How Kettering Health Reduced Readmissions by 69% While Cutting CardioMEMS™ Clinician Time by 77%

Overview

Kettering Health, an integrated health system in Ohio, faced rising operational burdens as CardioMEMS adoption expanded. Monitoring alerts, documentation, medication adjustments, and patient follow-up were consuming significant RN and APP time and limiting program growth.

Partnering with Story Health by Innovaccer, Kettering implemented an **EHR-integrated care extension** model that automated routine tasks, streamlined workflows, and deployed protocolized RN support. The result was a **77% reduction in clinician time** spent on post-implant care, a **69% reduction in readmissions,** improved pulmonary artery pressure control, and high patient satisfaction, demonstrating that CardioMEMS programs can scale safely when operational friction is removed.

When Clinical Success Becomes Operational Constraint

By October 2024, Kettering Health was managing 65 CardioMEMS patients, with a clear opportunity to expand further. However, scaling the program required substantial clinician effort.

Post-implant workflows were fragmented, alert volumes were rising, and manual documentation slowed decision-making. RN and APP capacity was limited, and temporary diuretic adjustments added complexity to daily operations.

Kettering Health needed to balance clinical oversight with operational efficiency while maintaining patient safety, adherence, and satisfaction. Without a change in care delivery, further growth risked clinician burnout and delayed intervention.

Automating Routine Work While Preserving Clinical Oversight

Story Health by Innovaccer provided an EHR-integrated platform designed to reduce operational friction while preserving clinical governance. The approach focused on redistributing routine work, improving data visibility, and supporting timely intervention.

KEY COMPONENTS INCLUDED:

🖥 **EHR-Integrated Data** CardioMEMS readings and patient-reported symptoms were automatically pulled into the EHR, giving clinicians real-time visibility without leaving existing workflows.	🔔 **Protocolized RN Support** RNs managed routine alerts and volume changes under Kettering-approved protocols, freeing APPs and physicians to focus on higher-acuity decision-making.
📋 **Streamlined Documentation and Billing** Automation reduced time spent on administrative tasks while ensuring consistent capture of clinical decisions.	💬 **Automated Patient Engagement** Story Health delivered reading reminders, education, and medication instructions via SMS, reinforcing adherence between visits.

With these workflows in place, the core question shifted from whether the program could scale to how quickly results would materialize.

The Impact: Efficiency, Outcomes, and Growth

OPERATIONAL EFFICIENCY

77%
Reduction in clinician time spent on post-implant CardioMEMS activities

87
Volume management alerts handled weekly

37
CardioMEMS alerts resolved per week on average

Temporary diuretic interventions that previously required several minutes now take **1-2 minutes.** RNs manage routine alerts under protocol, preserving APP capacity for more complex clinical cases.

"When I send a temp dose now, I just review with the coach and get their weights and everything. The work is already done," **said a Kettering APP.**

CLINICAL OUTCOMES

69%
Reduction in readmission rates

74%
Of readings in range post-implementation (vs. 63% at baseline)

3
HEART FAILURE READMISSIONS
Over 3 months (among 174 continuously enrolled patients)

Earlier intervention and consistent outpatient monitoring kept patients stable at home and significantly reduced acute care utilization.

"I used to bring in one to two patients per week for IV diuretics. Now, I don't bring anybody in at all," **said a Kettering APP.**

9.5/10 patient satisfaction score

By integrating Story Health into clinical workflows and extending RN capacity, **Kettering Health reduced administrative effort while maintaining a high-touch patient experience.** Leadership gained confidence to expand the program and increase implant capacity.

> "We don't see many barriers to increasing volume anymore. We're hiring two more providers to implant and scale the program," **said the Kettering Medical Director.**

Program Sustainability: Results Hold Strong at 9 Months

Healthcare leaders evaluating new care models often ask whether early gains will hold as patient volume, alert load, and operational complexity increase over time. At Kettering Health, nine months of data show that efficiency gains remained stable while clinical performance continued to improve.

METRIC	APRIL 2025 (6-month mark)	JULY 2025 (9-month mark)	TREND
Patient Satisfaction	9.3/10	9.5/10	**+0.2**
Alerts Triaged per Week	55 CMEMS alerts	87 VM alerts (37 CMEMS)	**+32 overall alerts**
In-Range Readings	67.5% (+4.5% from baseline)	70.5% (+7.5% from baseline)	**+3% improvement**
Patients with ≥1 Reading/Week	+1.5% from baseline	+0.5% from baseline	**Sustained adherence**

The data indicate that the care model becomes more effective over time rather than degrading as volumes increase.

How Story Health by Innovaccer Can Help

Story Health by Innovaccer enables health systems to scale complex cardiovascular monitoring programs without increasing clinical burden. By embedding CardioMEMS and remote patient monitoring data directly into the EHR, automating routine documentation and billing, and extending care capacity through protocolized RN support, Story Health helps organizations achieve the same outcomes Kettering Health achieved: reduced clinician time, fewer avoidable readmissions, and confidence to expand program volume.

For health systems facing growing demand for CardioMEMS and other advanced monitoring programs, Story Health by Innovaccer provides the operational infrastructure required to move from pilot success to sustainable scale.

story health
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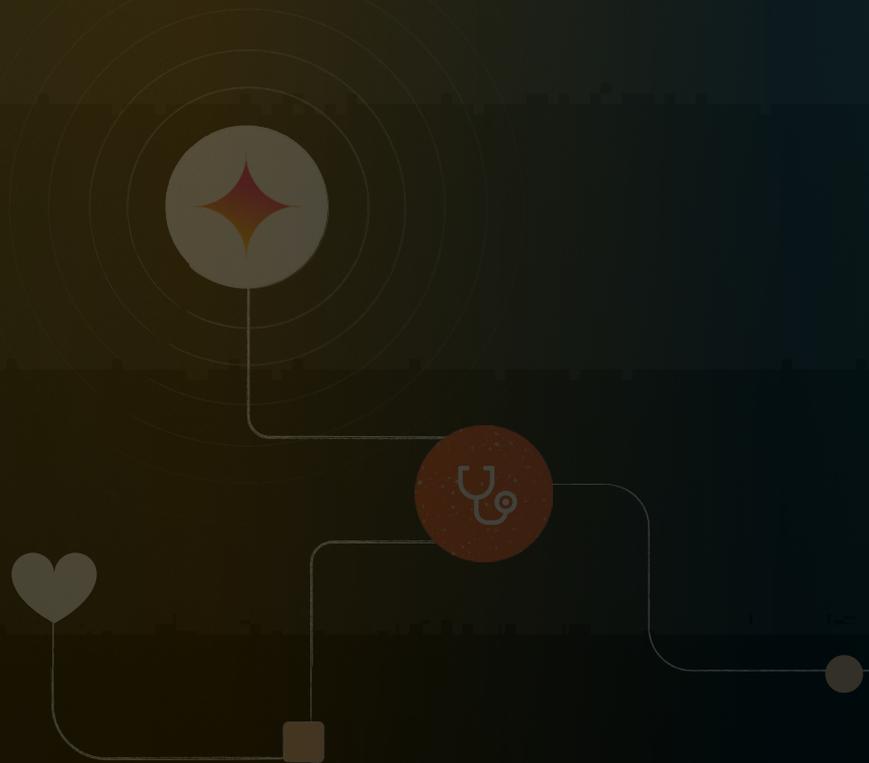
About Innovaccer

Innovaccer activates the flow of healthcare data, empowering providers, payers, and government organizations to deliver intelligent and connected experiences that advance health outcomes. The Healthcare Intelligence Cloud equips every stakeholder in the patient journey to turn fragmented data into proactive, coordinated actions that elevate the quality of care and drive operational performance. Leading healthcare organizations like Orlando Health, Adventist Healthcare, and Banner Health trust Innovaccer to integrate a system of intelligence into their existing infrastructure, extending the human touch in healthcare.

For more information, visit www.innovaccer.com.

Awards and Recognitions