Boston Scientific | ADVANTICS™ Innovative Healthcare Solutions

CASE STUDY – ADVANTICS™ Patient pathway efficiency with ClearPath

Optimising Remote Patient Monitoring in Heart Failure Alert Management Service at Largest HeartLogic™-Using Hospital in EMEA

Insights.
Collaboration.
Impact.

Advancing partnership
for better outcomes



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EXECUTIVE SUMMARY



Client

Liverpool Heart and Chest Hospital, **United Kingdom**

Catchment area of **~2.8 million people**

13,000+ inpatient procedures

100,000+ outpatient procedures

Challenges

1. Increasing demand in remote monitoring of HF patients
2. Limited staffing and infrastructure
3. NHS 10 Yrs Health Plan to comply to

Deployed Solutions

Two-phase advisory programme including baseline analytics, process and stakeholder mapping, demand and capacity analysis

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Implementation of ADVANTIC's **ClearPath HeartLogic™** Digital Solutions

Impactful Outcomes

4X FASTER — HF Alert* Management is now more than **4x faster**

21% LESS TIME — Patients spent **21% less time** in HF Alert

MINUS **17%** — Time to Action First HF Alert

* Benefits calculated over 6-month period following implementation.

About the Hospital

As one of the largest single-site cardiothoracic specialty service hospitals in the UK, the Liverpool Heart and Chest Hospital (LHCH) serves a catchment area of nearly 2.8 million people.
Per year, LHCH handles more than 13,000 inpatient and more than 100,000 outpatient procedures. LHCH's reputation for strong performance supports their mission to deliver the best patient care and provide high quality clinical services. Driven by a culture of research and innovation facilitated by technology, the hospital has designed new and upgraded clinical areas with patients and their families to extend access to and improve the quality of revolutionary care.





Customer Challenges

At the forefront of HF management, Liverpool Heart and Chest Hospital (LHCH) was navigating common NHS challenges, including **rising demand** and **limited infrastructure** for remote monitoring of HF patients with **cardiac implantable electronic devices (CIEDs)**.

Despite these pressures, LHCH aimed to **enhance its remote patient monitoring service to** futureproof their operations and maintain its **leadership in the field**.

As the largest user of Boston Scientific's HeartLogic™ in the EMEA region, **LHCH had nearly 500 patients actively monitored** at the time of the project review – a figure that has now grown to almost 600.

The hospital was determined to establish this technology as its standard of care, given that the HeartLogic™ algorithm is proven to **reduce hospitalisations** for decompensated HF **by 74%** and **inpatient stays by 56%**.

This strategy was further validated by a recent endorsement from the National Institute for Health and Care Excellence (NICE), which now recommends HeartLogic™ for remote monitoring in patients with CIEDs.

Additionally, LHCH identified a **need for standardised alert management across community HF teams within the Integrated Care Board (ICB).** To achieve this, the hospital sought to optimize the use of HeartLogic™ across the entire service pathway.

Deployed Solutions

Boston Scientific's Healthcare Solutions and Partnerships team and Rhythm Management division leveraged their longstanding collaborative relationship with Liverpool Heart and Chest Hospital (LHCH) to advance the hospital's Remote Patient Monitoring (RPM) service in the Heart Failure (HF) management clinic

This was achieved by implementing the ADVANTICS™ Patient pathway efficiency offering alongside the complementary ADVANTICS ClearPath HeartLogic™ digital solution, addressing operational and service delivery challenges.

The project followed a two-phase approach designed to improve the service pathway, optimize capacity, and ensure consistent, high-quality care.

PHASE 1

Advisory Programme with Healthcare Solutions & Partnership and Rhythm Management Team

Assessing the current service model and defining key areas for improvement.

KEY STEPS INCLUDED

Preliminary Review
Conducted a thorough assessment to establish the service baseline and identify opportunities for optimization.

Baseline Analytics
Defined Key Performance Indicators (KPIs) andactivated data collection to evaluate the maturity of HeartLogic alerts and usage.

Process Mapping
Reviewed current device services and RPM provision for HF patients, identified bottlenecks and barriers, and developed standard operating procedures and supporting materials to optimize the HF service pathway.

Stakeholder Mapping
Clarified the roles and responsibilities of healthcare professionals involved in RPM and quantified workload.

Demand and Capacity Analysis
Assessed future service requirements to support sustainable growth.

PHASE 2

Implementation of the ADVANTICS™ ClearPath HeartLogic™ Digital Solution

Digitalizing workload management and remote monitoring of patients at risk of cardiac events through a centralized digital dashboard.

KEY STEPS INCLUDED

Customization
Tailored the ADVANTICS ClearPath HeartLogic™ solution to mirror LHCH's service pathway and meet hospital-specific needs.

Implementation Support
Provided ongoing guidance to implement improvements effectively.

Staff Training
Trained LHCH staff to use the new digital tool.

Launch
Successfully deployed the ADVANTICS ClearPath HeartLogic™ digital solution at LHCH.

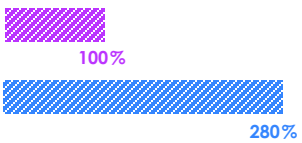
Impactful Outcomes – PHASE 1

Demand and Capacity Modelling

The collaboration between **LHCH** and **BSC** delivered significant value to the hospital's remote patient monitoring (RPM) service for heart failure (HF) alert patients.

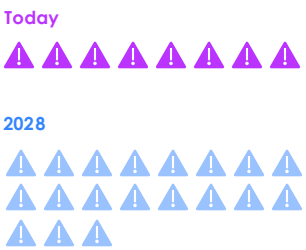
Demand and capacity modelling, based on current clinic volumes and **LATITUDE™** data, enabled LHCH to validate its current workload assessment and forecast future service requirements.
Basic findings were a 280% overcapacity in managing HF alert and increasing demand for device alert management:

1 Overcapacity at Heart Failure Lead



The Heart Failure Lead is **currently operating at 280% over capacity** in managing the alert burden.

2 Increasing Device Alert Demand



A **228% increase in device alert demand** was projected by 2028.



This will necessitate an estimated **eightfold increase in staffing**, based on the existing service model and capacity.

Impactful Outcomes – PHASE 2

Digital Patient Management Platform Implementation

Overall, the project successfully generated significant **non-cashable savings** while enhancing patient care within the heart failure (HF) service. Over a **six-month period** following the implementation of the digital management platform, the LHCH team **observed the following improvements:**

3

Clinical benefit

77% reduction — in the average time required to manage an HF alert

21% reduction — in the time patients remained in HF alert, directly enhancing patient care

17% reduction — in the time to action on the first HF alert

4

Cost and Workload

65% reduction — in HF clinic staff time costs

7.5h per week — reduction of clinical workload based on LHCH's patient volume

Impactful Outcomes – Additional Benefits

Additionally, LHCH recognized the potential benefits and needs across the entire heart failure (HF) alert management service pathway, leading to the extension of ADVANTICS **ClearPath HeartLogic™** usage into a **Hub-and-Spoke model**.

LHCH is the first centre in EMEA to trial this approach, enabling broader adoption across the Integrated Care System (ICS). This expansion further supports the service redesign across the ICS footprint by optimising the productivity of remote patient monitoring (RPM), as highlighted in the recent **NHSE publication**, and leverages digital innovation to support evidence-based medicine, with the potential to shape the future of HF management.



"Rolling out new technology and digital approaches to modernise health care is key to improving patient care and will be included in the UK government's 10 year health plan to transform the NHS in the coming months.

The pathway transformation and efficiency is facilitated by Clearpath Heartlogic™, by making the multi-disciplinary user interface smoother and streamlined, leading to improved efficiency.

This is an illustration of partnership with industry, to tailor care for specific patient cohorts within an existing healthcare system whilst leveraging what digital innovation has to offer."

Dr. Archana Rao
Consulting Cardiologist at LHCH

ADVANTICS™ solutions



HELPING YOU TO
Achieve financial sustainability

Integrating new technology seamlessly with tailored financial models and capital financing solutions.



HELPING YOU TO
Elevate efficiency in every step along the care pathway

Streamlining workflows, optimizing capacity, and reducing administrative burden through process redesign and resource alignment.



HELPING YOU TO
Treat the right patient at the right time

Optimising referral networks through education, engagement, and streamlined communication strategies that increase patient inflow and referrer satisfaction.



HELPING YOU TO
Put the patient at the centre

Enhancing patient experience with clear communication, reduced stress, and improved clarity and confidence throughout the care journey.

REFERENCES
- Boston Scientific report 'LHCH ClearPath HeartLogic™ KPI and Baseline analysis updated' dated 5 Sep 24 & v3.0 Jun 25.
- 11.1.2 Annual and Unit Costs for hospital based scientific and professional staff. Unit Costs of Health & Social Care 2022. Band 8A Nurse £74 per hour https:/www.pssru.ac.uk/unitcostsreport
- Tariff calculations 1: NHS reference costs 2022/23 – Testing of Cardiac Pacemaker or cardioverter defibrillator OPCS U311 = £119 https://www.england.nhs.uk Data and Cost calculation

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Outcomes from a real ADVANTICS HeartLogic™ programme from Sep 23 to Nov 24; 6-month data review period Apr - Nov 24. Results from case studies are not predictive of results in other cases. Results in other cases may vary.

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