



BACKGROUND

This study targeted elderly patients and reviewed the reasons behind why patients objected the Alertive remote patient monitoring program and the Alertive application; researched how age affects the capacity to understand new technology, and created processes for improvement. It was concluded that most patients felt inadequate when approached about using technology that was new to them. This study found an opportunity for educating patients in order to empower them to be vigilant about their health.

HYPOTHESIS

I hypothesized that patients objected RPM activation due to not being properly educated on the topic.

METHODS

68 patients were contacted via phone call. Patients either objected activation on the Alertive platform or consented. Patients who objected were asked for the reasoning behind the objection and then were able to hang up. Patients who consented were activated onto the Alertive platform during the phone call. The newly activated patients were educated on Alertive, the device, and the application. Patients either objected to downloading the application or they consented. The patients who objected to downloading the application were asked for the reasoning behind the objection and then were able to hang up, while the patients who consented to downloading the application were walked through the step-by-step process on downloading the application.

RESULTS

6% of patients objected activation on Alertive's platform. The following reasons were provided:

- The patient did not understand what the nature of the call was for. After explaining, the patient said that her doctor never talked to her about RPM.
- The patient said that her doctor did not prescribe the Alertive platform to her.
- The patient said that she has too many doctors. She is her husband's only care-taker, and she cannot take on another responsibility such as this.

76% of patients downloaded Alertive's application. The following reasons as to why they objected were:

- Set-up was too complex
- Couldn't figure out how her Apple password to download the application
- Didn't want to learn how to download application
- Not "tech savvy" and did not want to try
- Does not wish to be involved with cellphones and technology

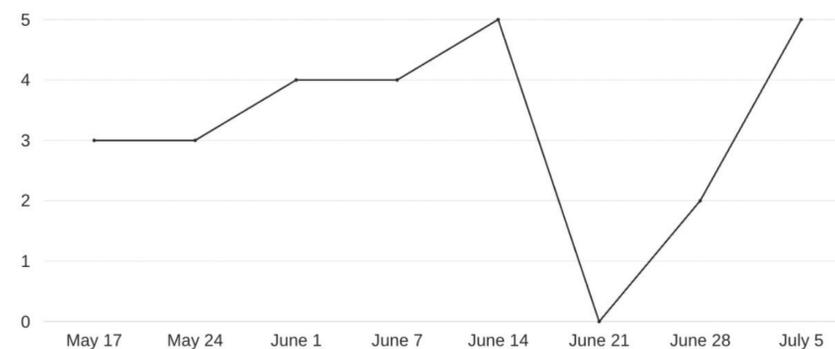


Figure 1: The number of patients who downloaded the Alertive application.

RESULTS CONT.

3% patients expressed that they felt ill prepared for using the RPM device and the application. Additionally, 13% of patients stated that they felt that the application was too complex for them to download; moreover, of the 13%, 67% of patients expressed feelings of inadequacy. 12% of the patients activated stated that they needed assistance learning how to use the RPM device and application from their child/spouse. The following outcomes were created as a result of the findings:

- Remote enrollment script
- Example script for downloading the app
- Patient education flyer
- Training plan for Account Managers and clinics
- Send devices to new hires as a part of training

CONCLUSIONS

This research was conducted with 68 patients. The following investigation took place: the patients' reasons for objecting being activated onto Alertive's RPM platform; their reasons for objecting downloading the Alertive application; how age affects the willingness to adapt to new technology, and the processes in place for remotely activating patients. The patients objected the platform due to not wanting the responsibility of taking their blood pressure; patients also stated that their doctors never talked to them about Alertive nor RPM. The reasons patients objected downloading the application were due to feelings of inadequacy and fear of new technology. Feelings of inadequacy emerged in many patients when they felt a lack of knowledge and weren't properly educated on the topic. Due to the findings listed above, the outcomes include the following: an updated remote enrollment script; an example for encouraging patients to download the app; a patient education postcard that the patient receives *before* Alertive contacts them, and sending devices to Alertive new hires as a part of training so that those calling patients are experts and feel empowered to encourage patients to stay vigilant about their own health.