

# High-quality virtual care delivers results.



## New research highlights effectiveness in managing hypertension with virtual care visits.

A study conducted by Included Health in collaboration with the Mayo Clinic, provides insights into the clinical advantages of delivering high-quality healthcare, virtually. These advantages were brought to the forefront during the COVID-19 pandemic. It's not enough for virtual care to be convenient, it must also be effective. This study evaluated the efficacy of virtual care in treating hypertension (high blood pressure):

- First, it is important to note that 6 in 10 adults in the U.S. have a chronic disease and 4 in 10 have two or more chronic conditions.<sup>1</sup>
- According to the Centers for Disease Control and Prevention and the American Heart Association, hypertension remains a significant population health issue.
  - Nearly half of adults in the U.S. have hypertension<sup>2</sup>
  - Only about 1 in 4 adults with hypertension have their condition under control<sup>2</sup>
- Virtual primary care has shown it can increase utilization and patient compliance.

In this study, the goal was to assess the effectiveness of video visits in the management of hypertensive patients at home during the first 12 months of the COVID-19 pandemic. When looking at how patients access and utilize virtual healthcare, there are opportunities to improve outcomes and costs.

“For chronic conditions like hypertension, we must consider the impact of the virtual care model in raising the standards of care for all patients.

—Dr. Shriram Nallamshetty  
clinical associate professor of  
cardiology at Stanford Health  
Care and co-author of the study

# Our mission is to raise the standard of healthcare for everyone.



## More than access, virtual care delivers positive health outcomes for those with chronic conditions.

Home video visits were utilized to treat 569 patients who were diagnosed with essential hypertension during the first 12 months of the COVID-19 pandemic. The overall study population was representative of the general U.S. population with regards to key demographic factors and clinical characteristics. The studied population experienced a number of positive outcomes by treating their chronic hypertension with virtual care:

- Virtual care visits to manage hypertensive patients demonstrated an improvement in blood pressure in 77% of patients.<sup>3</sup>
- When we compared initial and final recorded Systolic Blood Pressure (SBP) and Diastolic Blood Pressure (DBP) during the study period, we found statistically significant reductions of 9.7 mm Hg and 6.8 mm Hg in SBP and DBP, respectively.<sup>3</sup>
- Patients residing in rural areas and urban/suburban areas had similar reductions in SBP (7.7 mm Hg vs 10.0 mm Hg; P1/4.38) and DBP (6.6 mm Hg vs 6.8 mm Hg; P1/4.92).<sup>3</sup>
- Similarly, patients across different age ranges (<40 years, 40 to 59 years, >60 years) attained similar reductions in SBP and DBP.<sup>3</sup>
- Improvements did not vary significantly when patients were stratified by age, sex, or geographic region.<sup>3</sup>

## Let's take a look at the numbers



Mean patient age  
**43.9**  
years



Patient satisfaction  
**4.94**  
out of 5



Gender split  
**48.3%**  
women  
**51.7%**  
men



Geographic location  
**14%**  
rural  
**86%**  
sub/urban





**Dr. Ian Tong**  
Chief Medical Officer  
at Included Health

“ With this latest data, we’ve shown that virtual care can offer an alternative solution for hypertension management to patients managing hypertension when in-person visits may not be convenient or possible...

### Patient Satisfaction

When it comes to healthcare, patient experience is as important as health outcomes. In this study, patients reported a high degree of satisfaction with video visits as assessed by patient surveys with an average satisfaction score of 4.94 (on a 5-point scale).<sup>3</sup> These findings demonstrate positive clinician-patient relationships can be established and well maintained in a virtual model.

### Conclusion

Collectively, these results highlight that virtual care, delivered by high-quality physicians and providers, offers an efficient, effective, and patient-centered approach to address important gaps in hypertension management, including access to care and patient engagement.

### About Included Health

Included Health is a new kind of healthcare company, delivering integrated virtual care and navigation. We’re on a mission to raise the standard of healthcare for everyone. We are a complete, integrated healthcare delivery platform designed to support the unique healthcare journey of each person. We offer our members care guidance, advocacy, and access to personalized virtual and in-person care for everyday and urgent care, primary care, behavioral health, and specialty care. It’s all Included.

**Contact us to learn more  
about Included Health.**

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### Source information

<sup>1</sup>CDC, <sup>2</sup>CDC, <sup>3</sup>Mayo Clinic Proceedings

