

# Improving Diabetes Care for Providers and Patients



## Diabetes Populations

- Each year, diabetes costs over \$327 billion in medical expenses and reduced productivity
- According to the CDC, 26.9 million people, including 26.8 million adults, are diagnosed with diabetes while 7.3 million people (21.4%) are undiagnosed
- 88 million people aged 18 years or older have prediabetes (34.5% of the adult US population)
- Diabetes is ~17% higher in rural areas than in urban areas and access to care can be difficult
- 62% of non-metropolitan areas do not have diabetes self-management programs
- Urban hospitals treat a large share of uninsured & Medicaid patients, and face reduced staff

Taking care of patients with diabetes has a lot of challenges. From smaller provider practices and rural hospitals to urban safety-net hospitals and large health systems, the challenges are similar: find and sustain control, employ a support structure using telehealth and social modalities, and increase value outcomes – often with an already overworked care team.

Reducing the prevalence and risk of diabetes – as well as its associative risk with other chronic conditions – is straining health systems and funding appropriation. Effective treatment requires an understanding of any given population and its demographic as well as access to care without increasing the technology burden. Above all, treating a patient as a unique individual is paramount.

Zyter can help solve all these challenges. And more.

## The Stages of Diabetes

### Stages 1 and 2

In the early stages of diabetes, proactive intervention using a combination of blood sugar and weight monitoring, typically supplemented with sustainable activity and diet guidance, resources, and engagement modalities, provide both health and service value to individuals and health systems when implemented in a sustainable manner. Subsequently, providing remote patient monitoring (RPM), telehealth services, and population surveillance can decrease progression and utilization while increasing clinical availability for higher-risk and actively care-managed patients with Type 2 diabetes.

### Stages 3 and 4

Treatment interventions for patients with stage 3 and 4 diabetes require multiple daily blood sugar, weight, and blood pressure monitoring combined with more intensive care management and planning. Patient engagement is highlighted by in-home biometric devices, care plans with communicated expectations, and improved access to care through telehealth services. To create a sustainable model for treatment at-scale, efficiencies in early intervention must be realized, along with integrated workflow technology, effective engagement methods, and value evaluation.

## How Zyter Helps

<p>RPM      Access &amp; Education      Engagement</p>	<p>Workflow      Analysis      Insights      Patient-Specific Alerts</p>
<p><b>Preventing Diabetes: What to be Aware of</b></p>	<p><b>Treating Diabetes: Affecting Outcomes</b></p>
<ul style="list-style-type: none"> <li>• <b>Identification:</b> The right intervention for an individual</li> <li>• <b>Acceptance:</b> Change opportunity (food habit, access, dietary knowledge)</li> <li>• <b>Psychological:</b> Depression from nonadherence to activity/diet goals</li> <li>• <b>Biological:</b> Adverse effects from engaging in physical activities</li> <li>• <b>Behavioral:</b> Absence of disease stressors as a factor to changing and sustaining healthy behavior</li> <li>• <b>Occupational:</b> Increase productivity from an active and healthy workforce</li> </ul> <p><i>Reference</i></p>	<ul style="list-style-type: none"> <li>• <b>Integration:</b> Clinical workflow efficiency</li> <li>• <b>Exacerbation:</b> Patients at-risk</li> <li>• <b>Care Coordination:</b> Assignment, engagement, and insights</li> <li>• <b>Observation:</b> Biometric and compliance surveillance with patient-specific threshold</li> <li>• <b>Behavioral:</b> Patient understanding of health cause/effect, outcome expectations</li> <li>• <b>Disparities:</b> Access to basic services (food, transportation, housing)</li> <li>• <b>Social:</b> Support mechanisms and facilities, personality trait indicators</li> </ul>

## Overcoming Access to Care Challenges

The ability to provide access to endocrinological care can depend on multiple facets of financial, operational, and value-based influencers. A patient’s ability to access care, sustain it, and improve their quality of living is a direct outcome of those influencers.



**Financial** – Those who can benefit most from remote patient monitoring devices (DME, OTC, and wearables) often cannot afford them. As reimbursement may be available through Medicare, it is important for providers to understand all financial aspects of supporting a large RPM program prior to launch.



**Operational** – Providers understand the importance of RPM and telehealth, but care management staff is not sized to handle increased patient cohorts. Integration with the EMR is essential for treatment in a longitudinal record, but RPM data and insights are not easily actionable without requiring more time spent using technology.



**Value-Based** – Value-based care models are incentivized to demonstrate and sustain health outcomes. Small to large, rural to urban, health care’s mission is to foster improved health; without easy-to-use technology and devices, dismantling access disparities, and sustained patient engagement, “quick wins” are just as quickly lost.

Zyter helps solve these challenges to create access to care for treating diabetes through:

- Virtual technology and services across the healthcare spectrum
- EHR integration and actionable data for the provider and care team
- Reducing the number of tools and “clicks” so staff can spend more time treating patients
- Linking value with risk mitigation, health outcomes, and decreased expense (such as reducing avoidable ED visits and readmissions)
- Supporting behavioral change in patients through educational materials and easier access to care as well as providing virtual support, alerts and reminders to physicians

*“Some people don’t get the healthcare services they need because they don’t have health insurance or live too far away from providers who offer them. Interventions to increase access to healthcare services – like lowering costs, improving insurance coverage, and increasing use of telehealth can help more people get the care they need.”*

*Healthy People 2030*

## Patient Access to Care. Improved by Zyter.

Zyter ships one or more pre-configured wireless devices to the patient’s home, outfitted with a simple on/off button. The glucometers, blood pressure cuffs, and weight scales are easy to use for patients of all ages and no technical knowledge is required. As the majority of devices are LTE-enabled, there is no need to connect them to Wi-Fi. All the patient has to do is turn on the Zyter device and follow the simple instructions in the user guide.

Zyter makes blood sugar schedules easy to access on the app for patients with diabetes.

Understanding activity and nutritional behaviors is essential for patients controlling their diabetes. Providers use custom or Zyter assessments to continue engaging patients without overwhelming them.

Zyter’s mobile app displays the most recent measurements and date of each reading, as well as activity and nutrition from synced wearables. Patients can “Take a Health Exam” or “Schedule a Visit” from the app, and if necessary, securely chat with their physician. If the healthcare organization’s EHR is integrated with Zyter, visit summaries, medication lists, health conditions, and allergies can be displayed.

Zyter Telehealth creates access to care with secure video for patients, providers, care teams, caregivers, and support services. Along with remote patient monitoring (RPM), Zyter Telehealth provides real-time imaging, biometrics, and virtual evaluation.

Zyter is continuing to innovate with health behavior reinforcement intelligence, using badges, reminders, and motivational messaging to help each patient with their personal health experience.

Zyter makes it easier to understand every patient as a unique individual. Zyter uses personalized care plans for RPM surveillance and notifications so the provider and team can customize what patients need to know when they need to know it.

## Personalized Care. Delivered by Zyter.

Zyter integrates with the provider practice, hospital, and health system EHR. This makes it easy to provide access and facilitation for referrals, patients, and provider-to-provider interactions. The Zyter app can be embedded using iFrames for in-context, actionable treatment for patients being remotely monitored or needing telehealth services.



Timely alerts, clinical notes and references, urgent care and scheduled video visit flexibility within the provider and care team workflows boosts efficiencies so care teams can spend more time with patients.



Zyter technology makes virtual health data specific to how the provider needs to treat the patient. RPM biometrics are surveilled based on patient-specific thresholds, creating a unique care plan that can be modified as treatment progresses. Results are easily accessed in the EHR and the embedded Zyter provider app for ease-of-use.



Diabetes action plans, care plans, important numbers, and medication instructions are always available for the patient on their Zyter app. Providers can easily share educational content, social support direction, activity and nutritional guidance, as well as health behavior content.



A vital component of achieving and sustaining value-based care is system-generated insights from RPM, patient health data, assessments, and clinical protocols. Providers using Zyter RPM with care management can gain operational efficiency over any demographic of population as they expand scale, interact with a health system, and establish a greater understanding of a patient's health behavior, disparities, and support needs.



Zyter provides support in understanding virtual/telehealth reimbursement and technology to help providers maximize their financial investment through engagement metrics and analysis.



### Your Clinical Partner

Zyter is your clinical partner for improving and protecting health. We understand the healthcare delivery needs of doctors, nurses, and care teams, and can help your organization deploy value-based services to improve outcomes and lower cost.

### For More Information

To learn more about Zyter Telehealth and RPM or arrange a product demonstration, please contact +1 (301) 355 7760, [sales@zyter.com](mailto:sales@zyter.com) or visit [www.zyter.com/healthcare](http://www.zyter.com/healthcare).

### About Zyter

Zyter delivers a wide range of cloud-based, software as a service (SaaS) digital health products for providers, payers and patients that span telehealth, home health and remote patient monitoring, as well as care, utilization and population health management. In 2021, Zyter acquired Casenet®, LLC and together the two company's products are used to manage healthcare for 11% of the U.S. population. Zyter's products improve clinical operations and patient outcomes while reducing healthcare costs by enhancing interoperability, communication and collaboration. The company's 5G-ready platform also supports IoT/smart technology and thermal imaging solutions. In 2021, the company won more than 105 awards for its products including Best Health Care and Medical Innovation; The Most Innovative Digital Health Startup; Best Product and Best Technology. Founded in 2017, the privately-held company is based in Rockville, Md. For more information, please visit [www.zyter.com](http://www.zyter.com).