

CASE STUDY

How Horizon Health Network Digitized Heart Failure Care to Help Patients Self-Manage at Home While Reducing Calls and Hospital Visits

Key Results

73% avoided 1 or more calls to the care team

60% avoided 1 or more hospital visits

96% of patients would recommend SeamlessMD

97% felt more confident at home

89% felt less worried at home

Delivered in English and French

Horizon Health Network serves a population of over half a million people across New Brunswick through 12 hospitals and more than 100 medical facilities, clinics and offices. Approximately 1,500 patients receive treatment through Horizon's Heart Function Clinics across the province.

Heart failure is a provincial priority for New Brunswick. It is highly prevalent, patients require close and sustained follow-up, and a meaningful share of the population carried by the Heart Function Clinics are long-term patients, including patients without a family physician who need more support indefinitely.

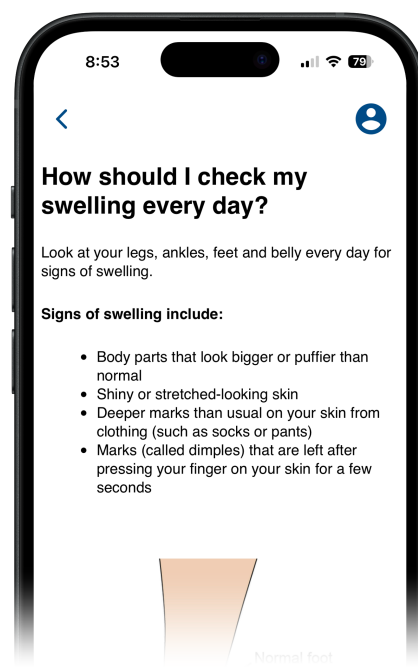
Faced with increasing demand for care but unable to simply add staff, Horizon looked for an innovative way to support more patients with heart failure, while maintaining the patient experience its teams had already built and giving patients better tools to manage their symptoms at home.

Extending Heart Failure Support Beyond the Clinic

Horizon's Heart Function Clinic teams already provided patients with ongoing education, monitoring and personalized support. As demand for heart failure care grew, Horizon saw an opportunity to extend that support beyond scheduled appointments and give patients more tools to confidently manage their condition at home.

With SeamlessMD, patients can access education, self-management tools and guidance between visits. The platform helps them understand what their numbers mean, recognize early warning signs and know when to take action, while helping them come to their care team with more informed, individualized questions.

This additional layer of support encourages patients to take a more active role in their care, build confidence managing their condition, and feel more empowered in decisions about their health.

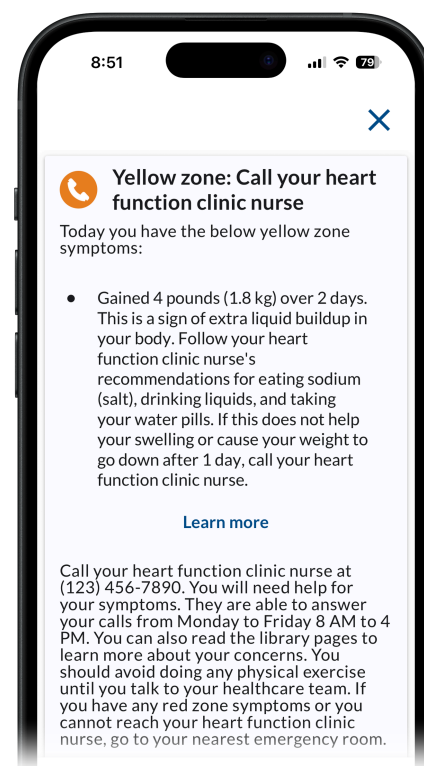


Partnering with SeamlessMD to Deliver Bilingual, Digital Heart Failure Care at Scale

Partnered since 2023, Horizon was already using SeamlessMD's digital care journey platform in a variety of clinical areas, such as orthopedics and cardiac surgery, with stellar results reducing length of stay, readmissions and ED visits. Building on that success, Horizon partnered with SeamlessMD to launch a bilingual heart failure program.

SeamlessMD worked closely with Horizon's Heart Function Clinic physicians, nurses, pharmacists, and administrative leadership to customize protocols and content on the platform, which enabled the care team to:

- ✓ **Engage patients** with a multi-channel virtual companion that included text message, email, mobile app and web app, guiding them from their first clinic assessment through self-management at home
- ✓ **Deliver interactive evidence-based pathways** in the form of multimedia education, reminders, to-do lists, and tasks covering heart failure, low-sodium diet, fluid balance, activity, and medications
- ✓ **Monitor patient-reported symptoms and vital signs**, including weight, blood pressure, heart rate, swelling, and shortness of breath, through a daily Zone Check that sorts each day's responses into a green, yellow or red category
- ✓ Based on the Zone Check, **automate patient self-care guidance** via smart algorithms and workflows, so patients receive an immediate recommendation on how to manage a low-risk issue or when to escalate to the clinic or hospital
- ✓ **Receive alerts and monitor dashboards** to identify when a patient's status changes, with alert routing configured separately for each clinic so teams see and act on their own patients
- ✓ **Digitally collect Patient-Reported Outcome Measures (PROMs)**, including PROMIS-10, PHQ-2, GAD-2 and PSS-4



With the implementation of SeamlessMD, heart failure patients are no longer limited to documenting their weight, blood pressure, and symptoms on paper and reviewing them only at scheduled clinic appointments. Historically, clinically significant changes may not have been identified until a routine visit. Today's technology allows patients to transmit this information in real time, enabling the care team to identify concerning trends, intervene earlier, and adjust treatment plans when clinically appropriate. This proactive approach supports improved symptom management, helps prevent avoidable emergency department visits and hospitalizations, and enhances patient engagement in managing their condition. [By providing timely access to patient data, clinicians can make more informed decisions and respond to changes in a patient's status before they progress to a more serious clinical event.](#)



Janine Doucet

Director, New Brunswick Heart Centre, Horizon Health Network

Catching Patients At-Risk Much Earlier in the Community

The interactive daily Zone Check is where a change in a patient’s symptoms becomes something the care team can act on. One Horizon patient’s experience shows what that looks like in practice.

After a hospital stay, the patient began experiencing extreme dizziness and drowsiness at home, a common side effect of the medications he had been started on. He reported his symptoms on SeamlessMD, which placed him in the yellow category on the Daily Zone Check – alerting his nursing team to act right away.

“I called the heart function clinic when I was in the yellow category,” he said. “The receptionist connected me with my nurse that was assigned to me... and she called back within 30 minutes. Within three hours, (the doctor) had adjusted my medications.”

The patient reported afterward that his blood pressure and heart rate had stabilized and his breathing had improved. This is one of many examples of how this digital experience has helped patients stay healthier at home in the community.

Improving Patient Engagement & Satisfaction

PERCENT OF PATIENTS WHO	TOTAL
Patients reported feeling more confident and less worried managing heart failure at home:	
would recommend SeamlessMD	96.1%
felt SeamlessMD helped them feel more confident at home	97.4%
felt SeamlessMD helped them feel less worried at home	89.0%
SeamlessMD is empowering patients and reducing the need for more costly healthcare services:	
reported that SeamlessMD prevented 1 or more calls to the care team	73.3%
reported that SeamlessMD prevented 1 or more visits to the hospital	60.0%

“SeamlessMD has become part of how we deliver patient centered heart failure care. Their collaboration with our clinicians to incorporate feedback, adjust content and work alongside our teams to implement protocols, have helped to support patients with a new diagnosis of heart failure. The platform provides patients with accessible, practical tools that encourage self-management, and promote confidence in established treatment plans. Patients tell us they enjoy the daily check-ins and access to resources which help them to feel more informed and supported as they navigate their diagnosis.



Jennifer Nouwens
Manager, Cardiovascular Health & Wellness Program, Horizon Health Network

SeamlessMD delivered bilingual content built to health literacy standards that was easy for patients to read, find and understand:

METRIC	TOTAL
% Patients found the information they needed easy to read	98.2%
% Patients found the information they needed easy to find	98.2%
% Patients found the pictures, graphs and videos easy to see	100.0%
% Patients found the pictures, graphs and videos made the content clearer	96.4%

Here’s what patients like most about the program:

"The fact that I was being followed daily was very reassuring to me and I didn't feel alone with this scary diagnosis."

HORIZON PATIENT

"It helped me stay on track monitoring Fluid intake, Sodium intake and Potassium intake allowed for each day, it really made the importance of checking labels a necessity."

HORIZON PATIENT

"It enables a patient to closely monitor their condition and provides ongoing support as needed... This might not happen without this program. It also saves trips to a doctor's office which can't always happen in as timely a fashion as having a nurse monitor situations re heart health."

HORIZON PATIENT

"The idea that someone cared. That if something bad started to creep into my daily existence, I could easily report it, alert someone who, in turn would alert, possibly, my heart doctor. That someone would call, check in on me and my well being. Perhaps it's all a bit of an illusion, but it helped me feel watched over."

HORIZON PATIENT

"The personal care I was given whenever I needed it. This program really helped reduce my stress."

HORIZON PATIENT

Staying connected to a heart failure patient between appointments used to mean a nurse picking up the phone. Now patients describe feeling followed, watched over, and not alone with a frightening diagnosis, and many report saying the digital care journey spared them a call or visit to the hospital. Horizon set out to support more patients without adding staff – what it also built was closer contact with each one.