How to run a successful RPM program

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Step 1: Define the purpose of your RPM program
Clarify your main goal. Better outcomes, fewer hospitalizations, or lower readmissions. A clear, measureable objective guides strategy and tools.

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Step 2: Determine your patient population
Identify who you're serving. Focus by condition, location, or risk profile. Tailor devices, support, and outreach accordingly.

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Step 3: Select the right devices
Choose devices aligned with your goals. Consider tracked metrics, EHR integration, ease of use, and data transmission options.

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Step 4: Establish a patient and tech workflow
Create a smooth tech and patient process.
Delivery: Will devices be shipped to patients or handed out in person?
Data: How will readings be collected?
Support: Who manages issues, logistics, and triage?

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Step 5: Identify and empower key team members
Define roles and responsibilities.
Monitoring: Assign data reviewers (1 MA per 300 patients recommended).
Alerts: Set thresholds and routing.
Protocols: Define responses for high-risk readings.

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Step 6: Launch and iterate
Once all elements are in place, you're ready to launch.
Continuously evaluate engagement, adherence, and outcomes.
Use feedback to refine workflows and offerings.