

Baptist Health EMPLOYER PROVIDERS / HEALTHCOM & HEALTHPAL

“I prefer HealthPAL as our ‘go-to’ telehealth device...”

BAPTIST HEALTH is the fifth-largest employer in Arkansas. Its employee population of over 7,000 is larger than nearly 14,000 communities in the U.S. And just like communities of any size, BAPTIST HEALTH has people who need extra help in maintaining good health.

“We provided an employee wellness program,” said Paula Suter, RN, MA, Director of the Center of Excellence for Chronic Care at BAPTIST HEALTH. “But as a self-insured organization that places a high priority on a healthy workforce, we saw opportunities to do even more.”

“More” came in the form of borrowing a successful concept from BAPTIST HEALTH’s home health program. It pairs specially-trained nurses and health-monitoring technology in the home with patients who are struggling to manage their chronic conditions.

Just one hitch. Employees are mobile. Very mobile.

To keep up with them, BAPTIST HEALTH found a highly mobile solution in the MedApps HealthPAL. With the footprint of a cell phone, the HealthPAL automatically records and transmits readings from personal health monitors such as a glucose meter, pulse oximeter, blood pressure monitor, etc.. The data is automatically sent to a patient’s personal health record as well as to their healthcare provider.

“The key to managing chronic conditions is encouraging behavioral change. And the key to behavioral change is strong personal relationships,” Paula said. “Our nurses serve as coaches, motivators, health advisors and advocates for the employees in their care.”

The HealthPAL plays an important role in creating that relationship by enabling monitor readings to be transmitted from anywhere.

“This allows our nurses to provide real-time feedback to our employees,” Paula said. “Lunch for instance. With an employee’s pre-or post-lunch glucose levels in hand, a nurse can discuss diet at the time it’s needed most. This timeliness helps employees better retain information and use it in the future.”

“Additionally,” Paula noted, “when we see positive results we often call the employee to praise their efforts. This helps build their self-confidence with disease management.”

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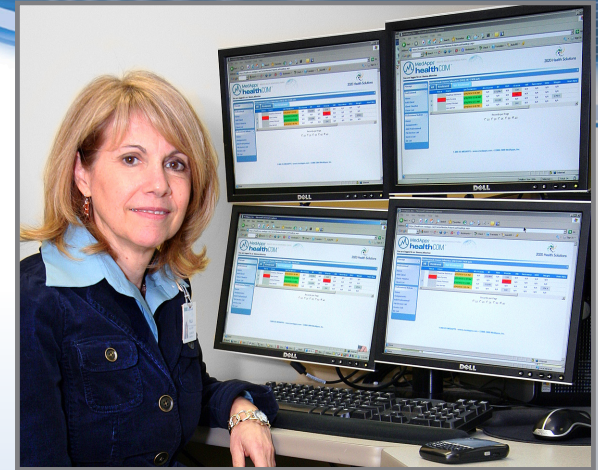
Behind the scenes making it all happen is the MedApps’ HealthCOM system. It lets BAPTIST HEALTH record and manage all of the patient data coming from its employees’ HealthPALs. Nurses can log-in from anywhere to monitor their patients, be alerted of any abnormalities, generate reports and even automate patient feedback.

“HealthCOM is extremely easy to use and easy to navigate,” said Melanie Duclous, Telehealth Nurse for BAPTIST HEALTH. “Assigning patients to HealthPAL units is easy and the reports are clear and user friendly.”

Debbi Sears, Certified Diabetes Educator at Baptist Home Health Network, agrees. “I prefer HealthPAL as our ‘go-to’ telehealth device because of its mobility, ease of use and reliability. It’s a device that I know our patients can count on.”

As does Baptist Health. “We are intervening much earlier in the process and avoiding unnecessary ER visits and hospitalizations,” Paula said. “Our trend in lowering expenditures is very favorable.”

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“The MedApps System is not only very easy to use, but the company itself is very ‘user-friendly’. They really believe in their product as well as their mission. They’re extremely responsive to our requests and a pleasure with which to work.”

Paula Suter, RN, MA
Director of the Center of Excellence for Chronic Care
BAPTIST HEALTH, Little Rock, AK



BAPTIST HEALTH implemented the MedApps Solution as part of an IRB over a year ago to monitor employee diabetes, and after achieving very favorable results expanded their program to include employees with congestive heart failure (CHF).