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In partnership with:



















# Remote Monitoring for Diabetes: Embracing Technology to Improve Patient Care

May 25, 2022



## Welcome

Michael W. Konstan, MD
Principal Investigator, Cardi-OH

Shari Bolen, MD, MPH
Co-Principal Investigator, Cardi-OH

Case Western Reserve University School of Medicine

# Ohio Cardiovascular and Diabetes Health Collaborative

## **About Cardi-OH**

Founded in 2017, the mission of Cardi-OH is to improve cardiovascular and diabetes health outcomes and eliminate disparities in Ohio's Medicaid population.

WHO WE ARE: An initiative of health care professionals across Ohio's seven medical schools.

WHAT WE DO: Identify, produce and disseminate evidencebased cardiovascular and diabetes best practices to primary care teams.

**HOW WE DO IT:** Utilize monthly newsletters and an online repository of resources at Cardi-OH.org, podcasts available on Cardi-OH Radio, and the Project ECHO® virtual training model.

Learn more at Cardi-OH.org





















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  - Questions will be answered during the 'Question and Answer' portion of the program
- Post Webinar Evaluation Survey
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**Disclosure Statement:** Kathleen Dungan, MD, MPH, has reported a financial relationship with commercial interests.

## Objectives



- Define remote monitoring and technological options for diabetes management
- Identify patient populations for whom remote monitoring is appropriate
- Set up systems of care using remote monitoring for the intensification of diabetes management

## Agenda



Topics	Presenter(s)	Timing
Welcome and Overview	Michael W. Konstan, MD Shari Bolen, MD, MPH	5 mins.
Remote Monitoring for Diabetes: Embracing Technology to Improve Patient Care	Kathleen Dungan, MD, MPH	25 mins.
Clinical Practice Spotlight: Implementation of Continuous Glucose Monitoring (CGM)	Megan Rasch, PharmD, BCACP	15 mins.
Audience Question and Answer	Amy Zack, MD (Moderator) Kathleen Dungan, MD, MPH Megan Rasch, PharmD, BCACP	10 mins.
Next Steps and Wrap Up	Shari Bolen, MD, MPH	5 mins.



Kathleen Dungan, MD, MPH
The Ohio State University



Megan Rasch, PharmD, BCACP Five Rivers Health Centers



Amy Zack, MD (Moderator)
Case Western Reserve University



# Remote Monitoring for Diabetes: Embracing Technology to Improve Patient Care

Kathleen Dungan, MD, MPH
Professor and Associate Director of Clinical Services
Division of Endocrinology, Diabetes & Metabolism

The Ohio State University

## What is Remote Physiologic Monitoring (RPM)?



- The collection and analysis of physiologic data used to develop and manage a treatment plan related to a chronic and/or acute illness or condition
- Monitoring remotely while in the home
- Physiologic parameters: weight, blood pressure, glucose, O2 sat

# Candidates for Remote Physiologic Monitoring?



- People with diabetes and glucose values not at goal
- Daily use of a glucose monitoring device
- Ability to transmit digital data
  - Device compatible smartphone with cellular connectivity
     OR
  - Computer or other compatible device with internet access
     AND
  - Consider e-Health literacy/training

#### Coverage:

- Most payers reimburse for Remote Physiologic Monitoring
- Device coverage varies. For Medicaid:
  - Blood glucose monitors: OneTouch Verio Flex® or Reflect®
  - Continuous Glucose Monitoring (CGM) (multiple injections of insulin/day): Dexcom, FreeStyle Libre

## Remote Physiologic Monitoring: Benefits in Diabetes Management



- Telehealth interventions improve A1C, body mass index, quality of life<sup>1,2</sup>
- Systematic review

   (17 studies): best A1C
   when used in conjunction with <u>automatic mobile</u>
   <u>transmission of data</u> or real-time feedback to patients<sup>3</sup>

SUBGROUPS	NO. OF SUBJECTS (STUDIES)	MEAN DIFFERENCE	l², %	P-VALUE FOR HETEROGENEITY IN SUBGROUPS	P-VALUE FOR HETEROGENEITY B/W SUBGROUPS
Transmission methods					<0.001
Automatic transmission	558 (5)	-0.57 (-0.60, -0.54)	94	<0.001	
Automatic mobile transmission	473 (3)	-0.61 (-0.65, -0.56)	94	<0.001	
Internet/web	1,181 (7)	-0.24 (-0.25, -0.23)	99	<0.001	
Feedback methods					<0.001
Real time	479 (3)	-0.77 (-0.82, -0.72)	93	<0.001	
Asynchronous	1,077 (8)	-0.23 (-0.24, -0.22)	98	<0.001	
Combination	656 (4)	-0.55 (-0.57, -0.52)	98	<0.001	
Lifestyle modification					<0.001
PA + nutrition	891 (9)	-0.48 (-0.52, -0.45)	96	<0.001	
PA + nutrition + medication management	1,173 (5)	-0.28 (-0.29, -0.27)	100	<0.001	
Nutrition + medication management	148 (1)	-0.70 (-0.77, -0.63)		_	

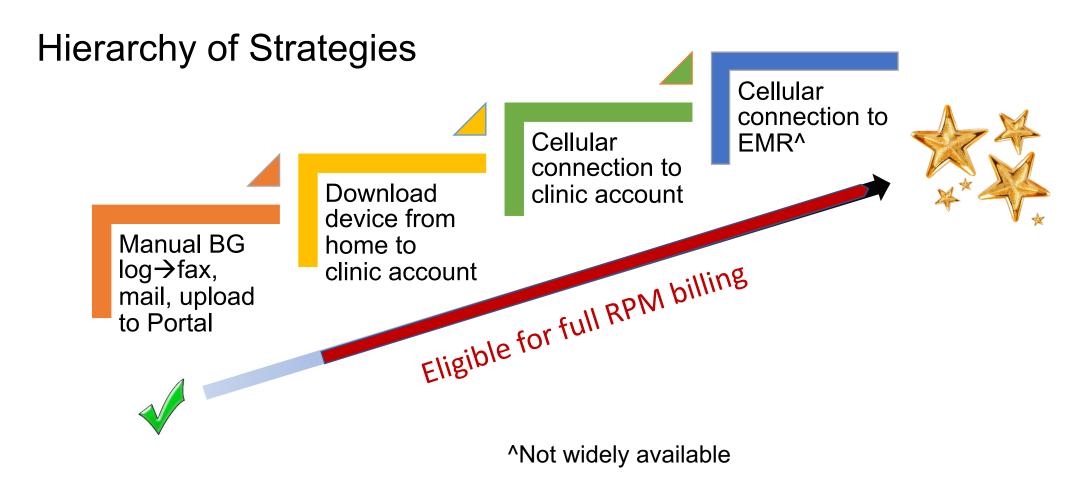
<sup>1.</sup> De Groot et al. World J Diabetes. 2021;12(2):170-97

<sup>2.</sup> Eberle C, Stichling S. J Med Internet Res. 2021;23(2):e23244

<sup>3.</sup> Michaud et al. Telemed J E Health. 2021;27(2):124-36

## Obtaining Glucose Monitoring Data





## Team Responsibilities



- A formal process for implementing remote glucose monitoring within a clinic is recommended<sup>1,2</sup>
- Consider focusing on 1 or 2 devices or platforms

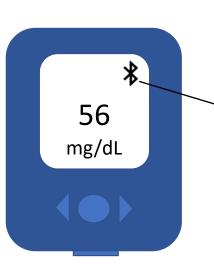
Step	Role	Responsibilities	Timeline
Set up/training	CDCES*, PharmD, other trained staff	<ul> <li>Assess readiness/barriers</li> <li>Set up apps/connect to clinic</li> <li>Document how patient is connected</li> <li>Maintain clinic's device portals</li> </ul>	At time of device training Ongoing
Device download	CDCES*, PharmD, nurse/MA	<ul><li>Retrieve glucose monitoring reports</li><li>Upload to EMR</li><li>Communicate to provider</li></ul>	Once per month
Data interpretation	Varies	Interpret data and make treatment decisions	Once per month
Communication	Varies	<ul> <li>Communicate via phone, video, electronic message</li> </ul>	Once per month

<sup>\*</sup>CDCES: Certified Diabetes Care & Education Specialist

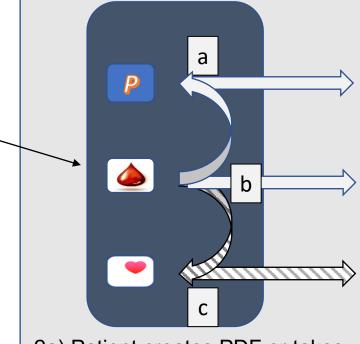
<sup>1.</sup> Isaacs D, Cox C, Schwab K, et al. Diabetes Educ. 2020;46(4):323–34 2. Gusdorf et al. J Telemed Telecare. 2021;1357633X211008786

## **Bluetooth Enabled Monitors**





1) Glucose monitor transmits data to device specific app



- 2a) Patient creates PDF or takes screenshot, uploads to portal OR
- 2b) Staff downloads directly from device portal

OR

2c) Data from device app transmitted to health app (apple health kit or Redox)



- 3a) Data attached to message in EMR
- 3b) Data viewable in EMR (PDF)
- 3c) Data viewable in Glucose Flowsheet of EMR (not widely available)

## Device-Specific Platforms



- Devices connected via app can push data to a clinic account without intervention by the patient once connection is established
- Data rates may apply

	Software/ App	Mode of Connection	Connection Process	EMR Integration
FreeStyle Libre	LibreView	<ul><li>App (phone receiver)</li><li>Computer (device specific receiver)</li></ul>	<ul><li>Patient enters clinic specific code (permanent)</li><li>Invitation email</li></ul>	<ul> <li>In progress, via Redox</li> </ul>
Dexcom	CLARITY	<ul><li>App (phone receiver)</li><li>Computer (device specific receiver)</li></ul>	<ul> <li>Clinic generates patient specific code by email or print (permanent)</li> <li>Patient generates sharecode (up to 1 year)</li> </ul>	<ul> <li>Manufacturer is working on a solution</li> </ul>

## Setting up the LibreLink App



2 Set up App



Check your smartphone is connected to a WiFi or cellular network. Tap **Sign In** or **GET STARTED NOW**.

Review the legal information and follow instructions to set up a LibreView account or login to your existing account.



Enter your personal settings. Tap **NEXT** after each screen.



Review important information about glucose readings, when to do a blood glucose test, and where to apply a Sensor. Tap **NEXT** to proceed until you see the Scan New Sensor screen.

If patient wishes to use BOTH the app AND the reader, the reader MUST be set up first!!!

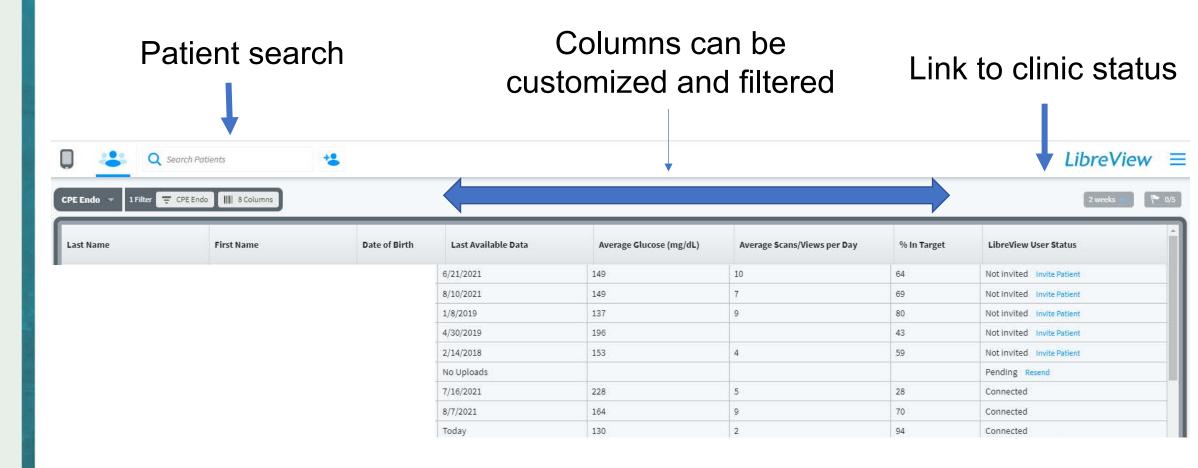
## Connecting the LibreLink app to the Clinic





## LibreView Population Dashboard





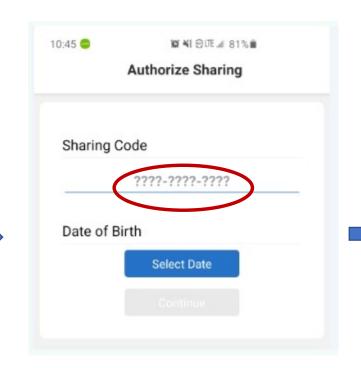
## Linking the Dexcom CLARITY App to the Clinic





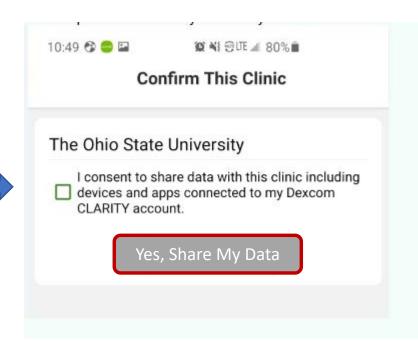


Click "profile"





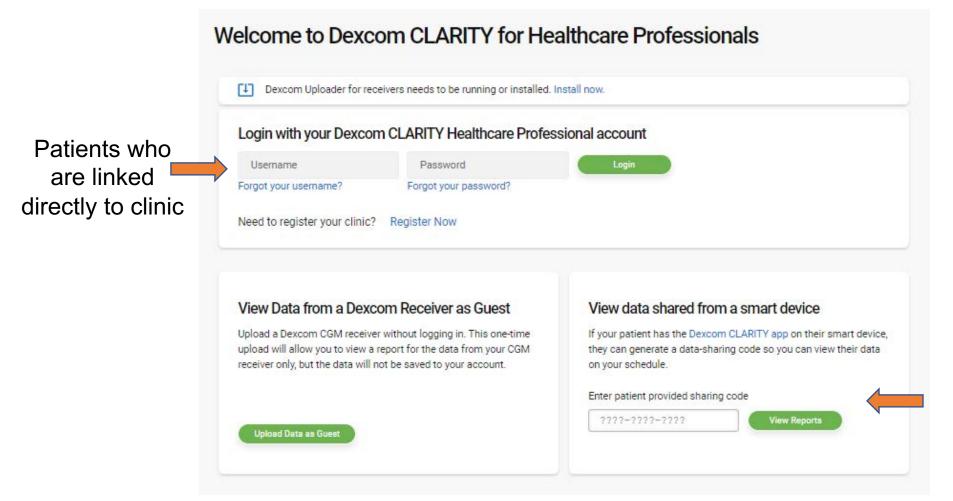
- 1. Accept invitation sent by clinic
- 2. Enter patient-specific sharecode generated **by clinic** (shown above)
- 3. Generate patient-specific sharecode to send to clinic



Confirm action

### Dexcom CLARITY





Patients who are using a sharecode

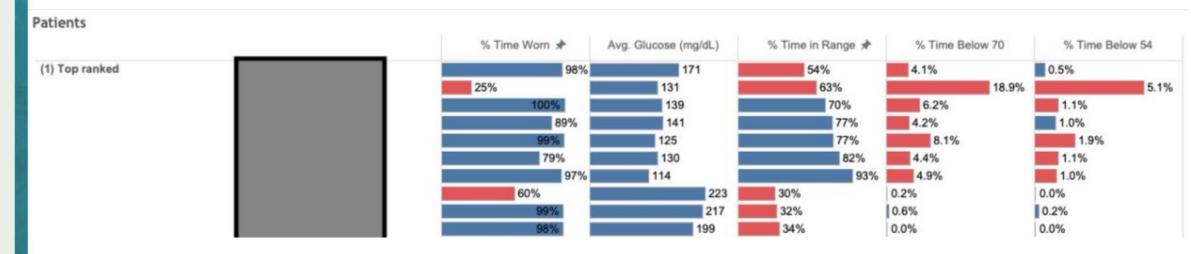
## **Trouble Shooting Pearls**



- Check compatibility with phone prior to choosing device
- Encourage use of app vs. reader
- Encourage device set up with trained staff
- Document
  - Receiver type (phone vs. reader)
  - If/how patient is linked to the clinic
- Check whether patient is linked to clinic. If not, email or print invitation
- Dexcom:
  - Directly link to clinic rather than using sharecode
  - Make sure patient is using CLARITY app (Dexcom Share and Dexcom app not accessible to clinic)
- Libre:
  - Encourage patient to scan every 6-8 hours
  - Use Libre 2 vs. Libre 14 day

## Algorithm-Enabled Patient Prioritization to Improve **Population-Level** Management





#### **Develop a Prioritization Plan**

- 1. Address hypoglycemia: % Time below Range (TBR)
  - TBR <70 mg/dL of <u>>4%</u> (individualized based upon age, risk)
  - TBR <54 mg/dL >1%
- 2. Assess % Time in Range (TIR) 70-180 mg/dL
  - % **TIR** <70
  - % TIR <50 (if older, high risk)</li>

## Remote Monitoring Billing Codes

Code	Description	Staff	Additional Information	Reimbursement*	Billing
					Frequency
99453	Device set up & education	Clinical or auxiliary staff	<ul> <li>Consent required</li> <li>Established patients with face to face visit in the last 12 months (new patients during PHE)</li> <li>Episode of care ends with attainment of treatment goals</li> </ul>	\$19.90	1 time
99454	Data acquisition		<ul> <li>Device must electronically collect &amp; transmit readings</li> <li>At least 16 days of readings/calendar month (2 days for PHE)</li> <li>Covers supply &amp; provisioning of devices</li> </ul>	\$64	1 time every 30 days
99457	Data review & interpretation	Clinical staff under general (not direct) supervision (incident to)	<ul> <li>Delivered by 20-39 minutes/month</li> <li>Interactive communication with the patient and/or caregiver (e.g., text, email, phone, or patient portal)</li> </ul>	\$51 (non-facility) \$32.84 (facility)	1 time per calendar month
99458	Additional review	Same as 99457	Add-on code to 99457 for each additional 20 minutes/month	\$42 (non-facility) \$32.84 (facility)	1 time per calendar month
99091	Interpretation of self-monitoring of blood glucose (SMBG)	Physician or qualified health care professional	<ul> <li>May not report in conjunction with 99457-8</li> <li>30 minutes minimum</li> <li>Does not require communication with patient</li> </ul>	\$59.19	1 time every 30 days
95251	Interpretation of continuous glucose Monitoring (CGM)	Physician or qualified health care professional	<ul> <li>Face to face with the patient not required</li> <li>May be used in conjunction with a face to face billable visit</li> <li>May be used with Modifier 25 for a face to face visit</li> </ul>	\$38	1 time per calendar month
95249	Placement, hook-up, calibration, training printout	RN, CDCES, LPN, MA, incident to	Date of service is the date recording is printed	\$56-\$58	1 time for each new receiver

### CMS Rules



- Devices must *digitally* (automatically) upload physiologic data and cannot be recorded or reported by the patient.
- Monitoring must occur over at least 16-days of a 30-day period.
- RPM services can only be billed by one practitioner and only once per 30day period (even when multiple medical devices are provided).
- CPT code 99453 can be billed only once per episode of care which "begin[s] when the remote physiologic monitoring service is initiated and ends with attainment of targeted treatment goals."
- Public health emergency modifications:
  - New patients can receive RPM services without an in-person visit.
  - Consent can be obtained at the time services are provided (remains post-PHE).
  - Monitoring days decreased from 16 to 2.



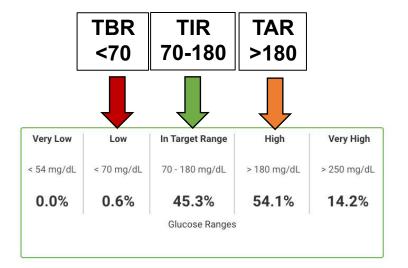


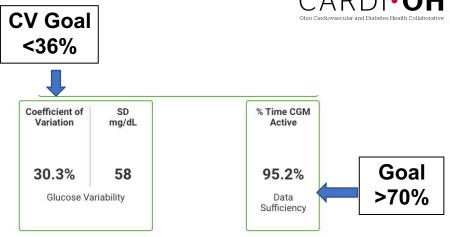
A1C Goal (%)	7	7.5	8
%Time in Range 70-180 mg/dL	>70	>60	>50
%Time below 70 mg/dL	<4	Not specified	<1

## Ambulatory Glucose Profile

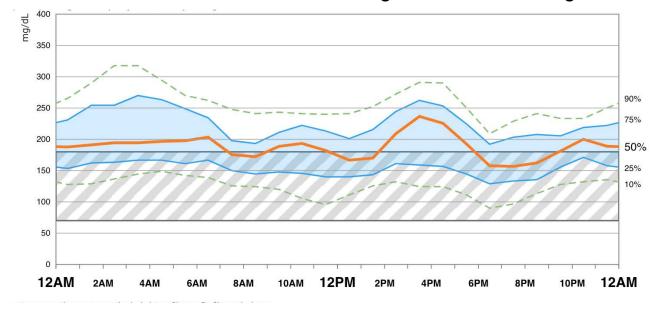








\*Check that Target set to 70-180 mg/dL





- Time in Range (TIR)
- Time above Range (TAR)
- Time below Range (TBR)

## Need for Prandial Insulin

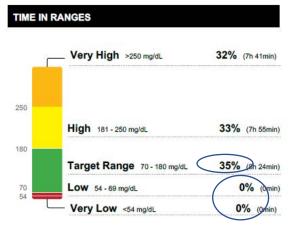


#### **AGP Report**

October 10, 2020 - October 23, 2020 (14 Days)

#### **GLUCOSE STATISTICS AND TARGETS** 14 Days October 10, 2020 - October 23, 2020 % Time CGM is Active Type 1 or Type 2 Diabetes Ranges And Targets For Glucose Ranges Targets % of Readings (Time/Day) Target Range 70-180 mg/dL Greater than 70% (16h 48min) Less than 4% (58min) Below 54 mg/dL Less than 1% (14min) Above 180 mg/dL Less than 25% (6h) Above 250 mg/dL Less than 5% (1h 12min) Each 5% increase in time in range (70-180 mg/dL) is clinically beneficial **Average Glucose** 8.5% Glucose Management Indicator (GMI) **Glucose Variability** 30.5%

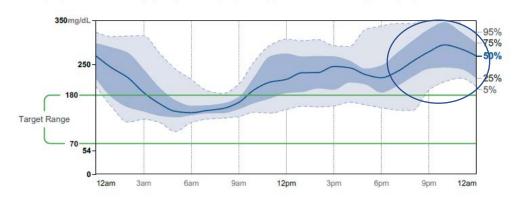
#### LibreView



#### AMBULATORY GLUCOSE PROFILE (AGP)

Defined as percent coefficient of variation (%CV); target ≤36%

AGP is a summary of glucose values from the report period, with median (50%) and other percentiles shown as if occurring in a single day.



## 52 YOF with T2D, no complications **Goals**

- Sufficient data: 14 days, >70% active
- A1C (GMI) <7%</li>
- Variability <36%</li>
- TIR >70%
- TBR < 4%</li>

#### **Treatment**

- Glargine U300 60 unit daily
- Dulaglutide 1.5 mg weekly
- Metformin 1 gm BID
- Glimepiride 1 gm BID

#### Plan

- Titrate dulaglutide
- Stop glimepiride
- ?SGLT2i
- Start prandial insulin at supper

## Assessing Post-Meal Glucose





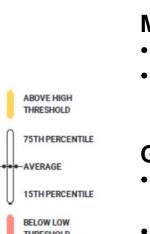
12pm

This graph shows your data averaged over 14 days

6

70

12am



200

100

12am

- 56 YOM with chronic pancreatitis (c-peptide 0.2)
- HFrEF, CAD
- Frequent travel, irregular mealtimes
- A1C 8.3%

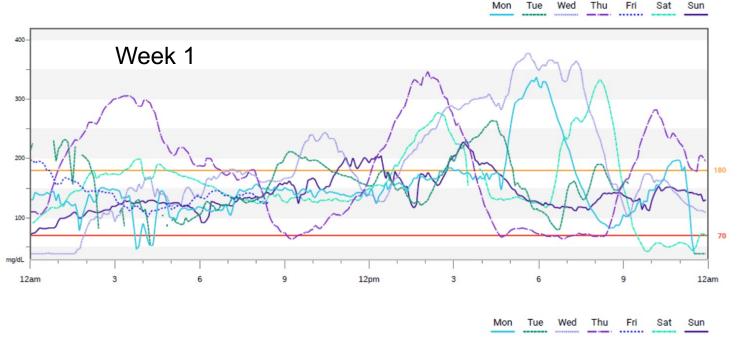
#### **Medications**

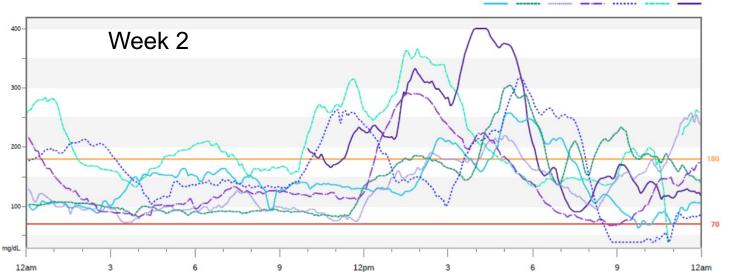
- Degludec 18 unit QAM
- Aspart 5-6 unit QAC + correction 1 unit/50 mg/dL >150 mg/dL

#### Goals

- Sufficient data: 14 days, >70% active
- A1C (GMI) <7.5-8%
- Variability <36%</li>
- TIR >50%
- TBR <1%</li>

## Assessing Post-Meal Glucose (con't)







#### Plan

- Reassurance
- Increase lunchtime insulin, bolus <u>pre</u>-meal
- Avoid stacking doses post-supper
- Refer to CDCES

### Resources



- Cardi-OH
  - Optimizing the Telehealth Diabetes Visit: Glucose Monitoring Data
     Contains links to tools for Dexcom and Freestyle Libre
     cardi-oh.org/best-practices/diabetes-management/optimizing-the-telehealth-diabetes-visit
  - Podcast: Optimizing Telehealth for Diabetes Care cardi-oh.org/podcasts/18-optimizing-telehealth-for-diabetes-care
  - Beyond the A1C: Targets for Blood Glucose and Methods of Measurement
     <u>cardi-oh.org/best-practices/diabetes-management/beyond-the-a1c-targets-for-blood-glucose-and-methods-of-measurement</u>
  - Capsule: Simplified Prescription of Diabetes Technology and Medications
     <u>cardi-oh.org/capsules/16-simplified-prescription-of-diabetes-technology-and-medications</u>
  - QIP Toolkit cardi-oh.org/qip/diabetes/toolkit
- Videos from Manufacturer
  - LibreView pro.libreview.io/videos
  - Dexcom
    - Webinar
       provider.dexcom.com/education-research/clinic-resources/webinars-and-presentations/practical-tips-and-clinical
    - Videos provider.dexcom.com/education-research/cgm-education-use/videos



# Implementation of Continuous Glucose Monitoring (CGM)

Megan Rasch, PharmD, BCACP Ambulatory Care Pharmacist Five Rivers Health Centers

## Five Rivers Overview – Federally Qualified Health Center



- Primary Care Services: Family Medicine & Internal Medicine,
   Obstetrics/Gynecology, Dental Services, Behavioral Health,
   Hematology/Oncology, Adult Transitional Sickle Cell, Psychiatry, Addiction
   Medicine, Sports Medicine, Dietitian, Vision, Telehealth, Centering Pregnancy
   (group visits), Centering Parenting, Acupuncture, and Massage Therapy
- Specialty Care: Gastroenterology, Orthopedic Surgery, Hand Surgery, General Surgery, Infectious Disease (all out of scope)
- Pharmacy: 2 retail pharmacies with 1 also providing specialty pharmacy

## Focus of CGM Integration



- Internal Medicine Location
  - 1 clinical pharmacist and 1 pharmacy resident
  - 4 private providers
  - Location for Wright State University Internal Medicine Residents' Clinic
- Family Medicine Location
  - 2 clinical pharmacists
  - 3 private providers
  - Location for Wright State University Family Medicine Residents' Clinic
- Samaritan Health Homeless Clinic Location
  - 1 clinical pharmacist half-day every week
  - 1 nurse practitioner
- Greene County Location
  - 1 clinical pharmacist half-day every other week
  - 1 nurse practitioner

## Clinical Pharmacist Role



- Collaborative Practice Agreement
- Receive referrals from any provider
- Diabetes focus:
  - Newly diagnosed
  - o A1C ≥ 9
  - Mostly Type 2 Diabetes
- Will evaluate and discuss possibility of CGM
- Patients are disenrolled when they achieve their A1C target

#### Clinical Pharmacist Role



#### **Pharmacist Only Visit**

- Patient roomed by pharmacists
  - Vitals
  - Med history
- Performs visit
- Orders medications/labs as appropriate
- Schedules follow-up visit

#### **Diabetes Bridge Program**

- Nurse:
  - Rooms patient
  - Obtains current blood sugar
  - Discusses exercise habits
- Dietitian:
  - Obtains meal recall
  - Provides advice on patient's diet
- Pharmacist:
  - Provides education
  - Orders medications/labs as appropriate
- Community Health Worker:
  - Completes reminder calls
  - Ensures transportation
  - Patient Advocate

## If CGM Ordered by Pharmacist:



#### **Initial Visit**

- Discuss pros and cons
- Evaluate patient's phone for possible compatibility
- Submit PA (if needed) for supplies
- Send prescription to Five Rivers Pharmacy

#### **Once Approved**

- See if patient can fill with our pharmacy
- If not, will determine where patient can obtain and coordinate
- Schedule placement/ education appointment
- Have patient download app if using

#### Office Visit – obtain from pharmacy if able

- Download app if not already completed
- Educate on different supplies
- Show how to place sensor
- Use teach back method or have pt come back for next sensor change
- Provide clinic code
- Ensure upcoming appointment with pharmacist

# During Appointment with CGM – Diabetes Bridge Program



- Nurse Downloads meter or finds patient on CGM website and prints off CGM report
- Dietitian Reviews and discusses with patient in relation to diet
- Pharmacist Educates nurse and dietitian in the CGM reporting, troubleshoots any issues in the download process, and evaluates results

#### Chart Documentation



- Patient has \*\*\* CGM
- Average Glucose from \*\*\* to \*\*\*: \*\*\*

Very High	*** %
High	*** %
Within Range	*** %
Low	*** %
Very Low	*** %

- Describe any low trends: \*\*\*
- See attached report for more detail

## If CGM Ordered by Another Provider to Five Rivers Pharmacy:



#### If PA required

- Printed and handed to clinical pharmacist
- Clinical Pharmacist documents and submits PA (routed to provider)
- Pharmacy fills medication
- At pick-up, retail pharmacist asks patient if help with set up is needed
  - If so, clinical pharmacist completes education at that time or schedules an education visit with patient

#### **Education Visit**

- Download app if not already completed
- Educate on different supplies
- Shows how to place sensor
- Use teach back method or have pt come back for next sensor change
- Provide clinic code
- Ensure upcoming appointment with pharmacist or provider

## CGM Role Out – Outside of Pharmacist Visit



- 1. When a patient is started on a CGM for a provider not yet enrolled in the platform, the pharmacist within the week will add the provider and complete 5-10 minute overview of the platform.
- 2. CGM is always on the patient medication list with a comment of \*patient virtually enrolled or not\*.
- 3. Each location has a nurse and/or medical assistant that knows how to obtain CGM report or how to connect a clinical pharmacist for questions.
- 4. If further troubleshooting is needed, anyone is able to schedule the patient for a pharmacist visit.

#### Pearls



- Specific drives need to be downloaded on the computer(s) that need the capability to view the report
  - We have it on the clinical pharmacist computers and commonly shared workspace on wheels right now
- At least within our patient population, not everyone has a compatible smart phone or is comfortable with apps. We do have patients that we manually download the data from their meters.
- Important to designate one or two people at each location to understand how to download the reports
- Designate someone to be able to educate patients on how the CGM works that tends to have openings on their schedule

## Coming Next for Five Rivers



- See if we can transition new starts to nursing
  - Planning to start with the nurse within our Bridge Program
- Have all our MAs and nurses know how to download/find CGM reports, especially in the resident clinics
- Continual education

## Patients that Have Filled CGM at our Pharmacy (April 2021-2022)



Sample size: 43 patients

Average Baseline A1C	Average Most Recent A1C	Average A1C Change
11.5	8.43	2.98



# Audience Question and Answer

Amy Zack, MD

Case Western Reserve University School of Medicine

## Speakers

## REMINDER: Submit questions using the 'Q&A' feature and specify which speaker should answer





Kathleen Dungan, MD, MPH
The Ohio State University



Megan Rasch, PharmD, BCACP Five Rivers Health Centers



Amy Zack, MD (Moderator)
Case Western Reserve University



# Next Steps and Wrap Up

Shari Bolen, MD, MPH
Case Western Reserve University School of Medicine

#### Additional Resources



**Posted at:** <u>cardi-oh.org/events/webinars/remote-monitoring-for-diabetes-embracing-technology-to-improve-patient-care</u>

 National Diabetes Prevention Program Covered by All Ohio Medicaid Managed Care Plans

<u>cardi-oh.org/assets/webinars/Cardi-OH-2022-National-Diabetes-Prevention-Program-Covered-by-All-Ohio-Medicaid-Managed-Care-Plans.pdf</u>

 Ohio Department of Medicaid: 2021 Summary of Diabetes Education

<u>cardi-oh.org/best-practices/lifestyle/ohio-department-of-medicaid-</u> <u>2021-summary-of-diabetes-education</u> Access via URL in chat window or use QR code



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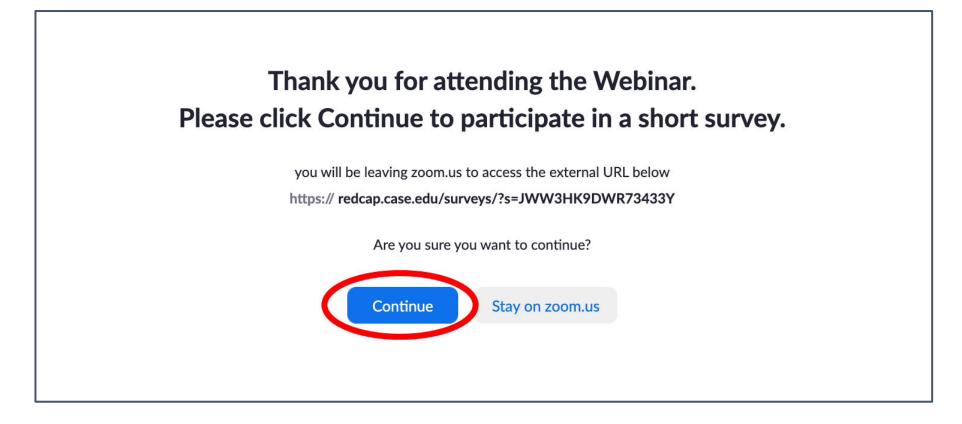
Use QR Code



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The survey link will also be emailed to you.

## See Everything Cardi-OH has to Offer!







## THANK YOU!

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#### Access Additional Resources!

URL in chat window or use QR code



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