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**Connected,  
patient-centered care  
across the health  
continuum**

# Why Philips for enterprise telehealth solutions

Philips Enterprise telehealth portfolio combines leading technology and data-driven population management with clinical expertise and a proven programmatic approach. The new care models this approach provides help health care systems and clinicians meet the demands of the evolving, pay-for-value focused healthcare landscape.

## Hospital telehealth

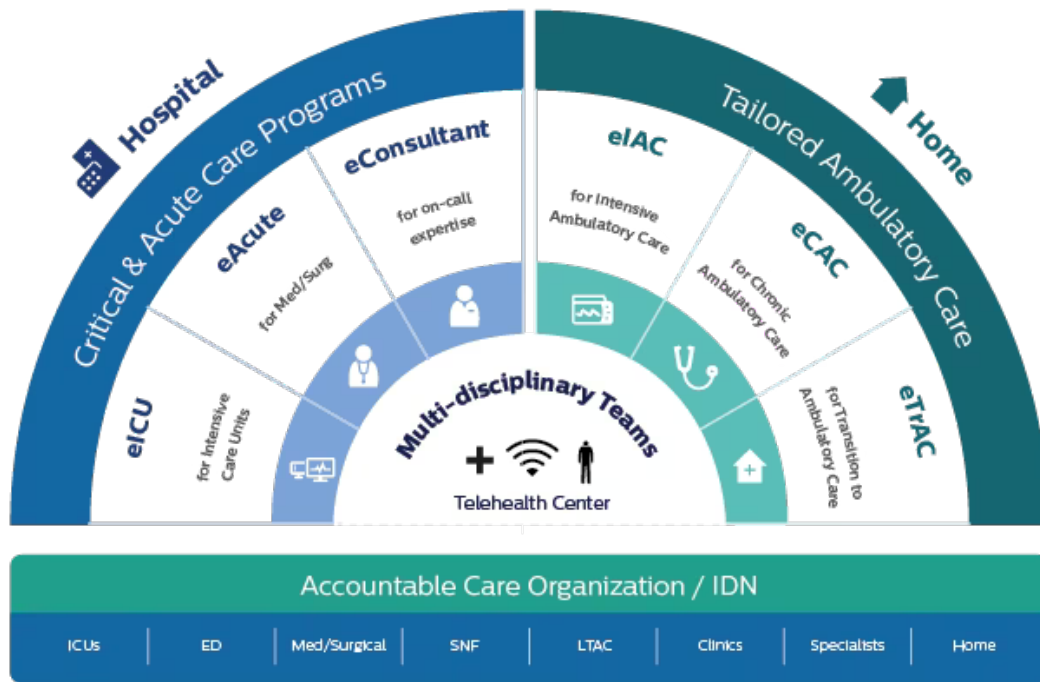
Philips' in-hospital telehealth programs support advanced care delivery models through a unique combination of technology, clinical expertise and support that enables improved clinical<sup>1</sup> and financial<sup>2</sup> outcomes.



## Home telehealth

Philips ambulatory telehealth programs provide daily connection between post-acute caregivers and patients, utilizing technology and clinical process to expand access, improve outcomes and provide a better experience for patients.

# Enterprise telehealth allows you to scale



Align your telehealth implementation with your care delivery and operational needs today, while establishing an infrastructure that allows you to scale your programs as your priorities evolve.

- Monitor a range of patients across the care continuum
- Provide the same level of care regardless of patient location
- Use advanced clinical data throughout a patient's care pathway to help detect critical issues earlier
- Achieve outcomes that may include lower costs<sup>2</sup>, decreased utilization and improved clinician retention
- Scale your talented, centralized telehealth resources across a growing number of settings and geographies throughout your markets
- Negotiate at scale with payers, utilizing consistent contractual approaches across telehealth programs
- Develop consistent telemedicine clinical criteria and scheduling standards
- Standardize telemedicine coding/bill processes and reporting

1. Lilly, CM, et al, A Multi-center Study of ICU Telemedicine Reengineering of Adult Critical Care, CHEST, December 2013
2. Dahl D, et al. People, Technology, and Process Meet the Triple Aim. Nurs Admin Q. 2014 Jan-Mar; 38(1): 13–21.
3. Ryan Spaulding, PhD , Medicaid HCBS/FE Home Telehealth Pilot, Center for Telemedicine & Telehealth University of Kansas Medical Center November 30, 2010
4. Bashshur RL, et al. The Empirical Foundations of Telemedicine Interventions for Chronic Disease Management. Telemed and e-Health. 2014 Sept; 20(9):769-800.
5. Gartner, "Market Guide for Virtual Care Solutions", Sharon Hakkennes, Pooja Singh, 26 October 2020.

\*Gartner, Predicts 2021: Healthcare Providers Must Accelerate Digital Transformation to Address Disruption, Sharon Hakkennes, Barry Runyon, Mike Jones, Mark Gilbert, 25 November 2020

A photograph of two healthcare professionals, a man in a white lab coat and a woman in a purple shirt, looking at multiple computer monitors displaying medical data and charts. The Philips eICU logo is in the top left corner.

**PHILIPS**

eICU

# Philips eICU Program

## Doing more with less in critical care

The Philips eICU program is an acute telehealth solution, which includes an evidence-based clinical transformation model, Philips eCareManager software, integrated bidirectional audio-video capabilities, as well as benchmarking and data analytics tools. This transformational program has been on the market for 20 years and has been consistently shown to drive clinical, operational and financial outcomes across a healthcare enterprise. From a software standpoint, Philips eCareManager can be deployed via a third-party Azure cloud agreement or via an on-premises server stack.

Doing more with less is no longer just smart—it is essential. The shortfall of intensivists will equal 25% by 2030, primarily because of the aging US population.<sup>1</sup> According to the US Census Bureau, by 2030 nearly one in five US residents will be aged 65 and older.<sup>2</sup>

To thrive in these challenging times, the current model of care delivery isn't sustainable. You need a fresh approach to ICU management that can help your organization provide outstanding care without crippling it financially.

### You need Philips eICU

Philips eICU supports centralized, remote surveillance by skilled professionals, proprietary algorithms that provide early warnings for proactive care, and continuous programmatic improvement. This clinical model can help your organization offer constant assessment and care delivery during peak census times as well as during off-hours, expand access to specialized care to remote locations, and transform the cost/care equation. Philips eICU combines population management for critical care, collaborative clinical models, clinical decision support, and reporting designed to improve clinical and financial outcomes.

### Implementing an eICU

- Allows all ICUs in your network to have access to an intensivist care team
- Puts specialist expertise within reach 24/7
- Establishes an enterprise foundation in telehealth

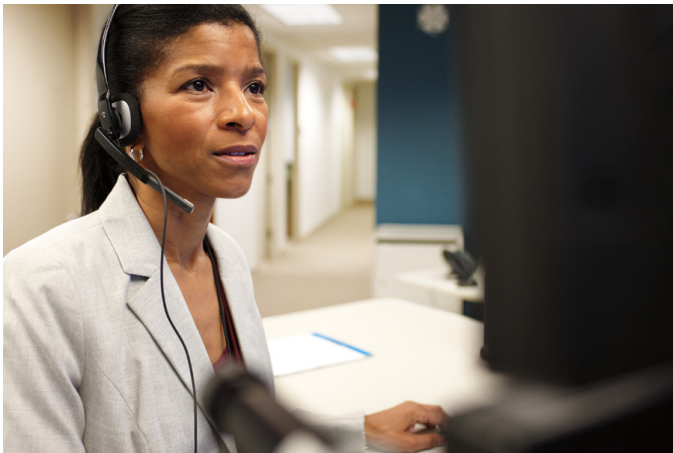
Patients who receive their ICU care from a hospital with an eICU program were:<sup>3</sup>

- 26% more likely to survive the ICU
- Discharged from the ICU 20% faster
- 16% more likely to survive hospitalization and be discharged
- Discharged from the hospital 15% faster

### Population management

With lengthy tele-ICU experience, Philips leverages a longitudinal data registry of more than 5.9 million patient stays. This registry enables continuous innovation in the critical care space, allowing your ICU to move beyond the basic patient management approach of the EMR to provide comprehensive population management.





# eICU

## Transforming critical care

Helping reduce length of stay and mortality, the Philips eICU program clinically transforms the ICU, using a proactive care model that supports improved outcomes and potentially lower costs.

### Clinical transformation

Achieving the next level of critical care outcomes requires clinical transformation – and that is precisely what Philips eICU delivers. Our program combines people, technology and process to provide proven, predictable and sustainable results.

### Improving outcomes

- Expanded access to care for populations in wider geographies
- Increased adherence to best practices
- Improved clinician satisfaction
- Improved patient engagement

### Remote, yet hand-in-hand

The Philips eICU program is an acute telehealth solution, which includes an evidence-based clinical transformation model, Philips eCareManager software, integrated bidirectional audio-video capabilities, as well as benchmarking and data analytics tools. It allows the telehealth center team members to monitor and assess patients, alerting the bedside team whenever a situation requires their intervention. The telehealth center team can also mentor the bedside team upon request.

Supporting these remote and bedside teams is Philips unique technology, enabling tools that provide continuous monitoring and an early warning system that detects exacerbations before they become adverse events.

Regular software updates ensure your ICU is at the forefront of critical care outcomes.

The third component of your ICU clinical transformation equation is a critical care redesign process. It includes data transparency to drive sustainable improvement, and system-wide, standardized, severity-adjusted reporting. Clinical programs supporting a hospital's key cost and quality initiatives, a community of eICU users that share best practices and benchmarking support these efforts.

# Putting technology into action

**The medical/surgical units are dynamic environments in every hospital. Nursing staff must deliver exceptional care to every member of the medical/surgical patient population. When focus swings to one patient, another may unexpectedly worsen. So a team approach is essential. But like any team, your medical/surgical staff requires the right support and tools to succeed.**

At Philips, we understand the needs of patients and those who care for them. Our insight-based innovations have pioneered the field of telehealth care delivery programs. Now your medical/surgical units can receive essential real-time physician support from the eAcute clinical program.

With eAcute, your medical/surgical patients receive 24/7 monitoring and your clinician staff has on-demand access to vital patient information and collaboration tools.

Even from hundreds of miles away, the eAcute program provides continuous monitoring of each patient using clinical algorithms. When a patient's condition deteriorates, staff is alerted. This way, the most at-risk patients receive the team's timely attention.

## Creating tomorrow's medical/surgical unit

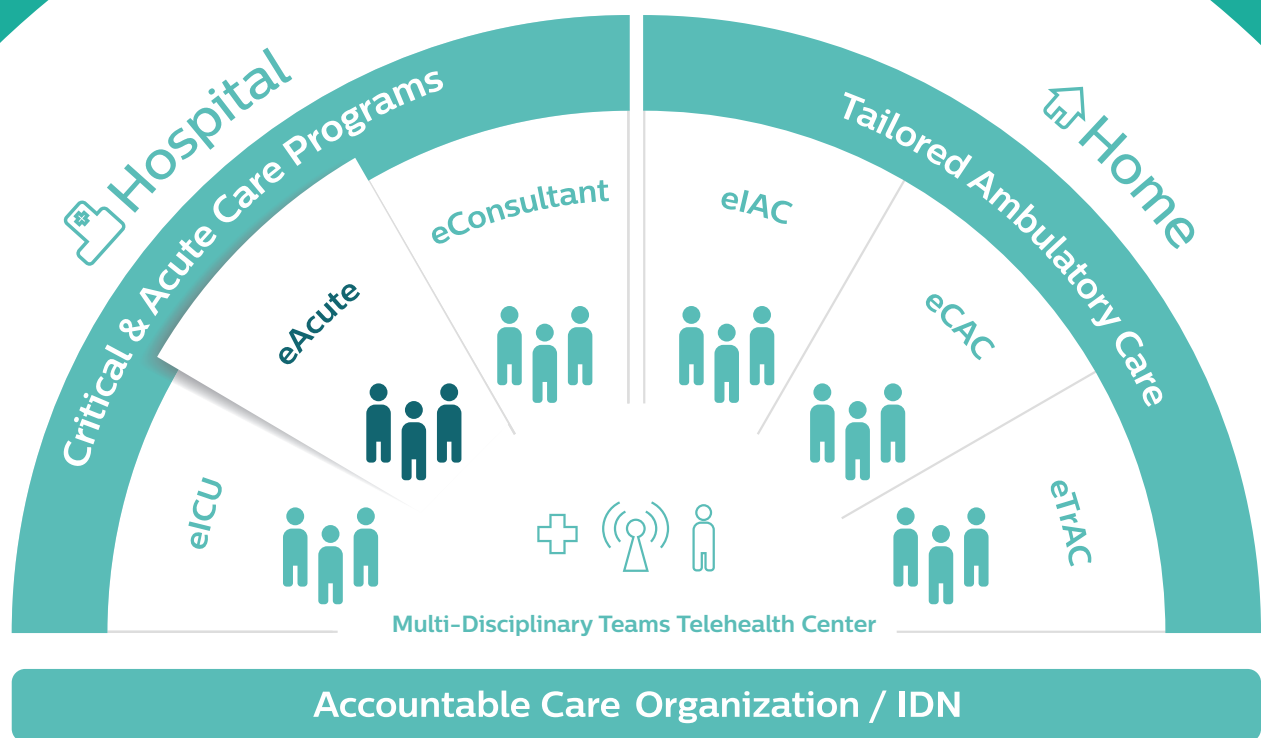
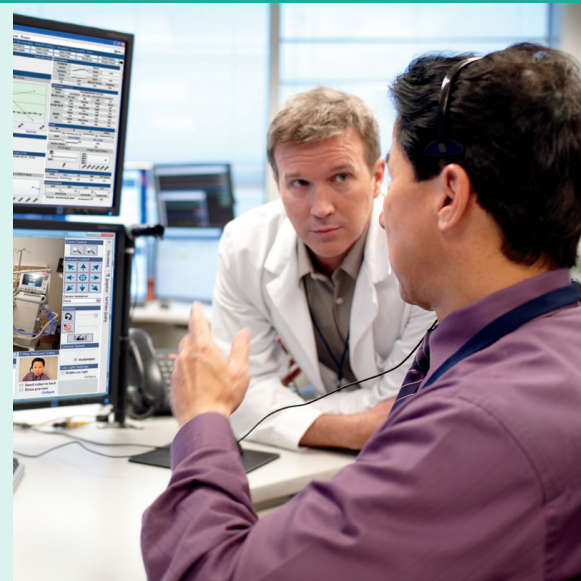
Powered by the eCareManager software system, the eAcute clinical program is designed to:

- Facilitate collaboration and patient observation via a two-way audiovisual link.
- Detect deteriorating patient condition using clinical decision support algorithms.
- Allow maximum bedside care for those patients most in need.
- Transition to population management approach and improve compliance to best practices, reducing medical/surgical errors and leading to better outcomes.
- Aid in attracting and retaining top physicians and nurses.



# Part of the Philips Hospital to Home Clinical Programs

From the operating room to the living room, Philips continues to transform clinical delivery for virtually every aspect of healthcare. At the core of our critical, acute and ambulatory care programs is the enterprise telehealth center. This holistic operating model helps manage the complex care coordination challenges facing healthcare professionals. By adapting to the structure of your healthcare organization we facilitate collaboration, help improve outcomes and manage costs.



# The Bottom Line:

## Better care and proven results

**The benefits of adding eAcute, powered by eCareManager, to your well-trained staff are quantified and significant.**

Application of the eICU care model to the medical/surgical patient population may improve patient outcomes, throughput, and costs. In a study of an eAcute prototype, compared to standard care, a telehealth-based care delivery model in the medical/surgical unit was associated with<sup>1</sup>:

- 17% reduction in length of stay.
- 16% reduction in cost of care per case.
- 26% reduction in death or discharge to hospice care.
- 36% reduction in patient falls.



## Building on **the success** of telehealth in the ICU

“We have never been more convinced of the power of telehealth to improve patient access and outcomes and reduce costs. Adding acute care telehealth services is a natural extension of our successful eICU and telestroke programs and will allow us to support our mission to provide quality care to patients in need, regardless of location.”

Lynn Britton  
Mercy, President and CEO

The healthcare model continues to change at a rapid pace. The **pressure to reduce costs** has never been greater, but the expectation of world-class care remains.

Philips invites you to join us to help **improve patient outcomes**, expand access to care, and make healthcare delivery **more efficient**. Let us demonstrate how the eAcute clinical program can help your team deliver **the best patient care** and meet the challenges of today's changing economic environment.

# **eConsultant program**

Telehealth to improve specialist access across the enterprise

## **Features**

### **eConsultant telestroke program features and services**

eConsultant applies eICU program processes, technology and best practice guidelines to economically and efficiently improve clinical outcomes and lack of access to specialists across a care system.

### **Telestroke module**

For stroke victims, time is of the essence. eConsultant's Telestroke program brings together the telehealth center, stroke care teams, neurologists and emergency department clinicians to evaluate patients, and rapidly and expertly manage care during the time-sensitive acute stroke phase.

### **Evidence-based support**

The eConsultant Telestroke module provides a stroke patient profile screen complete with specific stroke care guidelines, a view of all relevant data, and a timeline to track the time-sensitive metrics of stroke care.

### **Workflow without limits**

Telestroke programs provide specialists the data necessary to assist ED clinicians in stroke-related decision making for patients at rural or underequipped facilities. These programs can help improve access to acute stroke care, enhance stroke diagnosis, increase tPA administration rates, and improve clinical outcomes.

# Improving access to care

## Connecting every member of the care team

The eConsultant program is an episodic care telehealth solution that leverages your existing telehealth infrastructure and helps transform an operational eICU program into an enterprise telehealth center. By expanding eICU's care model to other care settings in the health system, eConsultant provides that bedside caregivers can be supported by clinical specialists whenever necessary, regardless of geography.





# Real-world results

In a 10-year study, researchers found that when a telestroke program was implemented, the door to needle time was cut in half (from 80 to 40 minutes).<sup>3</sup>

A telestroke network also results in cost savings. During a five-year period, researchers found that in a health system of 1 hub hospital and 7 spokes, a telestroke network was associated with more than \$350,000 in cost savings each year.<sup>4</sup> Researchers also estimated that a telestroke network had an incremental cost-effectiveness ratio of greater than \$2,400 per quality-adjusted life-year over a patient's lifetime compared with no telestroke.<sup>5</sup>

## \$350,000

in cost savings each year <sup>4</sup>

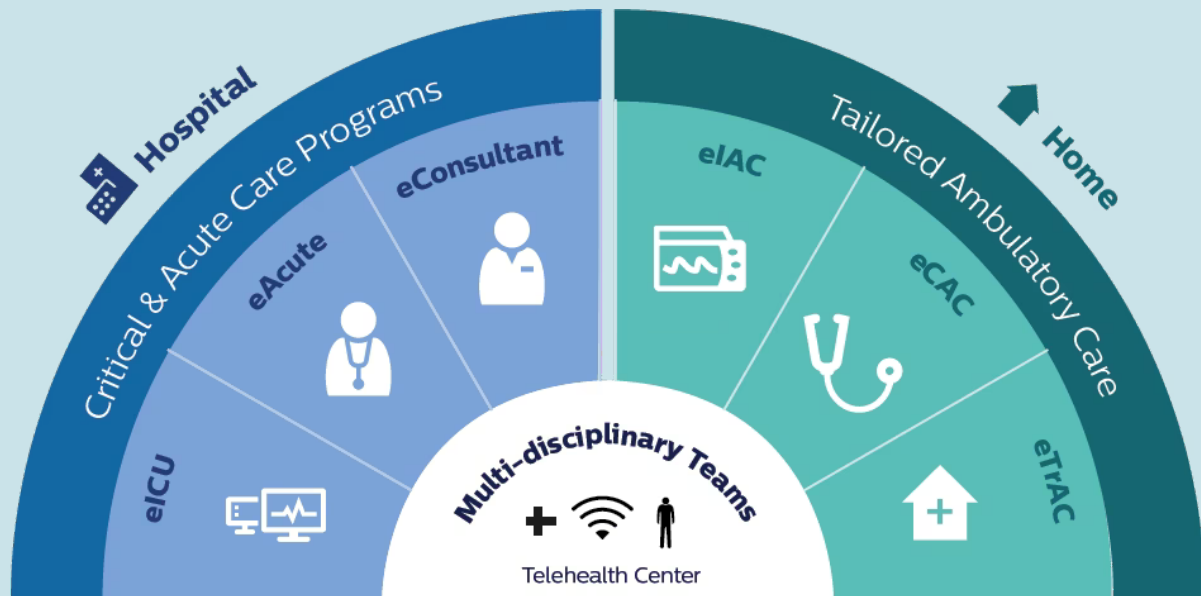
cost effectiveness ratio of

## >\$2,400

per quality-adjusted life-year over a patient's lifetime<sup>5</sup>

***Telestroke networks should be deployed wherever a lack of readily available stroke expertise prevents patients in a given community from accessing a primary stroke center (or center of equivalent capability) within a reasonable distance or travel time to permit access to specially trained stroke care providers."***<sup>6</sup> - American Heart Association





# Connected, patient-centered care

1. Switzer JA, et al. A Web-based Telestroke System Facilitates Rapid Treatment of Acute Ischemic Stroke Patients in Rural Emergency Departments. *J Emerg Med.* 2009; 36(1): 12-18.
2. Meyer BC, et al. Efficacy of site-independent telemedicine in the STROKE DOC trial: a randomised, blinded, prospective study. *Lancet Neurol.* 2008 September; 7(9): 787-95.
3. Müller-Barna P, et al. TeleStroke Units Serving as a Model of Care in Rural Areas 10-Year Experience of the TeleMedical Project for Integrative Stroke Care. *Stroke.* 2014; 45(9): 2739-44.
4. Switzer JA, et al. Cost-Effectiveness of Hub-and-Spoke Telestroke Networks for the Management of Acute Ischemic Stroke from the Hospitals' Perspectives. *Circ Cardiovasc Qual Outcomes.* 2013; 6: 18-26.
5. Nelson RE, et al. The cost-effectiveness of telestroke in the treatment of acute ischemic stroke. *Neurology.* 2011; 77: 1590-8.
6. Adams HP Jr, del Zoppo G, Alberts MJ, et al. Guidelines for the early management of adults with ischemic stroke: a guideline from the American Heart Association/American Stroke Association Stroke Council, Clinical Cardiology Council, Cardiovascular Radiology and Intervention Council, and the Atherosclerotic Peripheral Vascular Disease and Quality of Care Outcomes in Research Interdisciplinary Working Groups: the American Academy of Neurology affirms the value of this guideline as an educational tool for neurologists. *Stroke.* 2007; 38: 1655-1711.

# **eConsultant - SNF program**

Telehealth extended to the skilled nursing facility

## **Features**

### **Resource expansion**

Leveraging your existing telehealth infrastructure and an eCareMobile cart, a telehealth center provider is promptly available to help the staff assess the condition or situation and determine the optimal clinical intervention for patients in a SNF.

### **Advanced technology**

The eCareMobile cart is equipped with advanced two-way audiovisual technology that enables remote clinicians to evaluate patients in the SNF.

### **Implementation services**

Our multi-disciplinary team of clinical and technical professionals delivers a range of services from strategic planning through systems integration and training.

### **Training and support**

Our eConsultant - SNF program includes clinical training, workshops, standardized processes and 24/7 helpdesk diagnostics, to successfully guide and potentially improve your program.

# A smart approach to meeting emergent care needs

The eConsultant – SNF telehealth program connects skilled nursing facility (SNF) staff with remote clinicians. It is designed to keep patients in the SNF for evaluation and treatment and lessen the need for costly emergency transfers.



## Program features and services

The eConsultant – SNF program provides tools, software and workflow to help keep SNF patient recovery on track and costs contained, while increasing support for your SNF team.

# Analytics which drive evidence-based best practice

Philips eICU Research Institute (eRI) was established by Philips as a platform to advance the knowledge of critical care. The ERI database is a repository of anonymous data donated by member institutions and is instrumental in product development as well as a key enabler for critical research in the intensive care field.

data from  
**400+**



ICUs

**2.8+ billion**



vital signs  
measurements

**100+ million**



medication  
orders

**3+ million**



ICU  
patient stays

**800+ million**

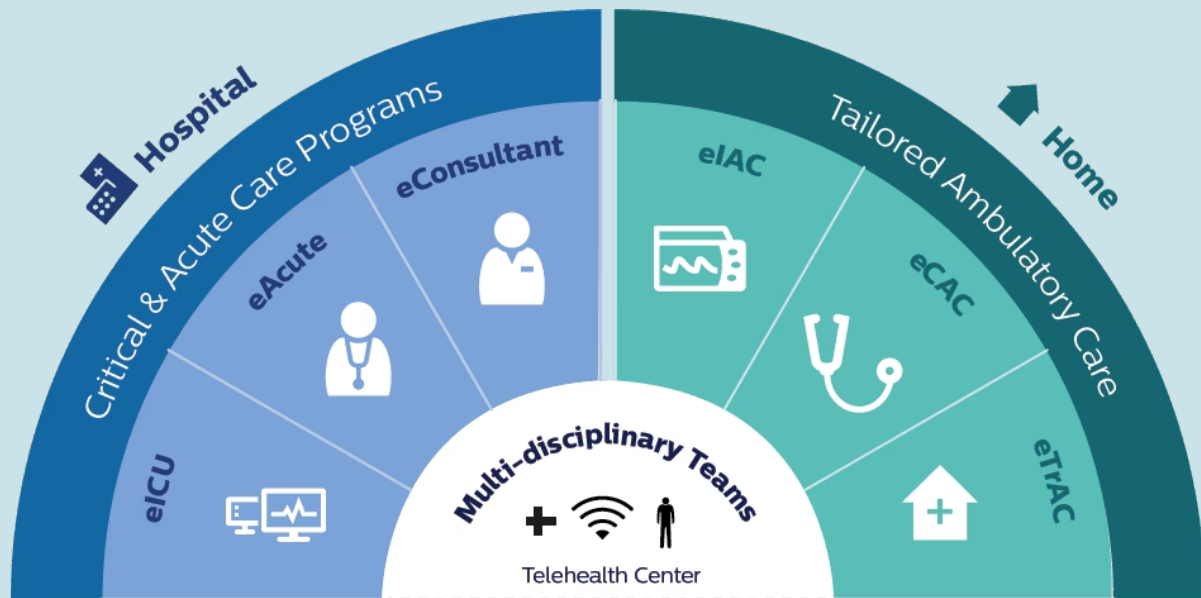


lab values

database insights  
from **400+**



Hospitals



# Connected, patient-centered care

1. Philips eConsultant-SNF Pilot Study. 2013-2014. Banner Health.

# **Remote patient monitoring**

## **Treat the right patient at the right time, in the right place**

We are transforming the way in which chronic conditions are managed. Our remote patient monitoring (RPM) program is a patient-centered connected health solution that is designed to empower healthier behaviors for members, and reduce increasing financial strains for health plans, providers, and members alike.

Our portfolio of clinical programs, connected devices, data, patient engagement and coaching is designed to help patients manage their health outside the clinical setting, while aiming to lower healthcare costs and simplify monitoring and management. By delivering the right intervention at the right time, our program seeks to reduce waste and remove barriers to patient engagement—leading to better health for people living with chronic conditions.





## **Personalized patient care to empower better self-management decisions**

Remotely track the health of patients at home, proactively provide the appropriate intervention at the right time, and track population health metrics across a range of acuities, risk levels and locations.

Our customizable remote monitoring solutions and flexible business models are designed to meet your unique needs.

- Clinical programs for diabetes, hypertension, and heart failure
- Portfolio of connected devices with automatic data transmission
- Secure, cloud-based platform
- Robust population and patient-level data
- Tracking and reporting tools
- Patient-driven authorized data sharing

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