



From left to right: Rekia Omer, BSN, RN, CCM, Nurse Manager, Joshan Niroula, DNP, FNP-BC, CCM, Wasfa Jaffri, BSN, RN, CCM, Julie Fraher, BSN, RN, ACRN, Quality Improvement

## Enhancing Patient Outcomes: The Success of Kennedy Community Health's Remote Monitoring Program

### + Partner Background

#### Kennedy Community Health

Edward M. Kennedy Community Health Center (Kennedy Community Health) is a community health center serving over 100 communities across Central and MetroWest Massachusetts. They provide comprehensive care to over 34,000 patients supporting their mission to “help people live healthier lives”. Kennedy Community Health serves a very diverse patient population, speaking 83 languages, many of whom have complex chronic health conditions such as uncontrolled hypertension (HTN). In January 2022, they initiated a Remote Patient Monitoring (RPM) Program for HTN leveraging a HRSA grant, utilizing Withings BPM Connect Pro blood pressure monitors and RPM platform. They aimed to enroll 350 patients over 2-3 years, which they quickly surpassed. Their strategic implementation and consistent focus on compassionate, patient-centered care has showcased significant benefits in improving patient outcomes.

More than  
**500 patients**  
Enrolled over 2 years

*“We get a lot of good reviews from patients. Patients love it. They love that they don’t have to bring their blood pressure logs in. They love that the alert goes right to the chart and the nurse reaches out to them.”*

**Julie Fraher**

Quality Improvement Nurse and Champion for RPM Program at Kennedy Community Health

## + Successful Outcome Data

### Result Of The Analysis Of The Systolic Blood Pressure (BP) Evolution

Over a 12-week period, Kennedy Community Health's RPM program recorded a consistent decline in the average systolic blood pressure among its patients. Starting with an average of 170.3 mmHg, **the program successfully reduced it to 150.6 mmHg**, marking an **overall reduction of 19.7 mmHg**. This demonstrates a significant improvement in patient health management through dedicated monitoring and intervention.



*"The integration is seamless. Now we don't have to manually input the values into the EHR and the providers don't have to wait to see them. There is no time delay for the care team to manually input the data into the EHR."*

**Julie Fraher**  
Quality Improvement

## + Key Success Factors

Learn more about Kennedy Community Health's success strategies and how they built a strong foundation for their program.

**WRPM Solution:** Utilizing Withings advanced medical devices and Withings RPM platform allowed for real-time data acquisition and management, enabling proactive health management and timely interventions.

**EHR integration:** Implementing an EHR integration with Withings RPM helped to save time and reduce the administrative burden of the clinical staff, thereby being able to scale their RPM program quicker to address more patients.

**Integrated Care Management:** Kennedy Community Health's existing Chronic Care Management Program provided a robust foundation allowing for seamless integration of Withings RPM technology and devices.

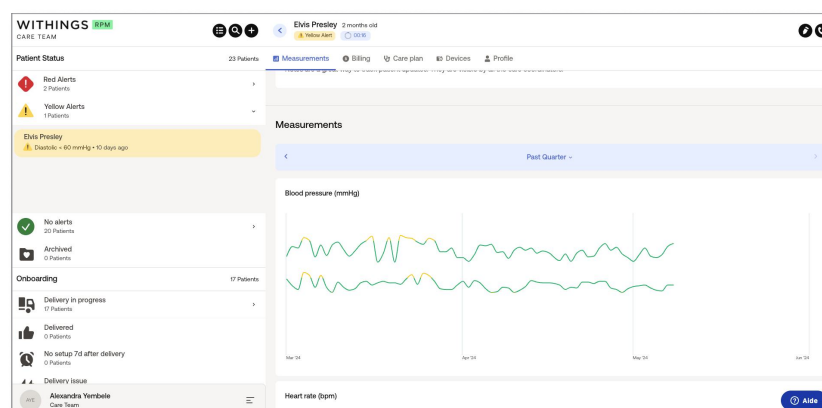


Fig. 1: Illustration of a quarterly view of a patient's blood pressure readings

**Strategic Staffing:** The program's success was supported by a balanced and highly dedicated team, including full-time and part-time nurses and Community Health Workers (CHWs), ensuring comprehensive care and a prompt response to patient needs.

**Flexible Monitoring:** Kennedy Community Health employed a flexible and patient centered approach to monitoring, allowing for adjustments based on individual patient engagement and compliance, which improved overall outcomes.

**Provider Buy-In:** For program alignment, they ensured that providers had a thorough understanding of the RPM program and their role in referring and managing patients.

**Advocacy:** Continuously advocating for resources to support the programs needs was a key component to their growth.

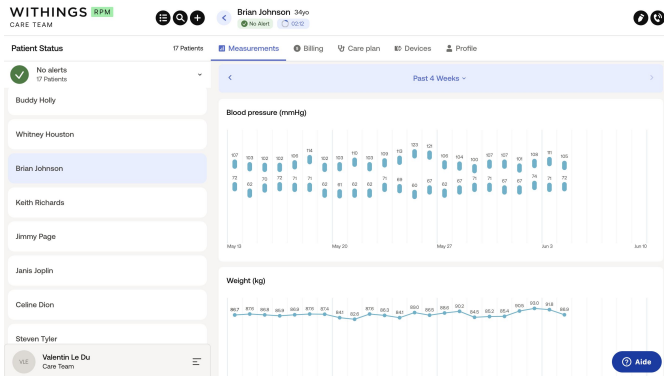


Fig. 2: Illustration of a patient's blood pressure reading

## + Patient Enrollment & Engagement Tips

Consider implementing some of Kennedy Community Health's strategies in your organization.

- Consider leveraging non clinical staff for patient outreach and enrollment
- Before enrolling, assess patient readiness and interest level. Behavior change is hard and not all medically eligible patients are ready to take action yet.
- Make sure to explain how the program will benefit the patient in their path to better health with regular monitoring and oversight by their care team.
- Ensure program expectations by having patients sign a commitment contract that clearly states the program requirements. This helps patients feel more informed and adhere to their responsibilities.
- Provide patient friendly education to increase self efficacy. Using new technology can be overwhelming but Withings cellular devices make it simple for patients to take measurements. Walking them through the steps to ensure they are using the device correctly, employing the "teach back method" to ensure understanding and providing educational handouts can all help boost patient confidence.



*"The device itself is easy to use and simple. We like that it is delivered directly to the patient. The dashboard is also easy to use."*

**Candice Richardson**  
Chief Clinical Operations Officer

## Let's improve patient care together !

Want to learn more about using Withings RPM and how it can help support your patient population?

Let's work together to enhance patient health outcomes through innovative technology and committed care.

[Schedule a demo](#)

[Contact us](#)



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