IMPROVING PATIENT CARE WITH A DIGITAL HEART MONITORING SERVICE

Millions of connected implant devices constantly collect data from patients around the world. And yet healthcare providers often struggle to extract timely and actionable insights into patients' wellbeing and make proactive interventions. One of the largest global medical devices company, chose OutSystems to build, a remote monitoring and triaging platform for cardiac conditions that **saves clinical staff time** and **ensures better outcomes for patients**.

LOW-CODE FOR

HIGHERLIFE-VALUE

by **noesis**

BUSINESS UNIT	SOLUTION
Low-Code Solutions	OutSystems

80%
less data for health care professionals to review

50%
IT budget saving

>450,000
Sessions triaged

15
minutes to onboard new clinics

THE CHALLENGE

Our client's devices play a crucial role in the healthcare of millions of people worldwide—and those with connectivity are constantly generating thousands of data points that can be shared. In particular, its devices that monitor cardiac rhythms and device diagnostics upload data to the company's network up to once per day, presenting an ideal opportunity for clinical staff to **track patients' health** and **intervene proactively** when they need medical care.

The **challenge** lies in finding a way to put relevant information in front of clinical staff without swamping them with too much data or adding extra analysis tasks to their already considerable workload. **Healthcare institutions simply don't have the staff, skills or tools required to manage this continuous flow of data.**

GOALS

For this global medical device company, meeting this challenge signifies a **digital shift for the business**:

> A platform was developed in order to **monitor** and **interpret** the data from devices, **triage** cases that need immediate attention, and **alert** clinical staff when intervention is required, without overloading staff with too much data.

SOLUTION

The previously developed IoT-enabled monitoring and triage platform, used a third-party off-the-shelf eHealth platform - but the team quickly realized it was too hard to customize to their specific requirements.

With OutSystems, our team was able to go from proof of concept to production in just six months. One of the great advantages of low-code relies in the rapid and simple adjustment of the platforms, as business requirements evolve. As an added bonus, using OutSystems has **reduced the IT budget** needed for the program **by around 50 percent**.

Our solution takes data from patients' implanted devices linked to the company's network. It is then **analyzed** and **flagged for any abnormal cardiac rhythms, device diagnostic issues, or other concerns**. Abnormalities trigger an **automated workflow** that notifies the patient's healthcare provider, and allows them to follow up in the most effective way, whether that's an appointment or an immediate intervention.

THE RESULTS

> With Noesis' developed platform, **80 percent of the data collected from cardiac devices** are filtered out from the data feed for healthcare providers. This means they can **use their time more effectively to evaluate and treat high-risk cases**, with around 20 percent requiring follow-up within 48 hours.

> Since its launch in June 2016, this remote monitoring and triaging platform has triaged over **450,000 data transmissions** from **patients in 13 countries**, saving 35 years of clinical staff working time.

> **New clinics can get started with the platform in as little as 15 minutes.**

> After the initial success of the project, our client's team is optimistic about the future of the platform, expecting a steep rise in adoption as they onboard more clinics and patients.

noesis

Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors, Noesis is focused on infrastructures, software, quality and people.

outsystems

The Noesis and OutSystems partnership dates back to the very first project developed with the low-code platform. Today Noesis has more than 240 OutSystems certifications within its team. A highly skilled team that is able to deliver custom made solutions in record-time, with the greatest business impact.

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