

MATERIALS FOR SUNSETTING REMOTE PATIENT MONITORING PROGRAM

Announcement from Kristen O'Halloran and Paesha Curtis to all Providence Portland Home Health caregivers

Kristen to send on July 22 at 11 a.m.

Subject: Providence Portland Home Health Remote Patient Monitoring program update

A message from Kristen O'Halloran and Paesha Curtis

We want to let you know we are ending Providence Home Health Portland's Remote Patient Monitoring program. The program relies on Medtronic's Commander Flex devices to collect and send patients' blood pressure readings, weight and other important health information to their care team to allow team members to act before symptoms worsen. Because Medtronic has stopped supporting the devices and making replacement parts, we made the difficult decision to end the program.

The Remote Patient Monitoring program will sunset on Sat., Aug. 24, 2024. Providence Home Health will continue caring for patients who have participated in this program. Health-related interventions, education and training for conditions such as congestive heart failure will remain part of the home health plan of care. Nurses, clinicians, and primary care providers will continue educating patients on the benefits of monitoring their vital signs and weight to help them actively manage their long-term health.

On July 21 and July 22, the affected caregivers were notified, and the Oregon Nurses Association (ONA) was provided with the appropriate notice. We want to share this information with the rest of our Providence Home Health staff as quickly as possible. We're also sharing this update with internal and external referral sources. Ending the remote patient monitoring program has no impact on the rest of our Home Health operations.

Please join us in supporting the impacted caregivers during this transition.

With gratitude,
Kristen O' Halloran and Paesha Curtis

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Talking Points for Business development team

Sunsetting Medtronic remote patient monitoring devices

- Effective Sat., Aug. 24, Providence Home Health is sunsetting its Remote Patient Monitoring program that uses the Commander Flex Blood Pressure Monitor device.

- Medtronic no longer makes the Commander Flex device or its replacement parts. Medtronic has also stopped supporting these devices.
- The Commander Flex device is typically used by patients with congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD) asthma and coronary artery disease (CAD).
- Patients use Commander Flex to collect and send blood pressure readings, their weight and other important health information to their home health care team to allow team members to act before symptoms worsen.
- We will continue caring for patients with complex conditions who have been using the device.
- Health-related interventions, education and training for conditions such as congestive heart failure will remain part of the home health plan of care and supported by the nurses making home visits.
- Nurses, clinicians, and primary care providers will continue educating patients on the benefits of monitoring their vital signs and weight so they can actively manage their long-term health.
- Providence Home Health caregivers will communicate back to the provider any time there are changes in a patient's care or needs.
- The sunseting of the remote patient monitoring program has no impact on the rest of our Home Health operations.
- Any homebound patient who needs care in their home should continue to be referred to Providence Home Health

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[Email message to referral sources if desired]

Subject: Providence Home Health remote patient monitoring update

Dear community partner and trusted referral source,

Providence Home Health is sunseting the Remote Patient Monitoring program, effective Sat., Aug. 24. Providence Home Health continues serving homebound complex patients who need skilled nursing care, physical therapy, occupational therapy and/or speech therapy.

Please see the FAQs below for more information.

It's our privilege to partner with you to meet the community's needs for care,

[insert your name/title]

Providence Portland Home Health Remote Patient Monitoring program FAQs

Q: What is happening with the Providence Home Health Portland Remote Patient Monitoring program?

A: Effective Aug. 24, 2024, the Remote Patient Monitoring program will sunset.

Q: Why is this happening?

A: The program relies on Medtronic's Commander Flex devices to collect and send patients' blood pressure readings, weight and other important health information to their home health care team. Because Medtronic has stopped supporting the devices and making replacement parts, we've decided to end the program.

Q: Is anything changing for Home Health patients currently using these Medtronic devices?

A: We'll continue caring for patients with complex conditions who have been using the device. Health-related interventions, education and training for patient conditions such as congestive heart failure will remain part of the home health plan of care and supported by the nurses making home visits.

Nurses, clinicians, and primary care providers will continue educating patients on the benefits of monitoring their vital signs and weight to help them actively manage their long-term health.

Q: What does this mean for the rest of Providence Home Health Portland's operations?

A: Sunsetting the Remote Patient Monitoring program has no impact on the rest of our Home Health operations.

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Letter to affected Portland patients currently using the Medtronic devices, print on letterhead and drop in mail on Mon., July 22, 2024 (Medford patient letter below this one)

Dear Providence Home Health Patient,

Effective Aug. 24, 2024, Providence Home Health Portland is ending our Remote Patient Monitoring program. You are participating in the program and currently using a Medtronic Commander Flex Blood Pressure Monitor device.

As you know, the device collects and sends your blood pressure readings, weight and other important health information to your home health care team. Because Medtronic has stopped supporting the device and making replacement parts, we're ending this program.

Your Home Health team will continue caring for you. Health-related interventions, education and training for your condition will remain part of your home health plan of care and supported by the nurses making home visits.

One of our caregivers will collect your Medtronic Commander Flex Blood Pressure Monitor device in the coming weeks.

If you have any questions, please call Paesha Curtis, DNP, MSN, RN, Providence Home Health Clinical Manager, at 971-394-3930.

Thank you for choosing Providence Home Health, it's a privilege to care for you in the comfort of your home.

Kristen O'Halloran, PT, MPT
Director, Providence Home Health – Portland

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Letter to **affected Medford patients** currently using the Medtronic devices, print on letterhead and drop in mail on Mon., July 22, 2024

Dear Providence Home Health Patient,

Effective Aug. 24, 2024, Providence Home Health is ending our Remote Patient Monitoring program. You are participating in the program and currently using a Medtronic Commander Flex Blood Pressure Monitor device.

As you know, the device collects and sends your blood pressure readings, weight and other important health information to your home health care team. Because Medtronic has stopped supporting the device and making replacement parts, we're ending this program.

Your Home Health team will continue caring for you. Health-related interventions, education and training for your condition will remain part of your home health plan of care and supported by the nurses making home visits.

One of our caregivers will collect your Medtronic Commander Flex Blood Pressure Monitor device in the coming weeks.

If you have any questions, please call Paesha Curtis, DNP, MSN, RN, Providence Home Health Clinical Manager, at 971-394-3930.

Thank you for choosing Providence Home Health, it's a privilege to care for you in the comfort of your home.

Lorry Boone, RN
Director, Providence Home Health

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