Care Connect

Supporting the care pathway

Care Connect is an integrated remote patient monitoring system that improves remote follow-up and reduces clinical face-to-face time by optimizing the patient care pathway.

Combining in-depth clinical understanding with patient data, it offers triage by prioritizing cases by urgency and intervening when patients need additional attention.

Medtronic

Engineering the extraordinary

What is Care Connect?

Care Connect is an integrated solution for the remote monitoring of diabetes patients using a Medtronic device, aiming at optimizing their entire care pathway.

Through analytics and a service center, it offers triage – based on CareLink™ - sourced glucose and adherence data, and on data coming directly from the InPen™ app – and exclusive services, to provide insights to HCPs, allowing them to deliver information and therapy advice to patients, remotely.

HCP's can communicate with patients both with video conference or text messages. Care Connect enables clinical teams to focus on those cases needing additional attention, intervening between in-person visits, scheduling visits when needed, and using a digital, patient-friendly interface.

How is the care pathway impacted: a visual representation

Allowing more touchpoints between HCPs and patients, complementing in-person visits*

F2F visit					F2F visit						F2F visit
Month one	Month two	Month three	Month four	Month five	Month six	Month seven	Month eight	Month nine	Month ten	Month eleven	Month twelve
Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint	Remote touchpoint

Expected benefits

HCPs / nurses
Hospital administration

- Efficient use of existing resources, streamline of consultations
- Reduction in the variability of care and improved coordination of care
- Empowers physicians to manage patients remotely through a bespoke communication channel with the patient

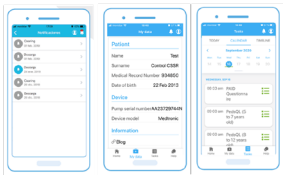
Patients

- Access to remote monitoring and its advantages, especially during this pandemic period: continuous care pathway and standardized care
- Empowerment and engagement

Patient

Patient app

Receive HCP's feedback remotely, and gain access to education materials



Support Centre

HCP team

Easy, actionable insights

Triaged and commented data via a digital platform

Service to patients

Scheduling of the downloads, troubleshooting

Evaluation of adherence

Service to HCPs

Commented triage based on protocol

Data mining

Remote feedback, video conference, recommendations, and therapy advice from Healthcare Professional directly to patient

Results from proof-of-concept pilot**

The implementation of an integrated solution for this patient profile, in a hospital or hospital network, has been shown to optimize the entire care process, making it more efficient, and have a positive impact on patient health outcomes. In addition, patients increase their knowledge and self-management of the disease as well as empowerment and satisfaction due to the feedback they receive from their physicians after every upload of their insulin pump[1].

Methods[1]

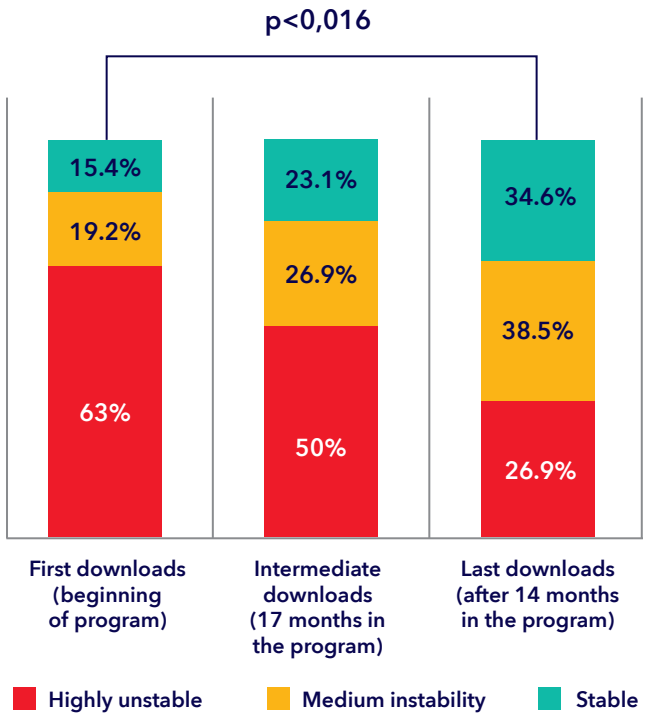
Information collected through the insulin pump software is classified in a color code, by an algorithm, based on a protocol developed in agreement with European clinical guidelines.

Results: duration of the in-office consultations[1]

Duration of in-person consultations with the doctor decreased substantially:
At the beginning of the project: 60 minutes;
at the end of the project: 20 minutes.

Results: evolution of the classification of uploads[1]

The graph shows how, at the beginning of the project, there was a large majority of red uploads (the patient is not in optimal control). At the end of the project, the number of red is reduced considerably.



HCP feedback

"Telematic and remote control of type 1 diabetes is a necessity for patients and an obligation for professionals and the healthcare system. The COVID-19 pandemic has accentuated that need by accelerating its development."

Dr. Purificacion Ros

"The existence of an integrated support program for patients with DM1, through the use of digital technologies, can contribute to optimizing the care burden, without a deterioration or even improvement of metabolic control, while promoting patient empowerment and decreasing the burden of the disease on a daily basis."

Dr. Purificacion Ros

Patient feedback

"Care Connect helps me with the alerts in the app to be more constant in my own control and do things that I should but I forget. I also believe that with Care Connect the endocrinology service really sees that the poor control of their patients is due to a lack of education in diabetes."

Javier C. (adult patient)

"I wanted to thank you for the Care Connect project. It has made great improvements to our daily life and, above all, it allows me to be more relaxed. It has made great improvements to our daily lives and, above all, has allowed me to be more relaxed having seen the improvements in the state of my son's health. Knowing that Medtronic cares about patients and that doctors review the information they receive through the app, gives me a lot of confidence and peace of mind. Thank you for your great work every day and for improving the health of diabetes patients."

Alvaro O. (father of a pediatric patient)

* The remote follow-up frequency is defined by the HCP. It could be every month, every 2 months or every 15 days. The HCP decides which pattern must be programmed for each individual patient.

** Funded by EIT Health (N° 19406) and had a total duration of 18 months (started in January 2019). The duration of the validation phase was 14 months (from April 2019 to June 2020). It was developed in Hospital Universitario Puerta de Hierro, Madrid-Spain, partnering with Medtronic Ibérica, Universidad Politécnica de Madrid, and Technische Universiteit Delft. 66 patients participated, of which 39 were adults and 27 children

1. Nuñez et al, IMPLEMENTATION OF AN INTEGRATED MANAGEMENT PROGRAM FOR TYPE 1 DIABETES ENABLED BY DIGITAL TECHNOLOGIES IN A SPANISH TERTIARY-LEVEL HOSPITAL, ICHOM virtual Congress 16-19 November 2020

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