Key Considerations When Designing an Implementation Workflow

Although each organization's workflow will look different, there are key questions and criteria to keep in mind when building an RPM-inclusive workflow.

Below are the key questions and criteria to keep in mind:

PATIENT ENGAGEMENT AND EDUCATION

Identification

- [ ] How will eligible patients be identified for participation and management?
- [ ] How will patients first hear about RPM?
- [ ] How will you follow up with patients about their interest?
- [ ] How will patients learn more about RPM?

Training

- [ ] What type of training is needed?
- [ ] What expectations do you need to set with the patient?
- [ ] Who trains the patient on RPM?
- [ ] How many people need to be ready to train patients?
- [ ] When and where will patients be trained?

Communication

- [ ] How will patients be reminded to participate?
- [ ] Who will field patient questions?
- [ ] How will you track patient communication?
- [ ] When and how will patient follow-up be conducted?

DEVICE MANAGEMENT

RPM Devices

- [ ] How will monitors be distributed?
- [ ] How many monitors will be needed?
- [ ] If loaned, how long may patients keep monitors?
- [ ] How will monitors be delivered to patients?
- [ ] How will devices be calibrated and tested for accuracy?
- [ ] What controls are in place if patients do not return devices?
- [ ] How will devices be inventoried, managed, and cleaned when necessary?
- [ ] Where will devices be physically stored?
- [ ] How will device issues and malfunctions be handled?

DATA MONITORING

Data Records, Transmission, and Management

- [ ] Who is responsible for preparing, managing, and analyzing RPM data?
- [ ] When, how, and where will staff document RPM data?
- [ ] How will patients record/share data back with the care team?
- [ ] Who will discuss data with patients?
- [ ] When will data be discussed with patients?
- [ ] How will success metrics be tracked?
- [ ] How often will data (patient and organizational) be reported?

MANAGING INTERVENTIONS

Interventions

- [ ] In what format does staff share data with physicians (e.g., individual readings, averages, alerts, etc.)?
- [ ] When does staff share data with physicians (e.g., before scheduled appointments, weekly, etc.)?
- [ ] What are the thresholds for clinical intervention?
- [ ] How will clinical thresholds be tracked?
- [ ] What is the protocol for intervention?

CODING AND BILLING

Managing Coding and Billing

- [ ] Who will keep track of developing reimbursement policies?
- [ ] When will cases be sent for reimbursement?
- [ ] Who will manage reimbursement paperwork?
- [ ] Who will track reimbursement status?
- [ ] Who will work with insurance companies to ensure billing is correct?
- [ ] Who will follow up on rejected reimbursements?
- [ ] Who will communicate with patients about insurance status?
- [ ] Are the appropriate codes available in the EHR system?
- [ ] Do the care team members know what documentation is required for RPM billing?
- [ ] When can you bill for RPM services?
- [ ] How will you ensure eligible and interested patients are covered?