How to use IoT to improve patient engagement and reduce total cost of care?

Abstract

Through this case-study, you will learn how a health delivery organisation was able to achieve it’s progressive vision to deliver exceptional and personalized care that the patients deserve at a lower cost. Dartmouth-Hitchcock needed a solution to engage patients, personalize and monitor care pathways, and enable efficient and personalized remote support and intervention. This organisation decided to take a Customer Relationship Management (CRM) approach, integrating IoT devices including activity trackers, BP cuffs, inhalers to enable remote patient monitoring and proactive telehealth support. This approach allowed them to achieve 36% reduction in Total Cost of Care, 23% reduction in ER Utilization and 95% Customer Satisfaction rating in less than a year.

Short Bio David Pare

David is an innovative thinker with over 20 years of experience in technology management consulting, helping organisations through their digital transformation. As the CTO for Healthcare & Life Sciences at DXC, David is committed to guiding clients through their digital transformation journey. Having spent over a decade in the digital health industry around the world, David is passionate about making a difference in the community. He is the co-founder of the Perth IoT community, a member of the Perth IoT Communications network and the chair/president of the IoT Alliance Australia Digital Health workgroup.