

Device Clinic Staff Burnout: On-Demand Support Options



Cardiac electrophysiology nurses and allied professionals play a pivotal role in the regular remote monitoring of patients with CIEDs. As a device patient and any caregivers involved likely spend more time with device clinicians than with a doctor or any other staff member, these clinicians are often the ones who truly know the patient the best—both clinically and personally.

But clinicians are tasked with the very important responsibility of assessing and troubleshooting CIED function, detected arrhythmias, and a myriad of device diagnostics—all from vendors with different terminology and unique capabilities.

THE INCREASED BURDENS OF REMOTE HEALTHCARE

Due to the widespread adoption of remote monitoring during the pandemic, in-office device checks have reduced substantially, driving the importance of prompt remote monitoring assessment and triage. With almost all implanted cardiac devices being hyperconnected through Bluetooth or radio frequency (smartphone apps or home monitors), the volume of alerts and patient-initiated data being sent to vendor sites has never been higher.

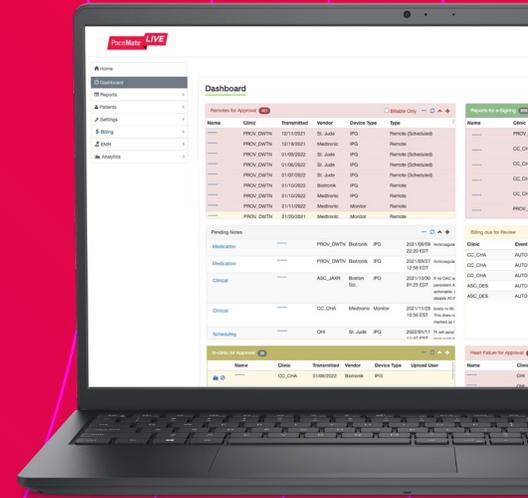
While some practices have dedicated remote monitoring staff, most experienced device clinicians are asked to juggle in-clinic and remote service from day to day. It has also been PaceMate's experience that due to the sheer volume of data that never stops, most device clinics are understaffed and unable to sufficiently monitor, document, and bill for the increasingly large number of cardiac patients. With this increased importance and unsustainable volume of remote cardiac data, many clinics and their staff are at or close to a breaking point.

- Ongoing fear of COVID exposure
- Heavy workload + expectations
- Burnout among device nurses + technicians
- Clinicians leaving positions
- Difficulty finding experienced CIED clinicians for hire
- Inability to monitor patients due to understaffing

A REMOTE MONITORING SOLUTION

PaceMate provides options for short-or long-term clinical support to device clinics, and we are perfectly positioned to help those additionally debilitated by the pandemic dynamics.

The majority of practices of all sizes are inadequately staffed to manage the amount of data coming in from CIEDs. For these practices, we offer our PML On-Demand software+service—allowing the customer to choose when PaceMate provides extra support and when they can manage the load themselves.



SUPPORT AS NEEDED

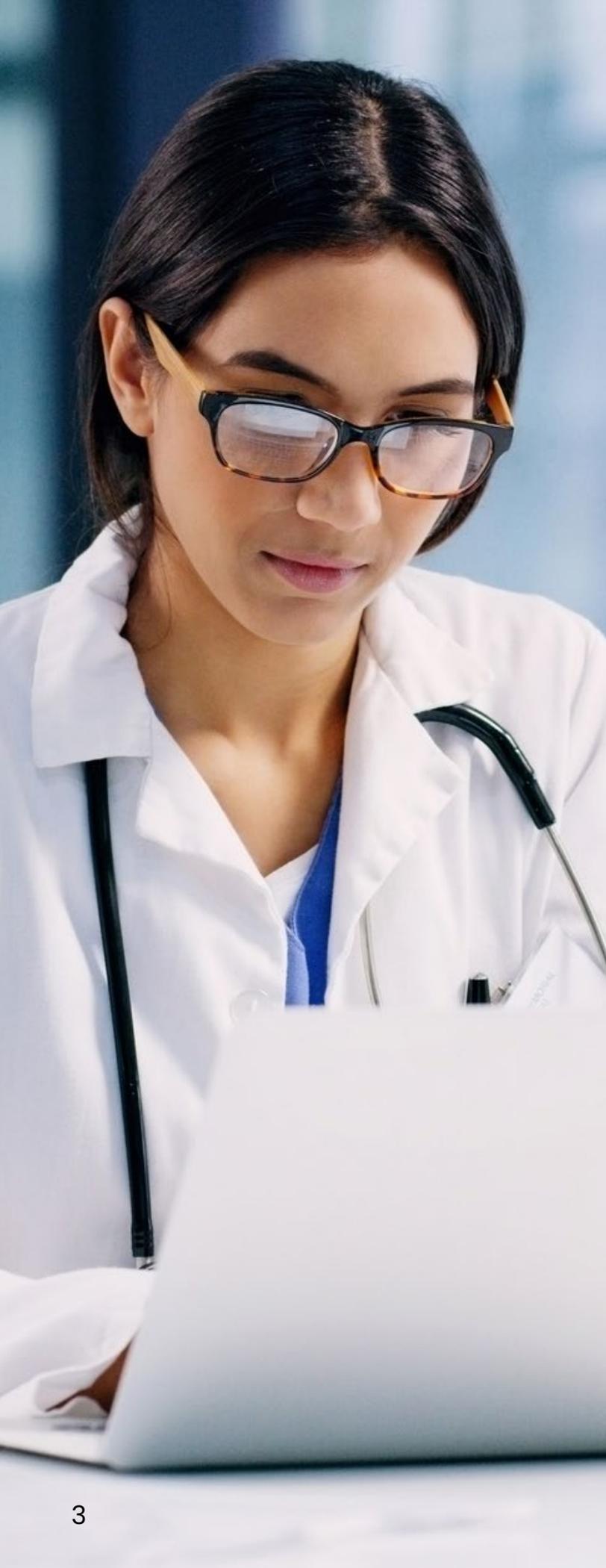
On-demand remote monitoring service gives peace of mind to practices **during off-hours** for the worst clinical scenarios. PaceMate brings added **professional tech support** whenever the volume is excessive or when staffing is reduced unexpectedly.

PaceMate provides clinics with a **24/7/365** option—an around-the-clock extension to their practice that ensures all remote transmissions are initially assessed by PaceMate clinicians and available for immediate review by the device nurse or technician.

To clarify, PaceMate does not replace the practice's device clinicians. Since our inception and during our current management of **150,000 patients**, we have never replaced a device nurse or technician. Instead, all of our device clinic customers experience the benefit of our clinical support: As staff come into the office after a long weekend or holiday, the PaceMate dashboard **immediately identifies** exactly which patients need attention first and which reports are more benign and can wait.

The partnership between PaceMate and medical practices empowers nurses and device clinicians to focus on **compassionate patient care**, supported by a team of experts as needed.





THE PACEMATE™ LIVE DIFFERENCE

- ✓ Three service levels—software only, full service, or on-demand (e.g., nights + weekends)
- ✓ Dramatically reduced manual data entry
- ✓ Implantable + wearable devices in one platform
- ✓ Integrates with all EHRs
- ✓ All patient data pulled from EHRs via FHIR APIs— with athena, Epic, and Cerner
- ✓ Device reports + billing data pushed to EHR upon e-sign
- ✓ Vendor-agnostic—integrates with 9 device vendors
- ✓ Alerts customized and prioritized to top of workflow
- ✓ 100% accurate patient matching
- ✓ Automated e-sign+next one-step physician review

VISIT PACEMATE.COM TO LEARN MORE.

WELCOME TO #STREAMLINED

Recognized as a 'Top 100 Healthcare Technology Company' by Healthcare Technology Report, PaceMate is one of the nation's fastest-growing in cardiac rhythm management and remote patient monitoring. Combining state-of-the-art cloud-based software, research-grade data, and seamless integrations, PaceMateLIVE, the company's flagship RPM platform, is the de facto choice of electrophysiologists, device clinics, and healthcare systems.