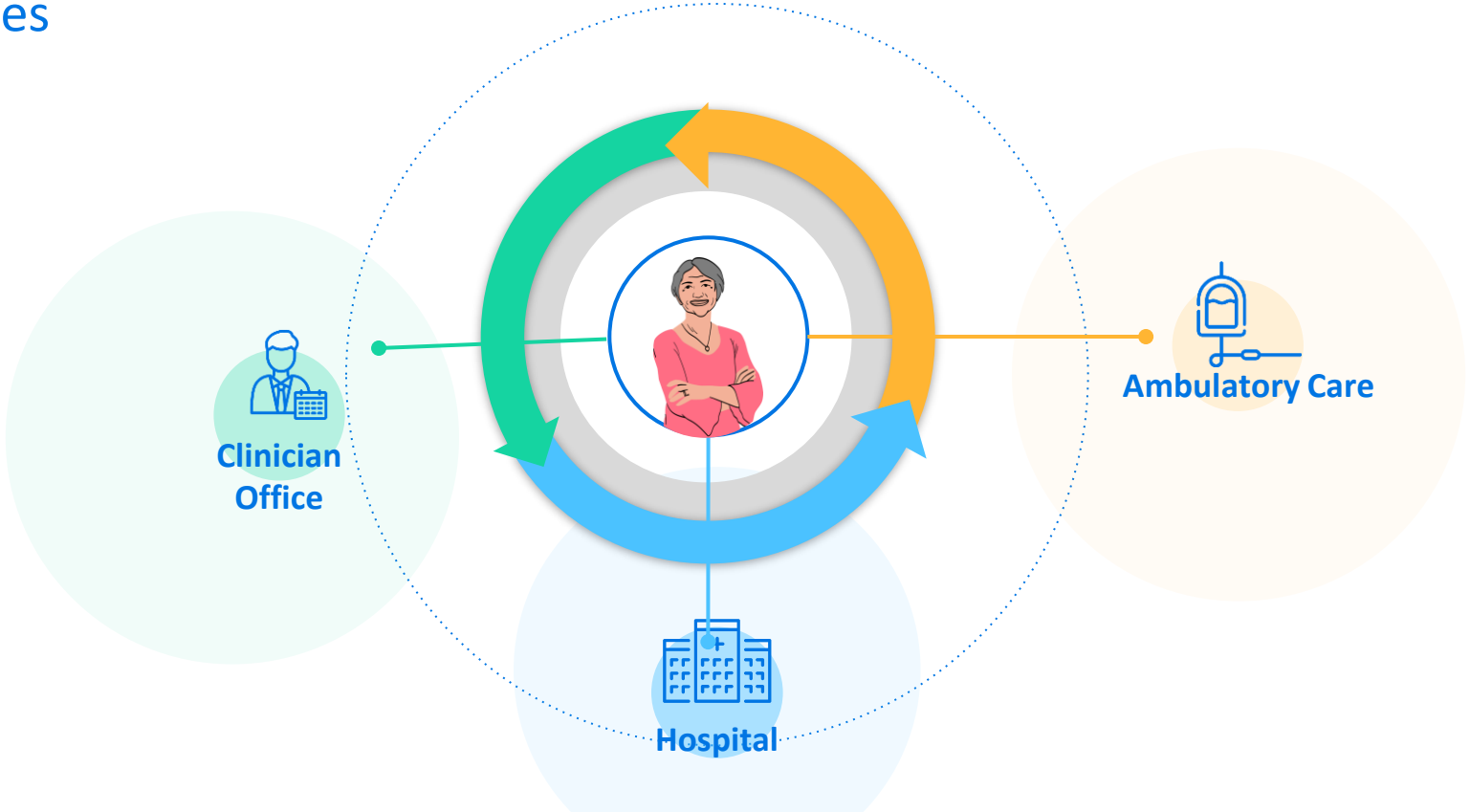


**Tracy Chu**  
Chief Executive, Accountable  
Care Organization / Corporate  
Vice President, Population Health  
**Scripps Health**

# Digital health can improve metrics across “quintuple aim” streams

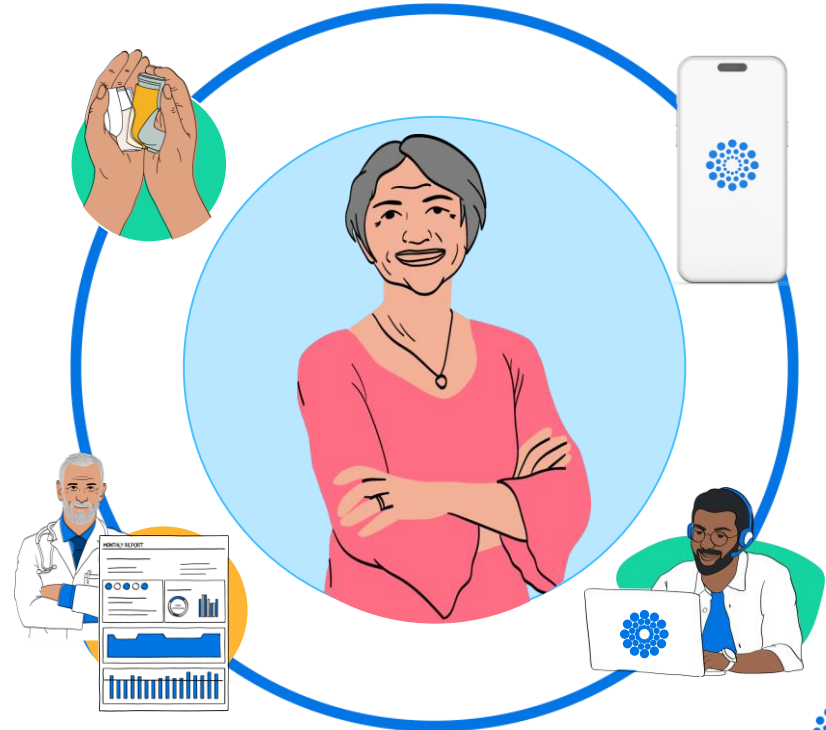


Digital health is an increasingly important ingredient in a comprehensive, patient-centric strategy providing insights to patients outside the provider facilities



# As an ingredient, Propeller surrounds patients with the support they need as an extension of the provider office while offering clinicians actionable insights for treatment decisions and population health management

- Leader in precision digital health with 13 years of experience managing chronic conditions e.g. asthma, COPD
- FDA-cleared sensors with coverage of majority of inhalers in the U.S. market paired with patient & physician software designed to improve outcomes
- 140,000+ patients covering adult, pediatric, Medicare and Medicaid populations
- 150+ peer reviewed publications and abstracts
- 80+ Commercial and research Programs with evidence base across health systems, payers, pharmaceutical companies
- Subsidiary of ResMed, \$4B revenue medical technology company with 30+ years of sleep & respiratory experience



# Quality measures that digital health can impact

Examples



## AMBULATORY CARE CLINICAL QUALITY MEASURES

### ASTHMA

HEDIS MY 2023 Measures (for health plans)	Asthma Medication Ratio (AMR)
AMP MY 2023 Measures (for both health plans and clinician groups)	Asthma Medication Ratio (AMR)
CMS 2023 MIPS Quality Measures (for clinician groups)	Optimal Asthma Control

### COPD

HEDIS MY 2023 Measures (for health plans)	Pharmacotherapy Management of COPD Exacerbations (PCE)
CMS 2023 MIPS Quality Measures (for clinician groups)	COPD: Long-Acting Inhaled Bronchodilator Therapy

### PREVENTIVE SCREENING

HEDIS MY 2023 Measures (for health plans)	Breast Cancer Screening (BCS)
AMP MY 2023 Measures (for both health plans and clinician groups)	Breast Cancer Screening (BCS)
CMS 2023 MIPS Quality Measures (for clinician groups)	Breast Cancer Screening

### CARDIOVASCULAR CONDITIONS

HEDIS MY 2023 Measures (for health plans)	Controlling Blood Pressure (CBP)
AMP MY 2023 Measures (for both health plans and clinician groups)	Controlling Blood Pressure (CBP)
CMS 2023 MIPS Quality Measures (for clinician groups)	Controlling High Blood Pressure

### DIABETES

HEDIS MY 2023 Measures (for health plans)	Comprehensive Diabetes Care (CDC)
AMP MY 2023 Measures (for both health plans and clinician groups)	Hemoglobin A1c Control for patients with Diabetes A1c control <8.0% (HBD)
CMS 2023 MIPS Quality Measures (for clinician groups)	Diabetes A1c Poor control

# Quality measures that digital health can impact

Examples



Health Care Resource Utilization (HCRU) including Acute Care Measures	
<b>HEDIS MY 2023 Measures (for health plans)</b>	Emergency Department Utilization (EDU)
	Ambulatory Care: ED Visits (AMB)
	Acute Hospitalization Utilization (AHU)
	Plan All-Cause Readmissions (PCR)
<b>AMP MY 2023 Measures (for both health plans and clinician groups)</b>	Emergency Department Utilization (EDU)
	Ambulatory Care: ED Visits (AMB)
	Acute Hospitalization Utilization (AHU)
	Plan All-Cause Readmissions (PCR)
<b>CMS 2023 MIPS Quality Measures (for clinician groups)</b>	Hospital-wide, 30-Day, All-Cause Unplanned Readmission (HWR)) Rate for the MIPS Groups
	Clinician and Clinician Group Risk-standardized Hospital Admission Rates for Patients with Multiple Chronic Conditions
<b>CMS ACO Reach Quality Performance Measures (for clinician groups)</b>	All-Cause Unplanned Admission for Patients with Multiple Chronic Conditions (UAMCC)
	Risk-Standardized All-Condition Readmission (ACR)

# Focus on the quintuple aim creates a differentiated patient experience and improved outcomes - what we've seen to date in asthma and COPD



## QUALITY

### EMERGENCY DEPARTMENT UTILIZATION

**57%** reduction in asthma-related emergency department visits and hospitalizations<sup>1</sup>

### ACUTE HOSPITALIZATION UTILIZATION (AHU)

**45%** decline in COPD-related emergency department visits and hospitalizations<sup>2</sup>

### ASTHMA MEDICATION RATIO (AMR)

AMR: controller-to-total medication ratio increased from 0.66 to 0.82<sup>1</sup>

## PATIENT & CLINICIAN EXPERIENCE

### PATIENT ENGAGEMENT

Patients using Propeller had a **72% engagement rate**<sup>3</sup>

## CLINICAL

### ADHERENCE & RESCUE USE

**58%** improved adherence<sup>5</sup>  
**18.5%** reduction in rescue inhaler use<sup>6</sup>

## EQUITY

### OUTCOMES IN POPULATIONS WITH KNOWN DISPARITIES

In patients with median household income <\$50k, use of the Propeller app was associated with **9.6% higher absolute adherence**<sup>4</sup>

## FINANCIAL

### REDUCTION IN ASTHMA-RELATED HCRU

**\$1,359** in savings per patient<sup>7</sup>

### REDUCTION IN COPD-RELATED HCRU

**\$2,475** in savings per patient<sup>8</sup>

#### SOURCES

1. Merchant et al. (2018). World Allergy Organ J
2. Brazeal et al. (2021) Eur Resp J.
3. Woehrle, H. et al. (2021) Oral Presentation. ERS 2021
4. Kaye et al. (2020) Poster Presentation. ATS 2020
5. Van Sickle et al. (2016). Eur Resp J.
6. Merchant et al. (2016). J Allergy Clin Immunol Pract.
7. Kaye et al. (2023). J Allergy Clin Immunol Pract
8. Innocencio et al. (2023). Cost Eff Resour Alloc.





## Patient and physician expectations are changing; digital innovation is an essential part of life in the future of healthcare

- **Applying consumer expectations to their healthcare experience** — 75% of U.S. consumers say that technology is important in managing their health [1]
- **Meeting patients where they are** — in 2022, 90 million people used digital therapeutics, expected to double in 2023, with ~650 million users projected in 2025 [2]
- **Increasing physician acceptance and interest** — fewer than 22% of providers prescribed a DTx product but more than 87% indicated that they would be interested in prescribing in the future [3]

#### SOURCES

1. Accenture 2021. *Health and Life Sciences Experience Survey*.
2. Statista 2022. *Number of people using digital therapeutics worldwide from 2020 to 2025*.
3. RTI Health Advance 2022. *Digital Therapeutics Adoption: Advancing from Concept into Practice*.

# Clinicians and organizations can realize significant benefits from leveraging digital health



Improve quality metrics for members, such as HEDIS Asthma Medication Ratio and Star Ratings



Reduce unnecessary, acute healthcare utilization



Extend the ability to care for patients outside of the clinic and drive new revenue opportunities through remote monitoring



Increase medication adherence and empower patients to self-manage their conditions more effectively



Provide insights into medication use to guide care escalation, de-escalation, and treatment plan adjustments



Enhance patient satisfaction and quality of life through personalized care



Reduce barriers to access to improve outcomes across historically underserved populations



Enable your team to deliver the right treatment, at the right location, at the right time

The image features a scenic coastal landscape at dusk or dawn. In the foreground, a rocky shoreline leads to a sandy beach where several people are walking. The ocean is a vibrant blue, with gentle waves lapping at the shore. In the background, a residential area with houses and palm trees is visible on a hillside. The sky is a soft, hazy mix of orange and blue. The Scripps logo, a stylized white 'S' with a dot, is positioned in the upper left, followed by the word 'Scripps' in a white serif font.

Scripps

# About Scripps Health

Fortune Best Places to Work in Health Care 2022 ranked Scripps as # 8.

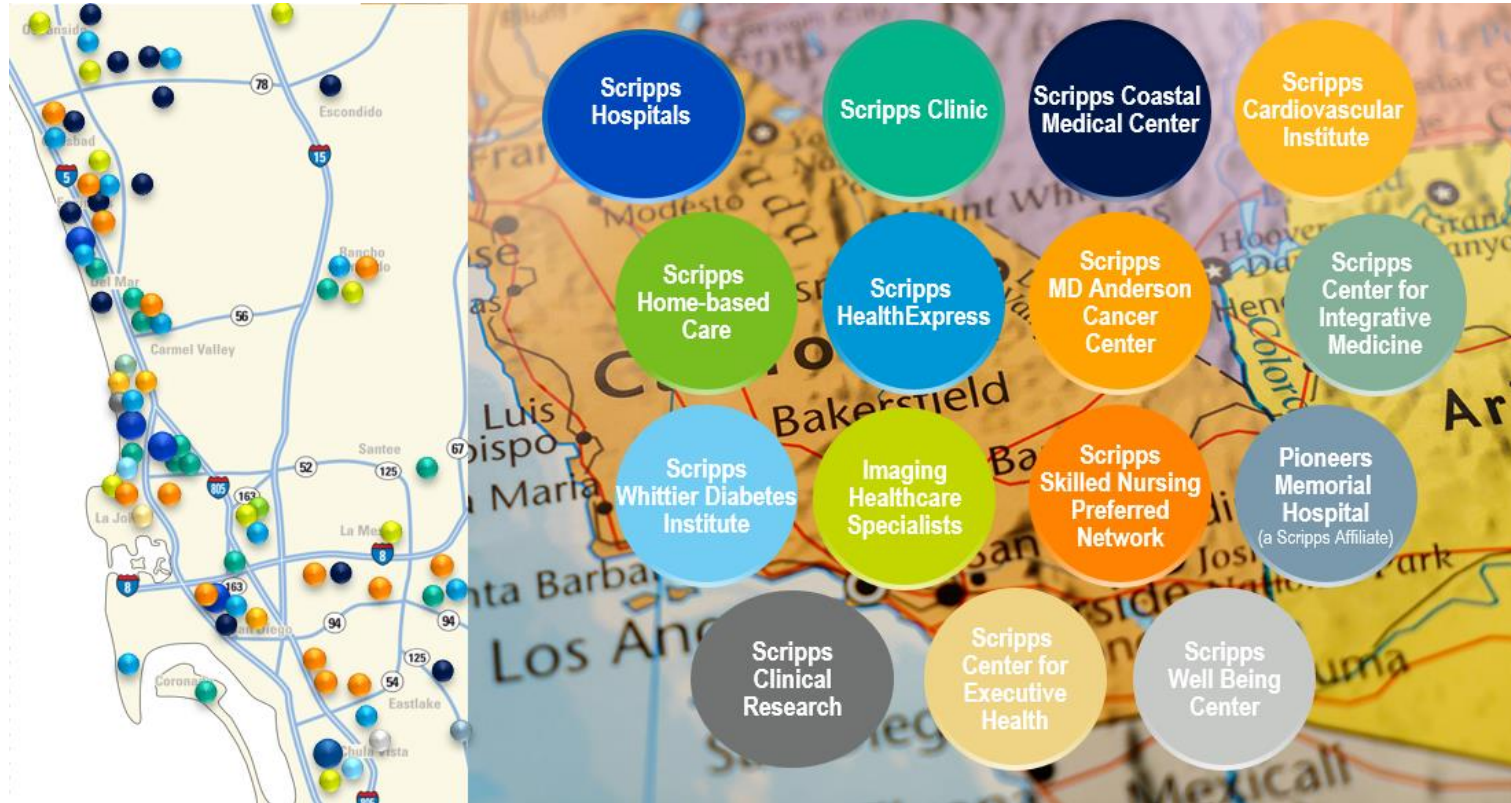
Merative (formerly IBM Watson Health) has named Scripps Health as one of the Top 5 Medium-Sized Health Systems for 2022 and among the Top 15 Health Systems overall in the United States.



Healthgrades, an online health care information company, recognized Scripps among its 2022 list of America's Best Hospitals.

Newsweek ranked Scripps Memorial Hospital Encinitas and Scripps Mercy Hospital as two of the Top Maternity Hospitals in the country for 2022, giving them five out of five ribbons.

# About Scripps Health



# Scripps Population Health Digital Health Journey

## Integration into the EHR

### ACCESS AND CONVENIENCE

#### Telemedicine

- Epic Care Companion
- On Demand Video visit
- Remote Patient Monitoring
  - Hypertension
  - Diabetes
  - Heart Failure
  - Maternity

#### Visit Expansion

- Self-arrival
- eCheck in
- ED/UC self arrival
- 24/7 Telehealth
- Digital Waiting room

#### Scheduling Expansion

- Direct, on-line
- System-guided

Waitlist Expansion

Symptom Checker

### PATIENT AND PROVIDER EXPERIENCE

AI – Chat GPT for RNs- Under evaluation

Chat

Ambient Experience Expansion

Care Gap Closure (ex. Campaigns)

Epic Decision Support Tools

# Scripps Patient Care Pathways

## Referrals

- Epic orders and referrals
- VBC preferred vendors

## Provider Integration

- Seamless Direct-to-employer/Scripps provider communication
- Home based Care
- Advance Care Planning
- Disease Management Programs (COPD, CHF)

## Benefits Ecosystem

- Familiarity with benefits
- Promotion of Direct-to-employer programs
- Medicare Annual Wellness

## Experience

- Single MyScripps portal
- Enhanced communication to support members
- Transitions of care reminders
- Hospital follow-up

## Access

- Online scheduling, check-in, payments
- Direct-to-employer & employee health center scheduling support
- Epic- On My Way\*
- Remote Patient Monitoring (Hypertension, Diabetes, Heart Failure, Maternity)
- Centralized nursing support and call centers

## EMR Integration

- Single EMR across providers
- Ancillary results and images

# Results Matter: Scripps Quality Performance

Hypertension  
Blood  
Pressure



Achieved  
**95<sup>th</sup>**  
percentile

Diabetes  
A1c Control



Achieved  
**95<sup>th</sup>**  
percentile

Diabetes Blood  
Pressure  
Control



Achieved  
**95<sup>th</sup>**  
percentile

Adolescent  
Immunization  
Status



Achieved  
**95<sup>th</sup>**  
percentile

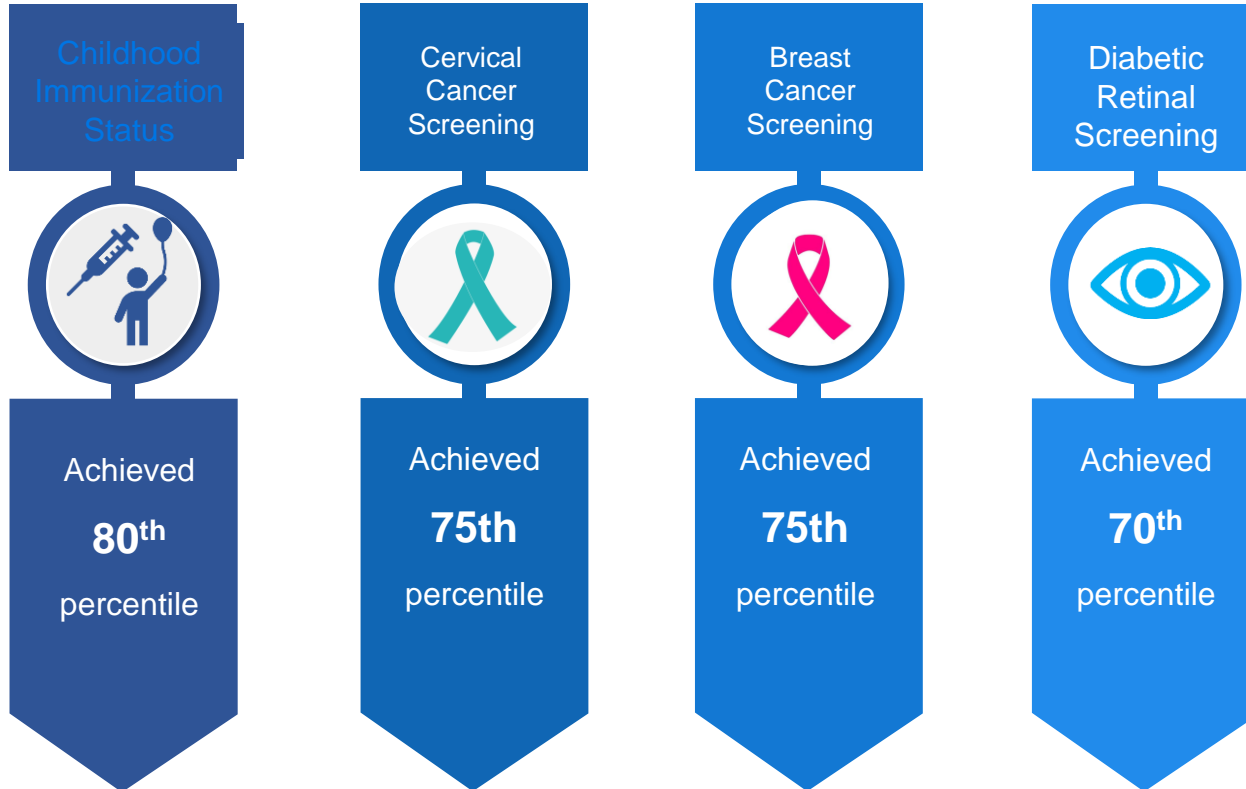
Colorectal  
Cancer  
Screening



Achieved  
**85<sup>th</sup>**  
percentile



# Results Matter: Scripps Quality Performance



# Digital is just one part of your strategy, but a critical one — what are key elements to consider?

- What outcomes are you looking to impact?
- How can you fund the start and how will the program become self sustaining? As an ACO or a mix of an ACO/FFS organization?
- What is your evidence bar to take on digital solutions - is it the real reason for readiness or lack of evidence?
- Will the solution integrate with your organization's existing IT infrastructure and relevant systems (e.g. EHR)?
- Will the provided data and reporting give you actionable insights and the ability to track outcomes and identify areas of improvement?
- How can you meet security and privacy requirements while not creating an undue burden on yourself and partners?

***This is a journey not a destination...**most solutions take time to incorporate into the workflow and yield results.*

*Simplifying implementation and taking the burden off patient activation and enrollment can significantly reduce time to realizing quintuple outcomes for your organization and your patients.*

# Q&A



# Stop by our VBCExhibitHall.com Virtual Booth



# Thank you!

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