Boston Scientific | ADVANTICS™ Innovative Healthcare Solutions

CASE STUDY – ADVANTICS™ Operational Productivity

Closing the Connection Gap

Supporting leading Cardiothoracic Specialty Hospitals in UK manage disconnected devices

Insights.
Collaboration.
Impact.

Advancing partnership
for better outcomes



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EXECUTIVE SUMMARY

Customer

3 leading UK cardiothoracic centres

Catchment area of **~7 million people**

100,000+ outpatient procedures

Challenges

1. **Increasing disconnection rates for CIEDs***
2. Growing rates for alert management
3. Overburdened implanted device follow-up clinic

Deployed Solutions

ADVANTICS™ Operational Productivity

Out-Patient Efficiency

+

RhythmCARE™ Re-Connect

Impactful Insights

65% REDUCTION — Major centre cut disconnected devices from 33% to 11.6%

18% AVERAGE DISCONNECTION — Baseline rate across the 3 centres

54% PATIENT INITIATED ALERTS — Average % of patient initiated unscheduled alerts for pacemakers

*cardiac implantable electrical devices

About the Centres

This case study draws on three of England's leading cardiac centres, Together they cover a combined catchment of around 7 million people across the North-West, North-East and East of England.

Each is a high-volume specialist cardiothoracic centre, caring for thousands of implanted cardiac device patients and, between them, well over 100,000 procedures a year. All three share a culture of research and technology-enabled care and run growing remote monitoring services – making them representative of the CIED connectivity challenge facing the wider NHS.



The Disconnection Challenge

Remote patient management (RPM) only delivers its benefits when devices stay connected. A disconnected CIED stops transmitting, so arrhythmias, lead and battery issues, and safety alerts can go undetected – putting patients at risk and eroding the early-detection advantage of remote monitoring. Across UK NHS centres, disconnection rates frequently exceed 20% of monitored devices.

As outlined in the comprehensive international 2023 HRS/EHRA/APHRS LAHRS Expert Consensus Statement on Practical Management of the Remote Device Clinic published in May 2023, providing high-quality care in remote management (RM) clinics involves addressing all RM-related tasks, not just alert management.

This includes comprehensive support for CIED follow-up, covering connectivity troubleshooting, patient education, data review, and documentation.

As implant volumes rise and patients live longer, this follow-up burden is becoming unsustainable for hospital teams.

Reconnecting patients and assuring connectivity is central to value-based healthcare – protecting patient safety while releasing clinic capacity and cost.

Deployed Solutions

As part of ongoing collaborative agreements, the Healthcare Solutions and Partnerships (HS&P) and Rhythm Management (RM) teams at BSC partnered to develop a comprehensive RPM solution offering outlining the opportunities and requirements related to supporting customers with managing CIED Disconnected Monitors.

Across the three centres, the teams ran a service evaluation using LATITUDE™ data analytics, and workflow analysis for strengthening each RPM service. This formed the preliminary phase of the ADVANTICS™ Operational Productivity programme, with a focus on CIED connectivity. Subsequent phases integrated the RhythmCARE Patient Services team to support the implementation of RhythmCARE™ Re-Connect.

The work followed a structured approach designed to improve the service pathway, optimize capacity, and ensure consistent, high-quality care. This work spanned three key areas:

AREA 1
Baseline LATITUDE™ Analytics

The starting point is the customer's own LATITUDE™ data. We take this device and transmission data and turn it into a clear analytical picture of how the current RPM service is performing.

Analysing the LATITUDE™ dataset surfaces RPM usage and alert patterns, connectivity and enrolment rates, and the real demand on the clinic – benchmarking the existing and future service.

AREA 2
RhythmCARE™ Re-Connect

The ADVANTICS™ and RhythmCARE™ teams worked closely together to implement the RhythmCARE Re-Connect SMS, an automated text-message service that prompts patients to reconnect their devices.

Alongside the technology, the teams supported and advised the department on updating its standard operating procedures and workflows so the clinic could make full use of the SMS pathway.

This joint working embedded Re-Connect into everyday practice, giving staff a repeatable process to keep patients connected and reduce disconnections.

AREA 3
Improvement Roadmap

The LATITUDE™ data analytics, interviews and process mapping surfaced a clear set of improvement opportunities:

Reconnecting and safeguarding disconnected devices; moving routine follow-up to scheduled remote downloads; enrolling more CIEDs onto RPM and alert-based management; and optimising device programming to cut alert burden.

LATITUDE™ NXT

LATITUDE™ NXT is the Boston Scientific system enabling remote monitoring of CIED device function, battery status, and heart rhythm events, providing healthcare teams with timely information to manage patient care effectively.

Impactful Insights

LATITUDE™ Analytics

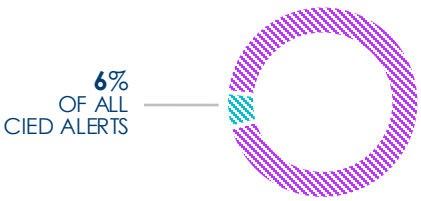
The data insughts and reports supported the case for reviewing and redesigning the hospital's existing RPM services, and provided the evidence to justify investment. Crucially, the patient and service level insights gave the hospitals clear focus areas – improving patient care and optimising how the service is delivered.

By integrating Demand and Capacity modelling and forecasting with current clinic volumes and LATITUDE™ data, the BSC project team identified the following insights and trends;

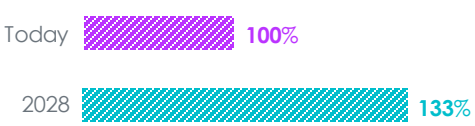
1 Alerts & Transmissions



Patient Initiated Alerts
On average, patient-initiated alerts account for **54%** of all unscheduled pacemaker alerts.



Alert Severity
On average, urgent (red) alerts accounted for only **6%** of all CIED alerts



Enrolment Increase
Average projected 133% increase in cardiac device enrolments by 2028 across the 3 centres

Value Based Approach to Cardiac Care

Sustaining the benefits of remote monitoring depends on continually improving every element of the RPM service – enrolment, connectivity, alert management and follow-up – in line with the latest clinical evidence and best-practice guidance.

Delivering this at scale calls for close partnership between industry and the NHS, combining clinical expertise with data, technology and service redesign.

Through the CRMDx 360 solution as a value-based healthcare offering, Boston Scientific is committed to helping centres reconnect patients, release capacity and improve outcomes – reinforcing a value-based approach to cardiac care.

ADVANTICS™ Solutions



HELPING YOU TO
Achieve financial sustainability



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



HELPING YOU TO
Treat the right patient at the right time



HELPING YOU TO
Put the patient at the centre

Boston Scientific
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Outcomes from real ADVANTICS™ Operational Productivity programmes from 2023-2026. Results from case studies are not predictive of results in other cases. Results in other cases may vary.

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CRMDx 360 RPM Solution

CRMDx 360 is a modular RPM service framework. Hospitals select the support they need based on their current RPM maturity and operational challenges

CRMDx 360



Demand & Capacity

Understanding and Planning RPM Workload

1. RPM Out-Patient Efficiency: Assessment

Connectivity

Keeping patients safely & reliably connected

2. LATITUDE™ enrolment strategy and support
3. Disconnected Patient Management

Optimisation

RPM Workflow Efficiency & LATITUDE™ Optimisation

4. RPM Workflow Efficiency: Implementation
5. LATITUDE™ Optimisation and Personalised Coaching
6. Alert-Based RPM Transition
7. RPM LATITUDE™ All-Alerts Dashboard

Modules can be delivered independently or combined and expanded over time.

To find out more, please speak to a member of the Boston Scientific team