



Case Study

Augusta University Health System



Challenge

AU Health had been selected to participate in the Bundled Payment Care Initiative's Advanced (BPCIA) program through the Center for Medicaid & Medicare Services (CMS). To meet the program's requirements for performance accountability for episodes of care, AU Health needed a way to remotely monitor its patients' blood pressure, weight, and blood glucose levels.

Solution

AU Health partnered with NavCare for its Chronic Care Management (CCM) and Remote Patient Monitoring (RPM) solutions that work seamlessly together to ensure care plan compliance, reduce readmissions, and improve overall outcomes.

Results

The combination of CCM and RPM enabled AU Health to improve care management through daily remote monitoring of each patient's vitals. A NavCare clinician contacted each patient at least every other week, spending 20 minutes or more coordinating the care plan, addressing patient concerns, and providing clinical guidance. This feedback was instrumental in helping AU Health identify the need for care plan corrections while improving patient engagement and meeting the requirements for BPCIA reporting.

2/3 drop in 60-day readmissions, from 38% to just 12%, in less than 6 months

27% improvement in rehospitalization rates from the prior reporting period

About the Client

Augusta University Health System (AU Health), located in Augusta, Georgia, is a not-for-profit health system offering the most comprehensive primary, specialty, and subspecialty care in the region. With more than 3,000 employees, the health system operates two hospitals, a critical care center, and more than 80 outpatient practices.

"While patients may see me every three months, they engage with a NavCare clinician at least every other week for 20 minutes or more. Patients appreciate the extra attention and guidance they receive, and we at AU Health are better able to extend care beyond our four walls."

Dr. Janis Coffin, CREDS