



Profile | ISHI

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

Value-add partnerships: How it works

ISHI enables care-at-home by partnering with cardiologists and utilizing augmented intelligence to provide personalized, cost-effective care. Learn how ISHI, a V1C Coalition by DiMe member, successfully integrates V1C care transitions and helps 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 heart failure management virtually. A health navigator from ISHI reaches out to the patient and shares info about ISHI's heart failure care program. ISHI ships a pre-packaged kit to Carol, which includes a cellular-enabled device that transmits 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 regularly engages with Carol, answering questions and developing a relationship. As ISHI's devices are cellular enabled, no Wi-Fi or APP downloads are needed, allowing a seamless patient experience and equitably providing virtual care. 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 the patient'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 a rising risk or severity of symptoms, ISHI's navigator proactively communicates with the patient's primary cardiologist and helps with interventions to reduce the risk of the patient ending up in the ED or hospital.

ISHI Health: Enabling care for patients living with heart disease with virtual first care

The Background | Heart failure is the number one reason for hospital admissions in the United States, yet cardiologists and clinical teams are stretched thin and have limited bandwidth. This leads to poor clinical outcomes and increases the cost of care, which is exacerbated by an uneven distribution of high-quality care options for patients living with heart failure.

The Problem | Patient data is fragmented along the journey, leading to hurdles in care delivery.

The Company's Solution | ISHI Health, a V1C Coalition 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 the benefits of V1 care. ISHI built its entire patient journey using existing CPT codes.

Why It Matters | Using the V1C Coding Library has helped ISHI successfully leverage a fee-for-service payment model to get reimbursed for V1C.

Resources | ISHI used the V1C Tech Stack resource and V1C Care Transitions toolkit to understand healthcare data interoperability tech options better. They partner with 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 are needed. Patients receive feedback and education via SMS. ISHI enables virtual care-at-home, such as personalized medication titrations and labs.



Clinical Integration

By integrating ISHI's secure platform with various devices and medical technology 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.



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