



## Profile | ISHI

- Virtual care program that partners with the primary care team and enables care across the heart disease risk spectrum
- Care program leverages external and implanted cardiac sensors and makes device data actionable by novel use of AI along the patient journey, risk profiling, care pathways, clinical services, and patient empowerment
- Currently facilitating care for patients with heart failure, hypertension, valve disease, and atrial fibrillation

### Value-add partnerships: How it works

ISHI Health enables care-at-home by partnering with cardiologists and utilizing augmented intelligence to provide personalized, cost-effective care. Learn about how ISHI Health, an IMPACT member, is successfully integrating V1C care transitions and helping to transform existing care delivery.

### Carol's Story



#### Intake and Onboarding

Carol is an older patient with heart failure living by herself. She has heart failure and hypertension managed by her primary cardiologist. Carol has an implanted cardiac sensor CardioMEMS for accurately managing her fluid levels to reduce ED visits and hospital admissions for Heart Failure.

Carol's cardiologist refers her to ISHI to facilitate her HF management virtually. Health navigator from ISHI reaches out and shares info about ISHI's HF care program. ISHI ships a pre-packaged kit to Carol which includes 1) Cellular enabled connect devices that transmit signals to the ISHI platform. Via ISHI's partnership with Abbott, ISHI also receives data from her implanted cardiac sensor to the ISHI platform. ISHI's navigator engages with Carol on a regular basis, answering any questions and develops a relationship. As ISHI's devices are cellular enabled, no Wi-Fi or APP downloads are needed allowing not only a seamless patient experience but also providing virtual care in an equitable manner. Carol receives feedback on her physiologic data via SMS feedback and also receives educational byte-sized clips on heart disease and diet weekly via SMS. Carol can also reach her navigator anytime via SMS for technical or clinical questions.



#### Collaborative Care

ISHI facilitates personalization of care based on Carol's specific heart disease, biometric data, and symptoms. ISHI facilitates care at home by providing recommendations for medication titrations and labs. When data or symptoms suggest rising risk or severity of symptoms, ISHI's navigator proactively

## ISHI Case Study: Care Enablement for patients with heart disease virtually

communicates with her primary cardiologist and helps with interventions to reduce the risk that she ends up in ED or hospital.

### The Background

Heart failure is the #1 reason for hospital admissions in the US. Cardiologists and clinical teams are stretched thin and have limited bandwidth. This leads to poor clinical outcomes and increased cost of care. Quality of heart failure is unevenly distributed, and patients suffer

### The Problem

Patient data is fragmented along the journey leading to hurdles in care delivery.

### The Company's Solution

ISHI Health, an IMPACT member, is a virtual cardiac care program, integrating steps of heart failure care remotely. By reconstructing the cardiac care pathway ISHI optimizes care and improves access to quality care by leveraging benefits of V1 care. ISHI built its entire patient journey using existing CPT codes.

### Why It Matters

Using the V1 Coding Library has helped ISHI in leveraging a FFS payment model to get reimbursed for V1C

### Resources

ISHI leveraged the V1C tech stack toolkit and V1C care transitions to better understand healthcare data interoperability tech options and is partnering with another IMPACT member Zus to aggregate patient data from various sources to enable V1C and keep care teams informed.

## TAKEAWAYS FOR EFFECTIVE CARE ENABLEMENT



### Seamless Patient Experience and Convenience

By providing cellular enabled devices, no Wi-Fi or app downloads is needed. Patients receive feedback and education via SMS. ISHI enables care-at-home virtually such as personalized medication titrations and labs.



### Clinical Integration

By integrating ISHI's secure platform with various device and medical tech companies, ISHI can provide care to patients across the risk spectrum.



### Partnerships

ISHI partners with the patient's primary care team and serves as an extension of the care team.

## ISHI Case Study: Care Enablement for patients with heart disease virtually

Visit the [V1C Care Transitions Toolkit](#) or view additional [V1C Care Transitions Case Studies](#).