

Emerging Technology in Patient Engagement

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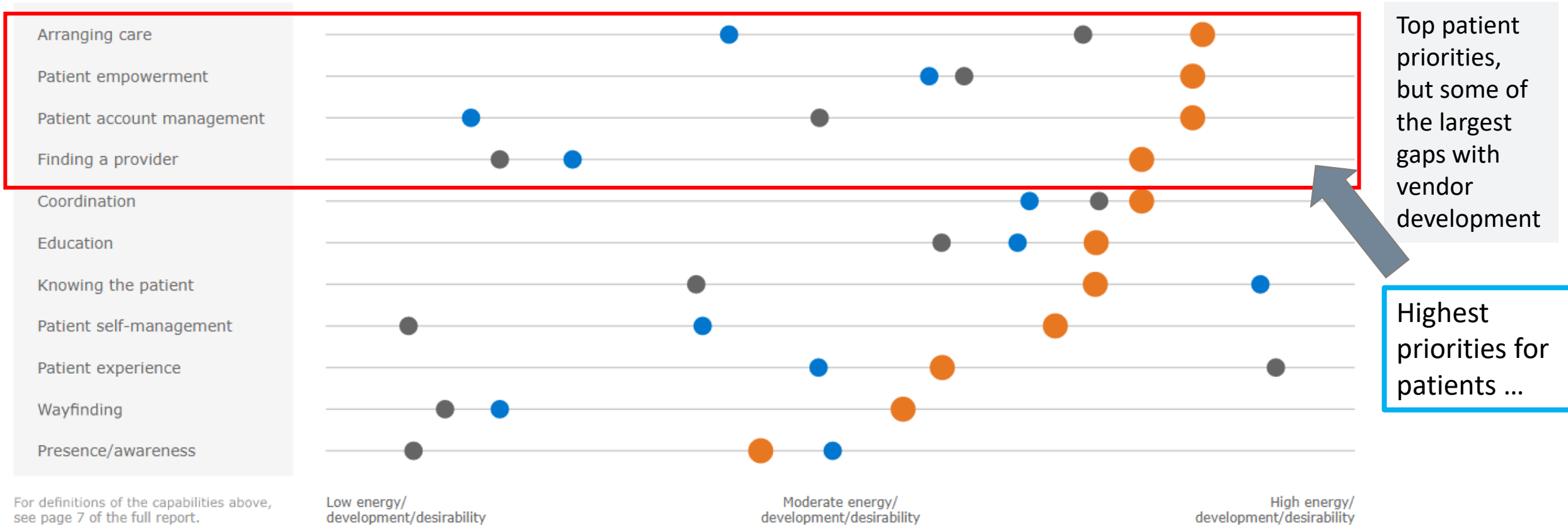
KLAS

Goals for today

- Update on KLAS' recent patient-facing research
- Overview of emerging technology in patient engagement

Patient, Provider and Vendor Alignment (1-5 scale)

● Patient desirability ● Provider energy ● Vendor depth of development



Top 4 patient priorities:

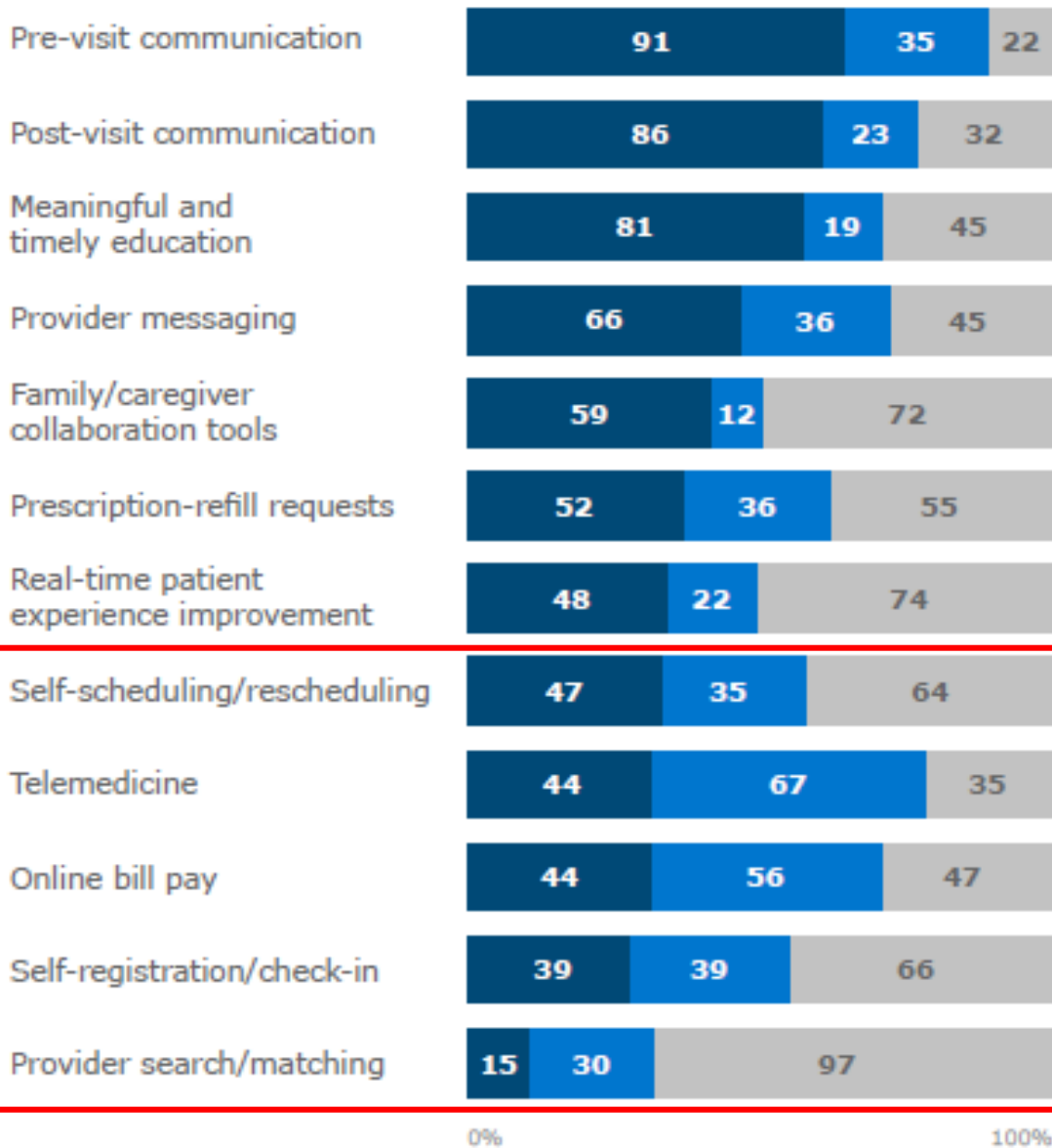
1. **Arranging Care** (self-scheduling/rescheduling, self-registration/check-in, Rx refill requests)
2. **Empowerment** (provider messaging, family/caregiver tools, care plan visibility, access and share data)
3. **Account Management** (online bill pay with bill details, price transparency)
4. **Finding a Provider** (provider search/matching)

PATIENT ENGAGEMENT PLATFORMS 2020

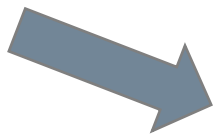
WHICH VENDOR CAN BE YOUR ONE-STOP SHOP?

Use of Platform Capabilities—All Vendors Combined (100-percent scale)

● Using ● Using a third-party vendor ● Not using



....are among the lowest priorities for providers.



“Consumers are becoming a lot more influential in our organizations.”



Patient Perspectives on Patient Engagement Technology 2022

Identifying Opportunities to Align Patient, Organization, and Vendor Priorities

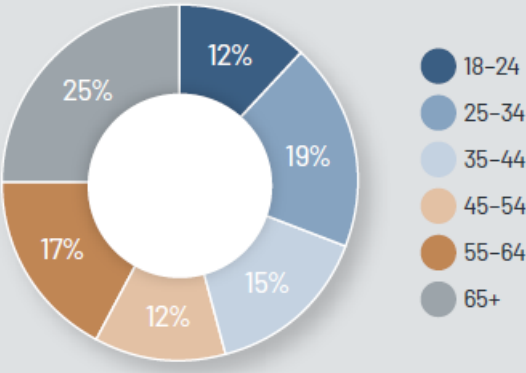
Perception Report | April 2022

In collaboration with

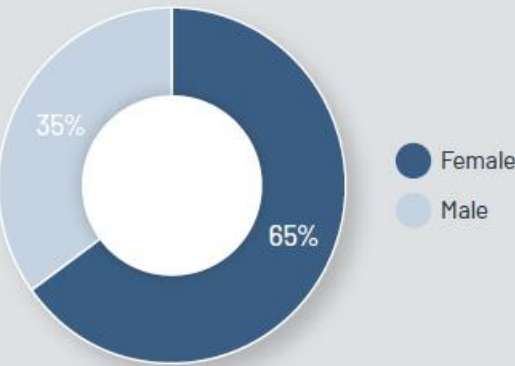


Study Demographics

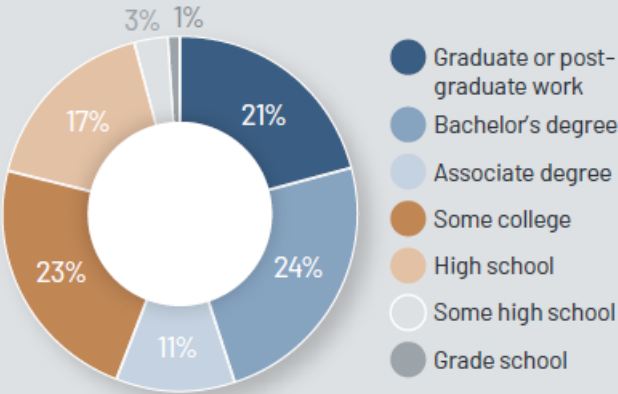
Respondent Age (n=12,861)



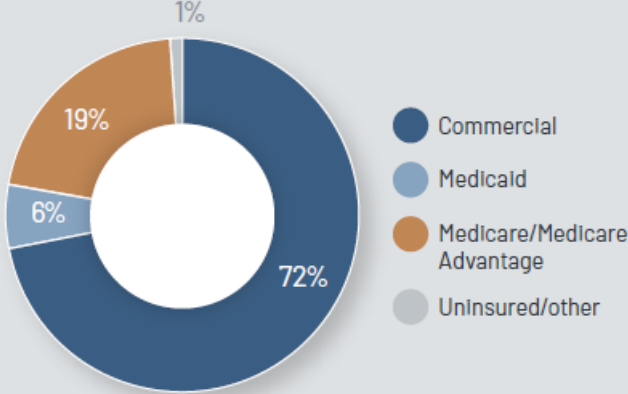
Respondent Gender (n=12,859)



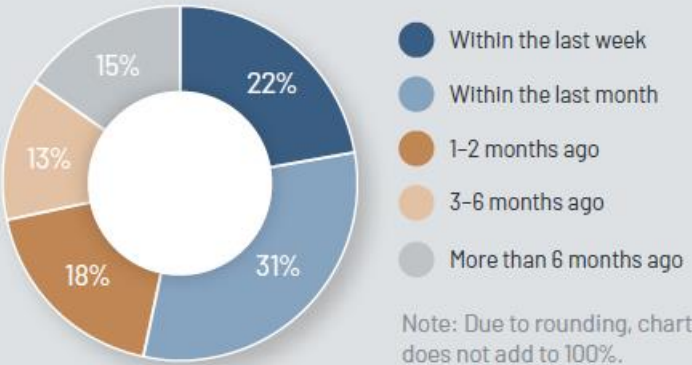
Respondent's Highest Level of Education (n=8,464)



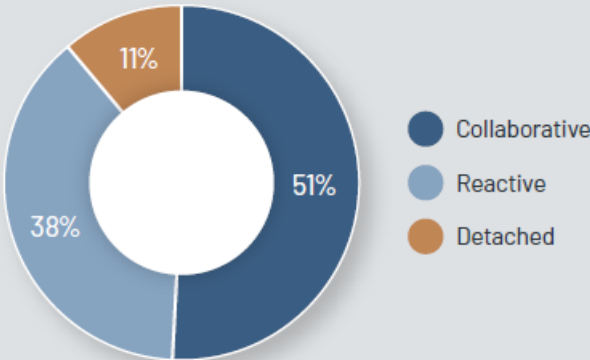
Respondent Insurance Type (n=12,199)



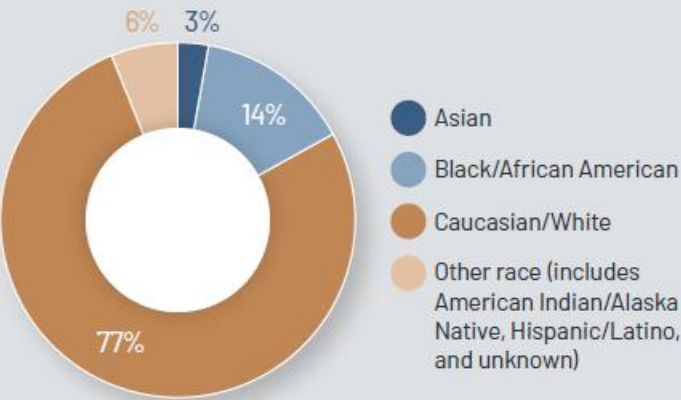
Respondent's Last Discussion with Doctor (n=11,666)



Respondent Relationship with Doctor (n=10,003)

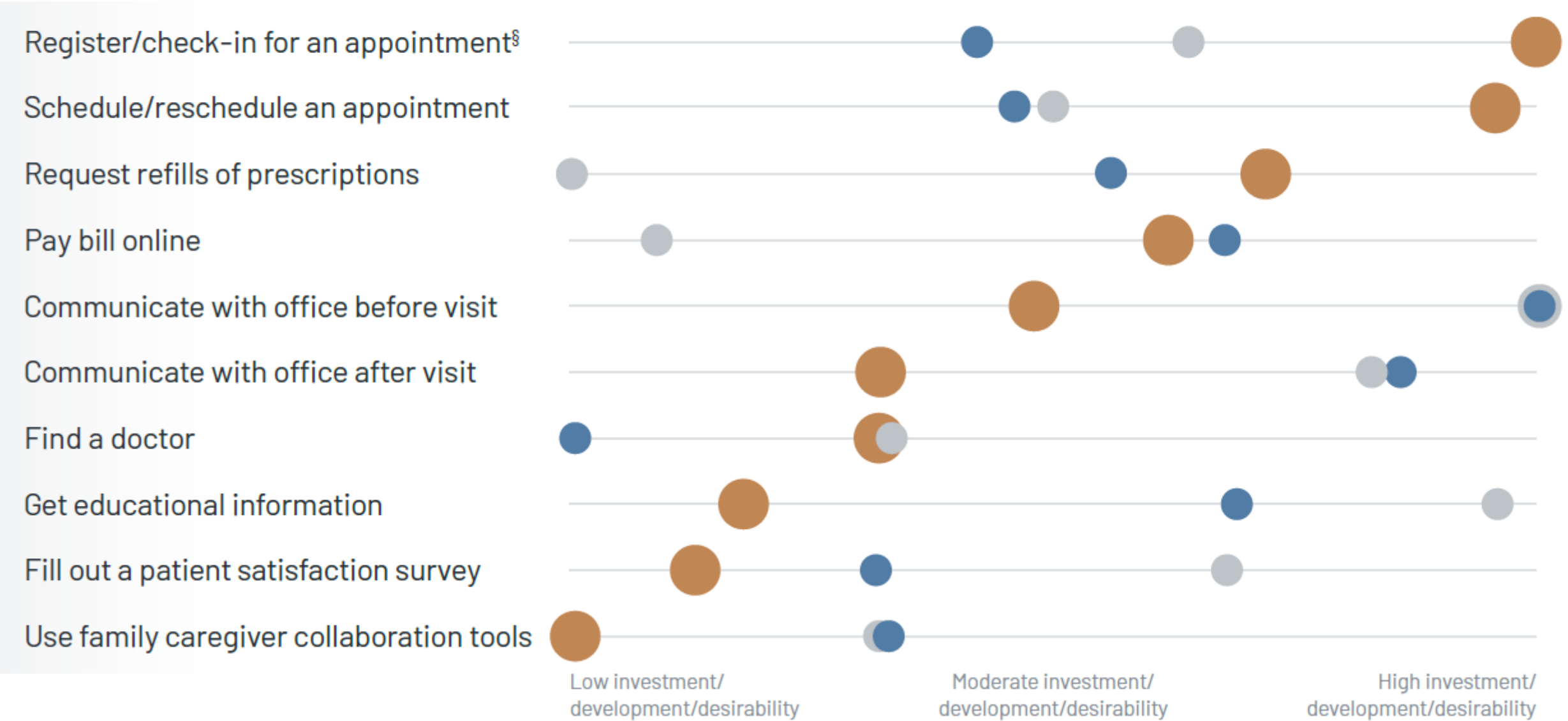


Respondent Race (n=11,640)



Patient, Provider, and Vendor Alignment

- Patient desirability (n=8,882)
- Provider adoption† (n=153)
- Vendor delivery‡ (n=80)



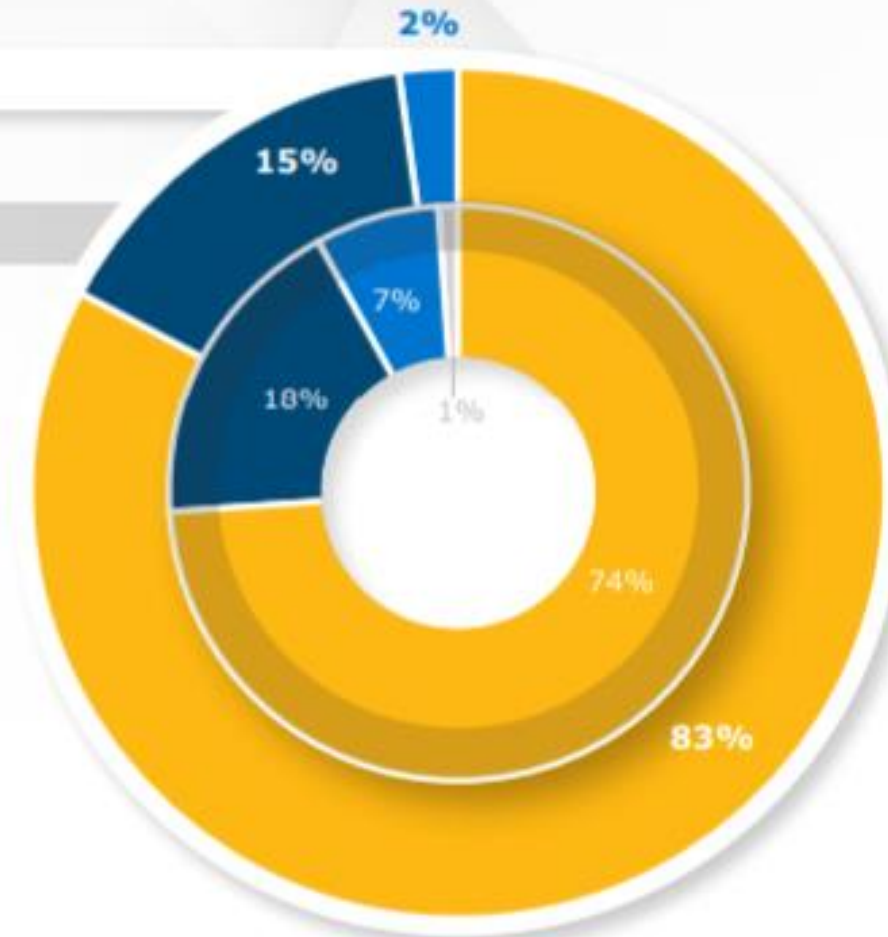
Patient Access to Acute Care Patient Portal

2021 (n=397)

2020 (n=396)

Percentage of patients who have accessed an acute care patient portal in the last 12 months

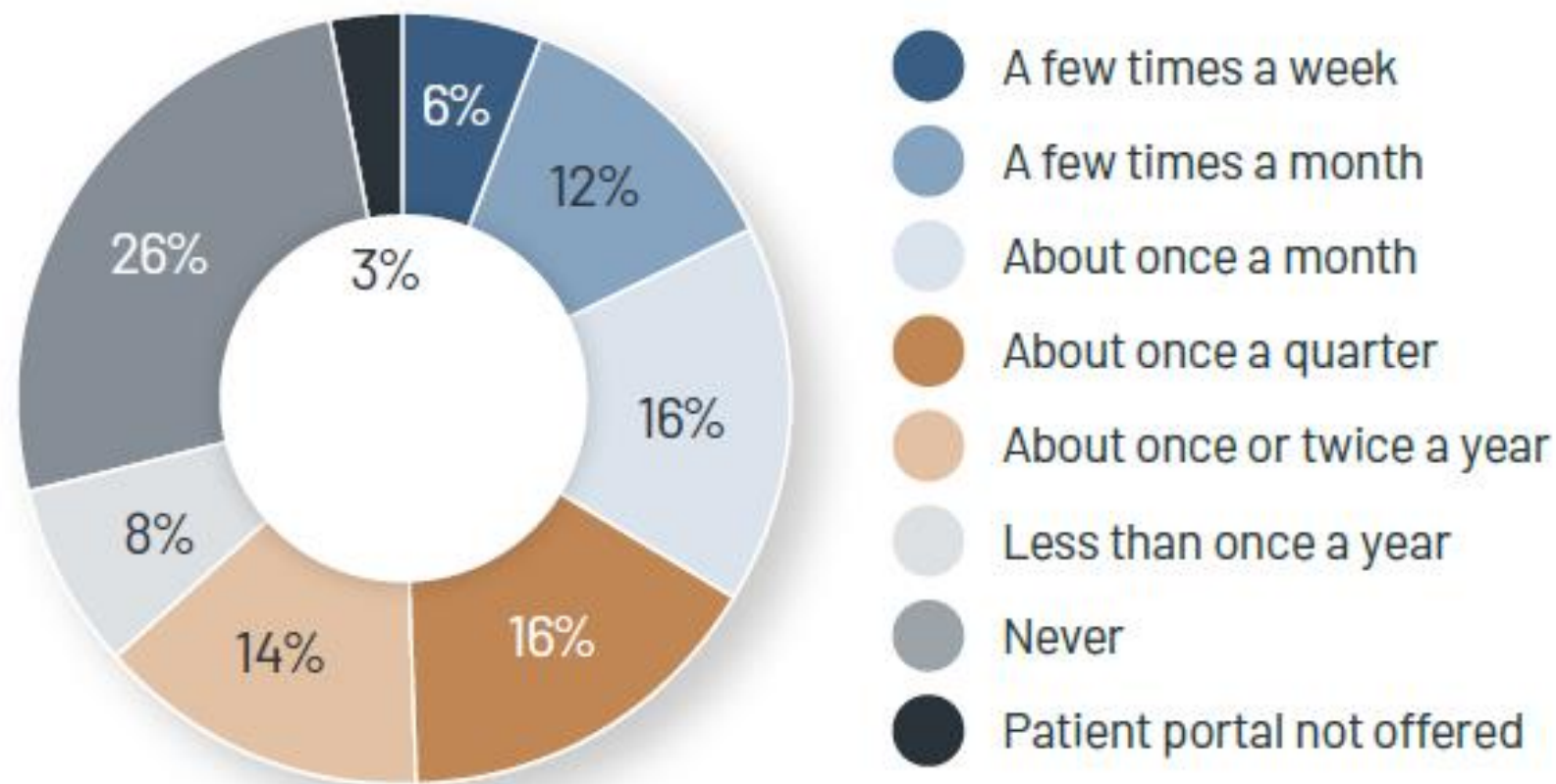
- 25%+
- 10%–24%
- 1%–9%
- None



Patient Perspectives on Patient Engagement Technology 2022

Identifying Opportunities to Align Patient, Organization, and Vendor Priorities

Frequency of Portal Use (n=9,037)



Due to rounding, chart does not add to 100%.

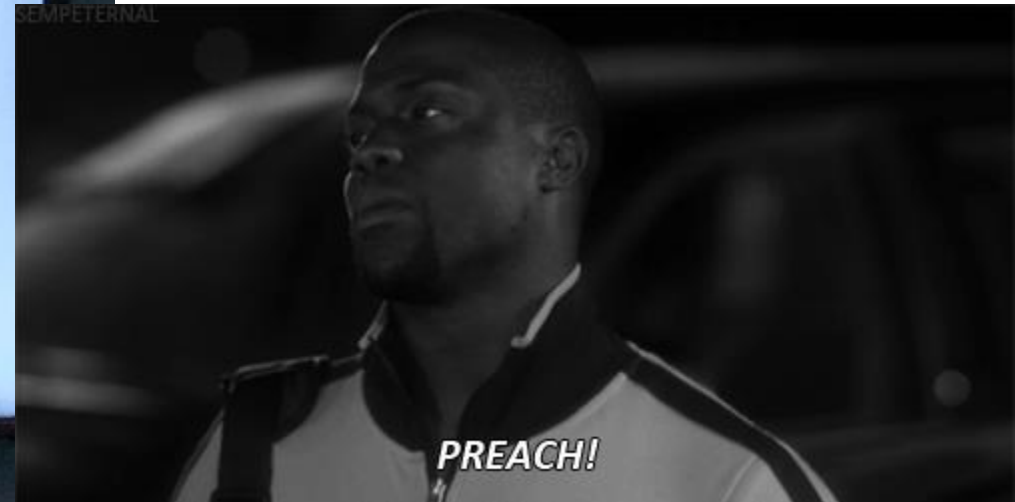
Reality Check

What we found...

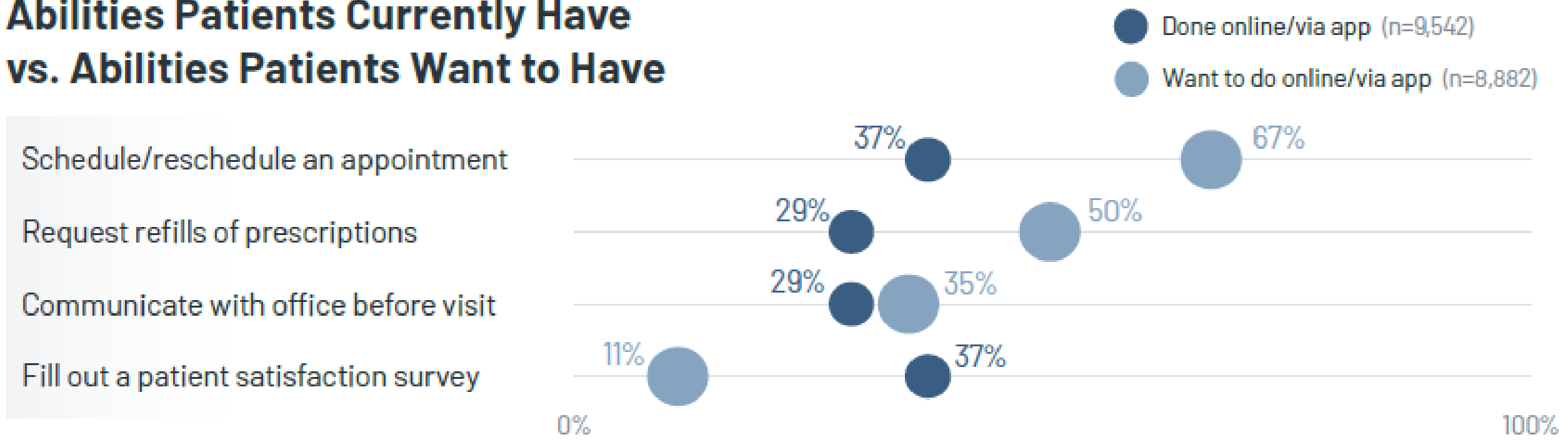
Patient's
Expectations



Hospital's
Expectations



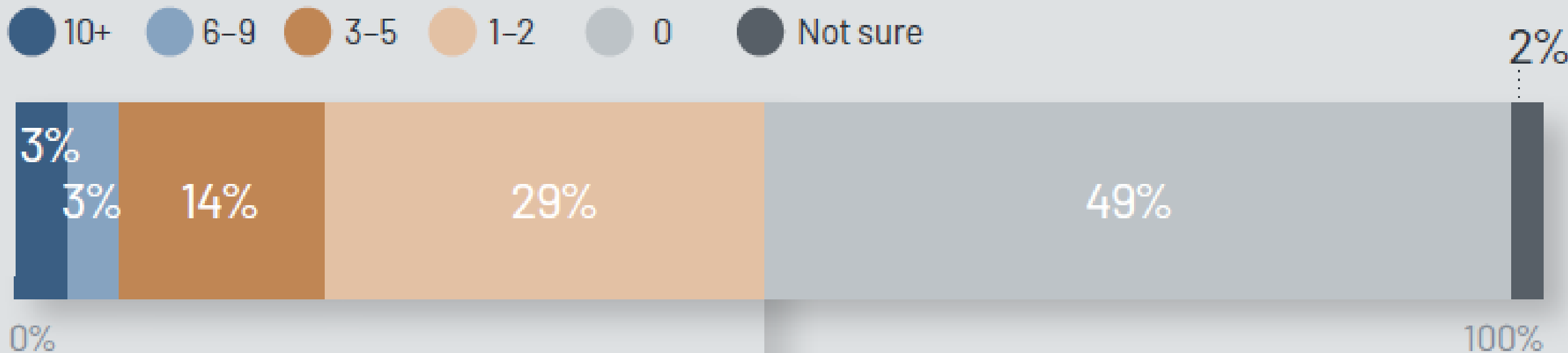
Abilities Patients Currently Have vs. Abilities Patients Want to Have



Patient Perspectives on Patient Engagement Technology 2022

Identifying Opportunities to Align Patient, Organization, and Vendor Priorities

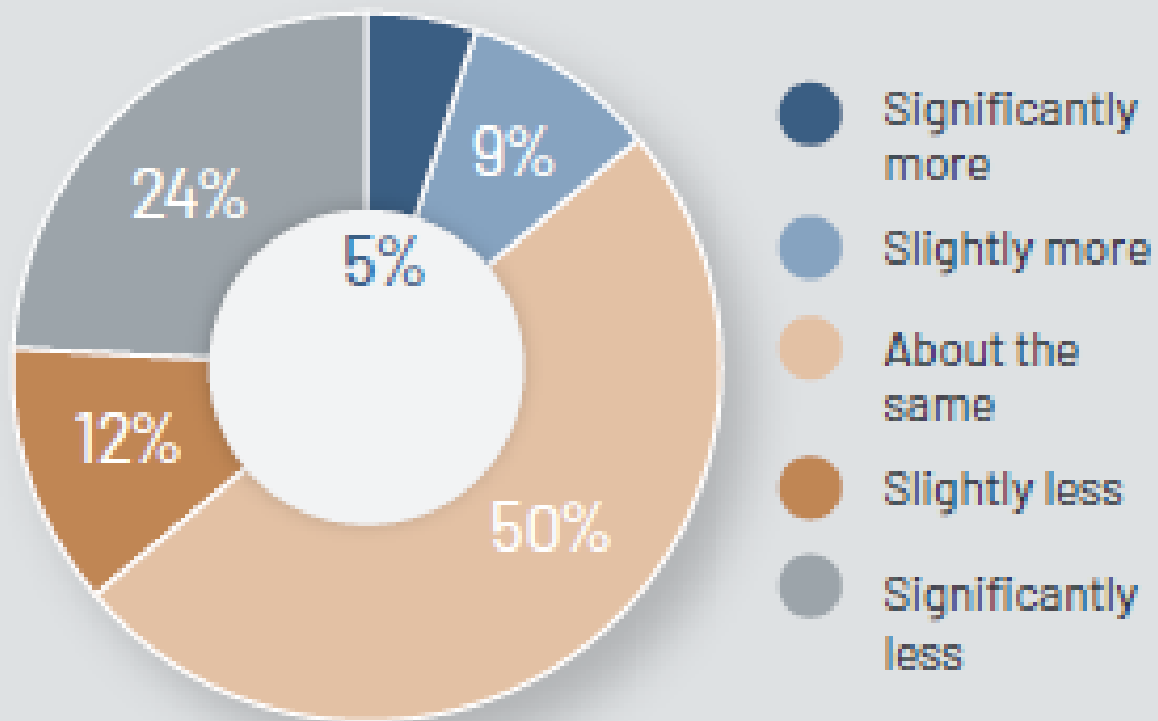
Number of Virtual Visits in the Past Year (n=11,292)



Patient Perspectives on Patient Engagement Technology 2022

Identifying Opportunities to Align Patient, Organization, and Vendor Priorities

Anticipated number of virtual visits in the next year
Respondents who report 1+ visit(s) in past year (n=5,403)

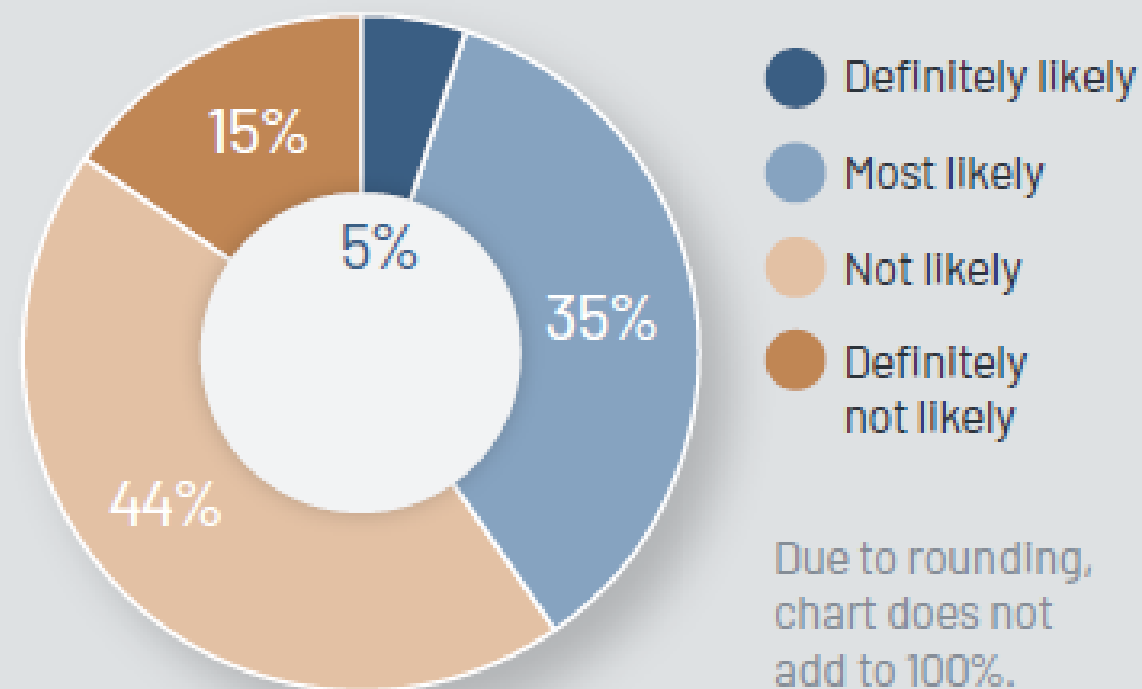


Patient Perspectives on Patient Engagement Technology 2022

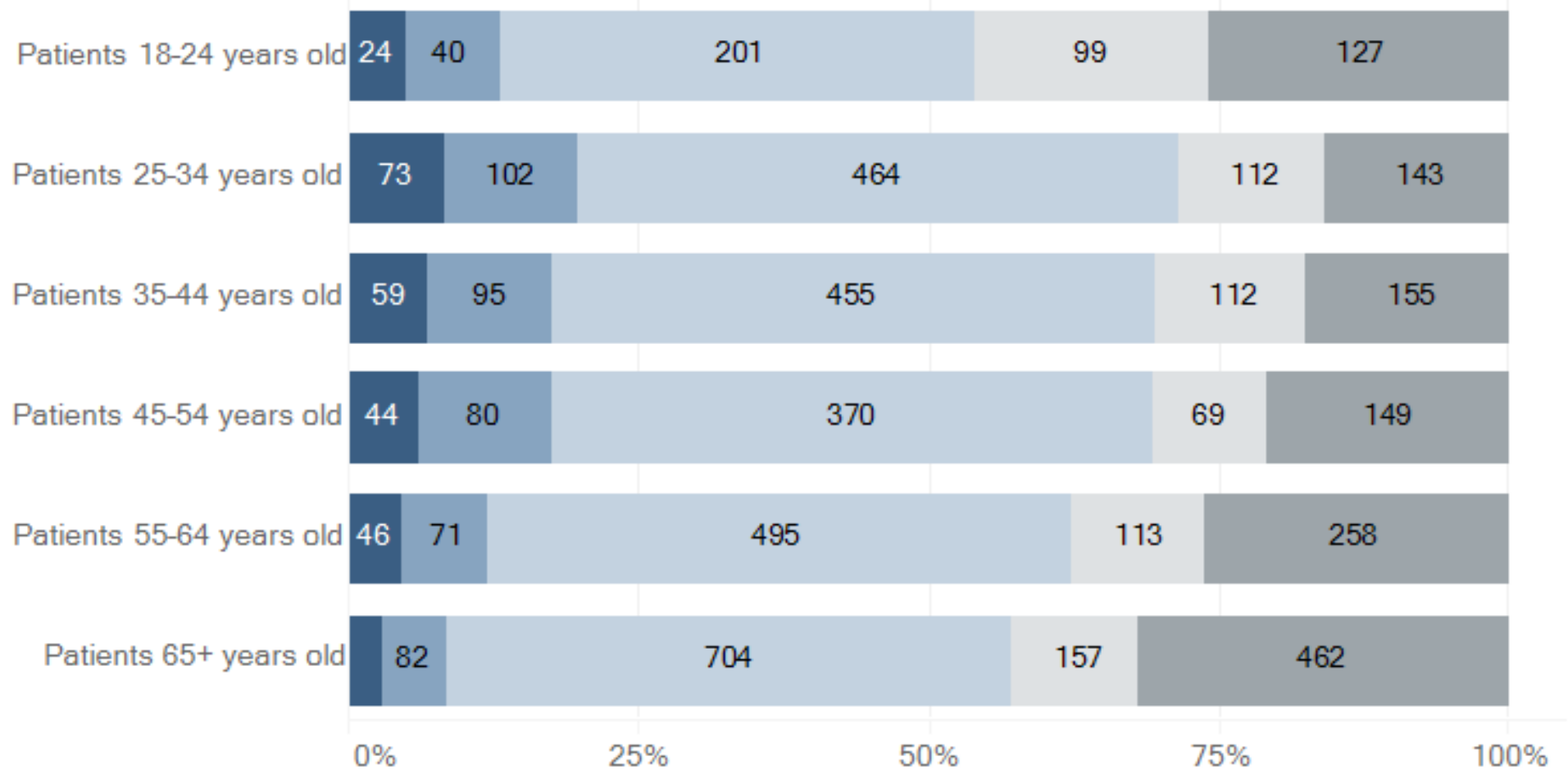
Identifying Opportunities to Align Patient, Organization, and Vendor Priorities

Likelihood of Trying Virtual Visits in the Next Year

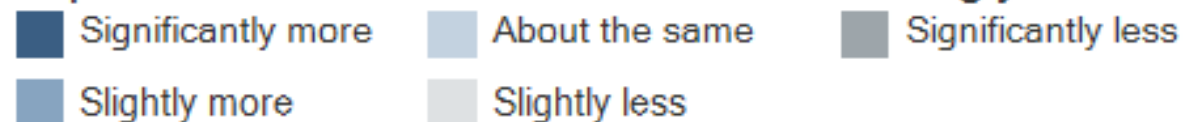
Respondents who report 0 visits in past year (n=5,132)



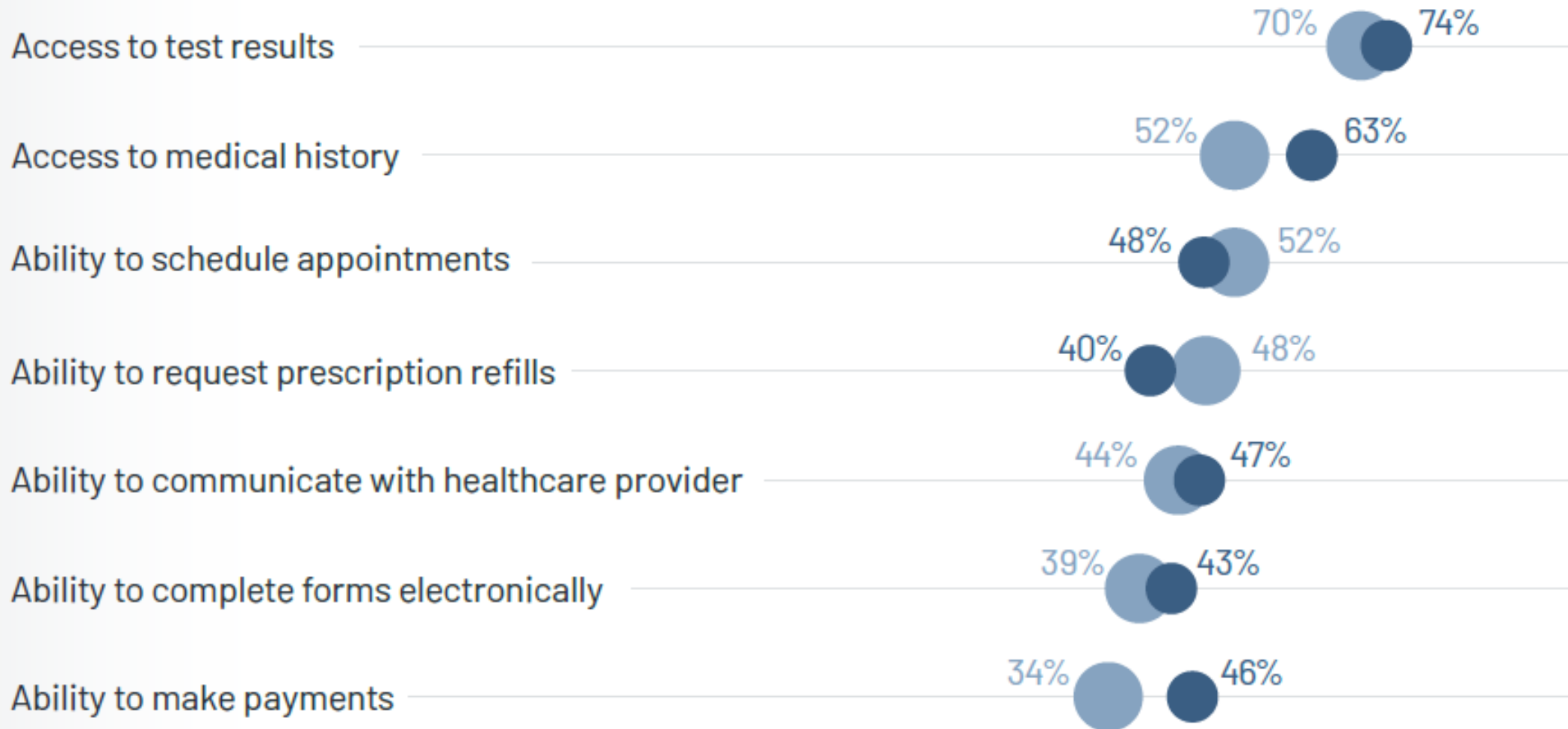
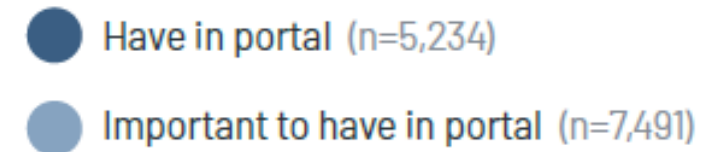
Respondents Reporting Expected Number of Virtual Visits in Coming Year—By Respondent Age



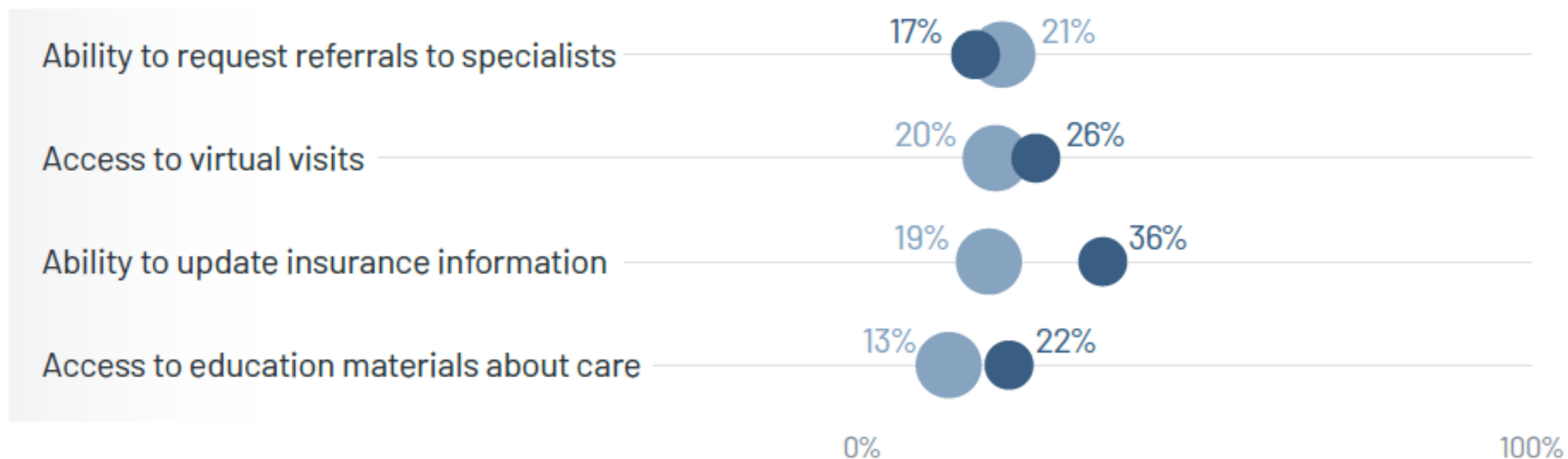
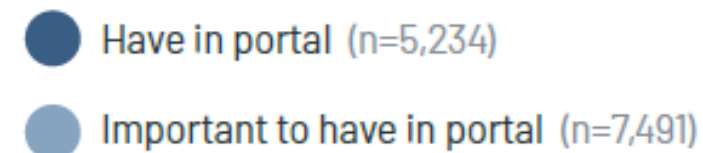
Expected number of virtual visits in coming year



Availability of Portal Functionalities vs. Importance of Portal Functionalities



Availability of Portal Functionalities vs. Importance of Portal Functionalities



How can we help Align Providers, Vendors, and Patients?



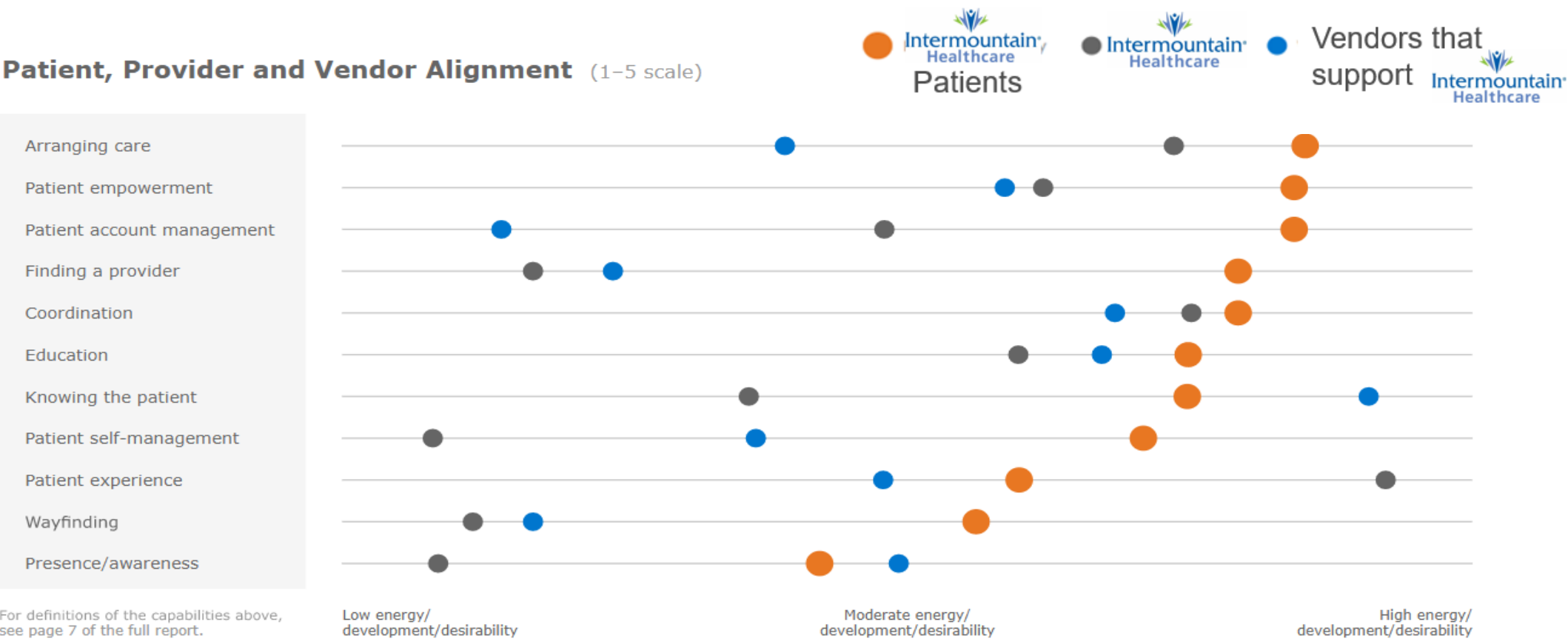


PATIENT VOICE COLLABORATIVE

The next thing we do must
benefit the patient

Custom alignment report for each provider organization, similar to the following chart:

Patient, Provider and Vendor Alignment (1–5 scale)



KLAS Emerging Technology Research - Separating Fact from Fiction



More noise than ever in this market for healthcare start-ups with technology innovations

Website

<https://klasresearch.com/etech>



Monitoring the market and filtering dozens of calls and voicemails to know what should be considered



KLAS wants to help cut through the noise by identifying and validating emerging technology companies solving real healthcare problems in innovative ways



Emerging HCIT Companies 2021

Top-of-Mind Healthcare Technologies

Segments/Technologies Most Likely to See Future Investment

Number of times respondents mentioned emerging vendors in the following areas:

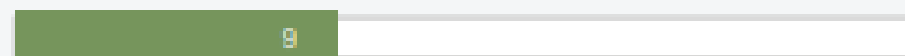
Telehealth



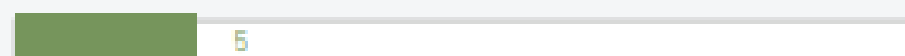
AI/machine learning/robotic process automation



Remote patient monitoring



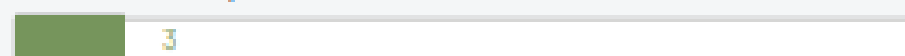
Home health



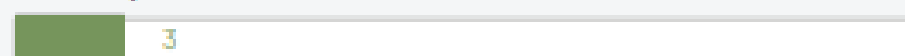
Digital front door



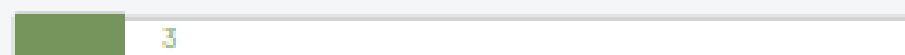
Mobile data capture



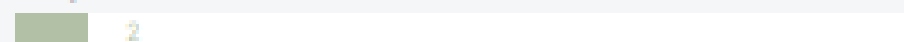
Patient portal



Remote radiology reading



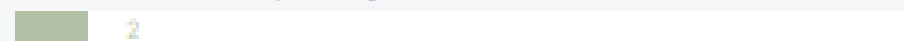
Analytics



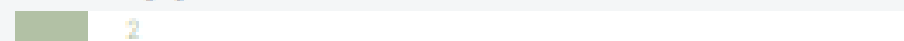
Cloud technology



Customer relationship management



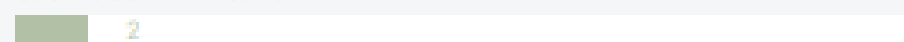
Patient engagement



Registration kiosks



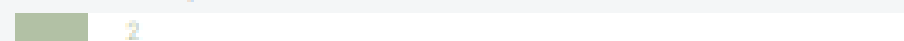
Secure communications



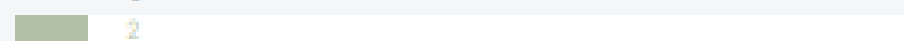
Security



Virtual desktop



Virtual/digital care



Most-searched **market segments**

(not currently measured by KLAS)



	Search count
Infant alarm system	54
Referral management	31
Blood bank	27
Dental	21
Telemetry	17
Call center	16
Cost accounting	15
Cancer registry	12
EKG	12
IT service management	12
Telesitter	12
Electronic signature	11
Wireless temperature monitoring	11
Care coordination	10
Hospital at home	10
Unified communications	10
Visitor management	10

Most-searched **vendors**

(not currently measured by KLAS)



	Search count
ServiceNow (Digital workflows)	32
Notable (Digital workflows)	22
Claro Healthcare (Healthcare consulting)	20
Andor Health (Virtual health)	19
Axiom (AI platform)	18
Healthwise (Health content/patient education)	17
Qventus (Patient flow)	17
Ascom (Digital workflows)	16
Stryker (Medical devices/equipment)	14
Epiphany Healthcare (ECG management)	13
Klara [†] (Telehealth)	13
TrackCore (Tissue/implant tracking)	13
UL (Occupational health EMR)	12
Verato (Enterprise master patient index)	12
AvaSure [†] (Telehealth)	11
Ceras Health (Remote monitoring)	11
InstaMed (Billing & payments)	11
Wiseman Innovations (Value-based care)	11
Medicom (Infection control)	10
Natus Medical Incorporated (Medical equipment/software)	10
SolarWinds (IT management)	10

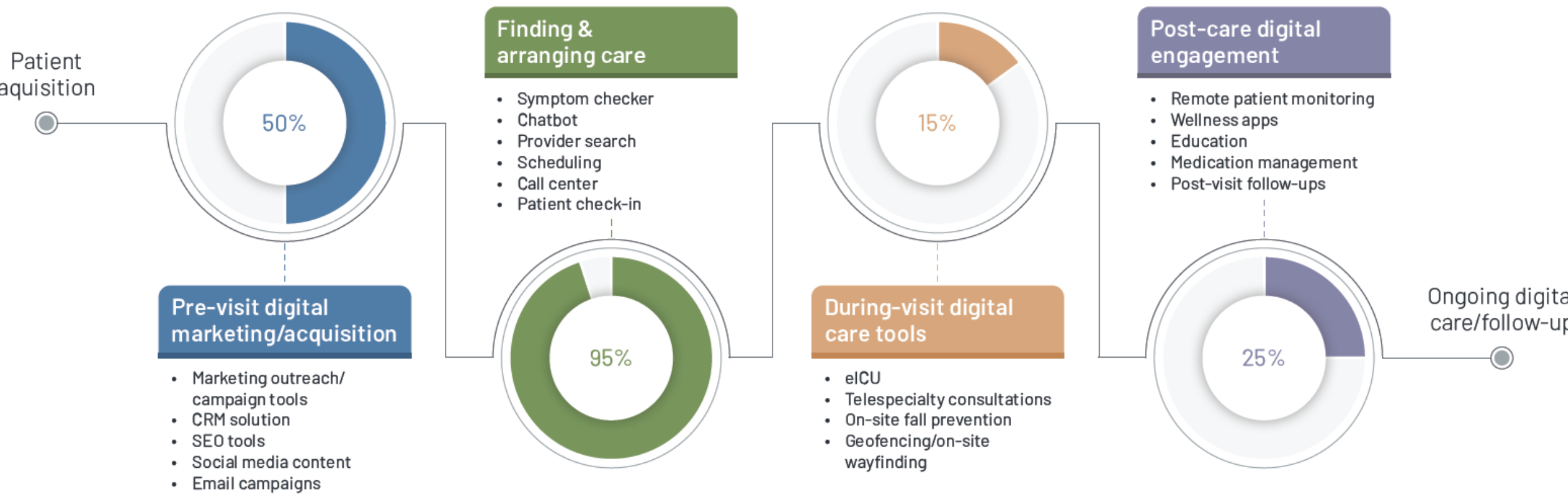


Digital Front Door 2021

A View Through the Eyes of Market Leaders

How Do Providers Define Digital Front Door?

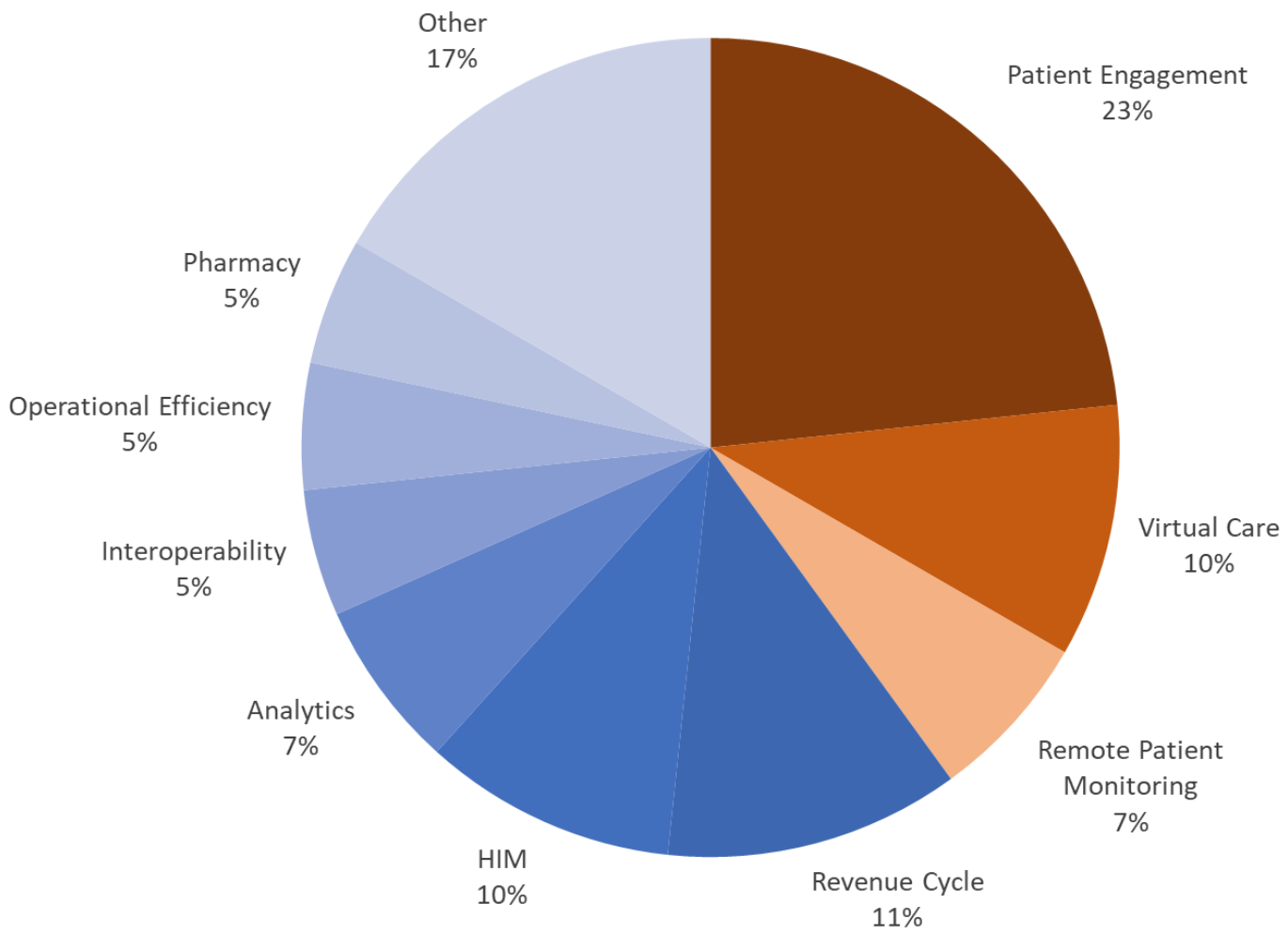
Percent of respondents who mentioned aspects of digital front door (n=20)



Note: Respondents could indicate multiple aspects of digital front door. This graphic is not comprehensive of all tools or activities under the umbrella of digital front door.

What emerging technology is the industry focused on?

Types of Emerging Technology Reports 2021 to Present



40%
of recent emerging technology
reports have focused on digital
health solutions

Early Adopters Optimistic about Digital Front Door Solution

Key Performance Indicators (1-9 scale)

Supports
integration
goals

A+

(n=3)

Product has
needed
functionality

A+

(n=2)

Executive
involvement

A+

(n=3)

Likely to
recommend

A+

(n=3)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Predictable cost structure



Updates and operational enhancements

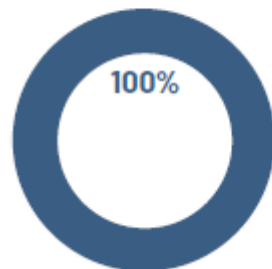


Better patient experience



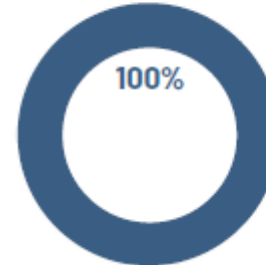
Overall Customer Satisfaction

(n=3)



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes (n=2)



- Immediately
- Within 6 months
- Within 6-12 months
- Over 12 months
- No outcomes yet

notable

AI-Driven Workflow Automation and Digitization

Key Performance Indicators (1-9 scale)

Supports
integration
goals

A

(n=5)

Product has
needed
functionality

B-

(n=7)

Executive
involvement

A+

(n=7)

Likely to
recommend

A+

(n=7)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
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Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Improved physician efficiency with documentation



Closed care gaps by scheduling appointments and providing information to patients



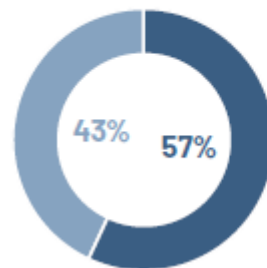
Improved patient experience through automation



Improved care coordinator workflows

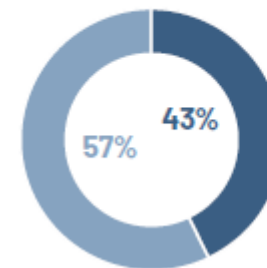


Overall Customer Satisfaction (n=7)



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes (n=7)



- Immediately
- Within 6 months
- Within 6-12 months
- Over 12 months
- No outcomes yet

Improving the Patient Experience Using Location-Aware Technology

Key Performance Indicators (1-9 scale)

Supports
integration
goals

B

(n=10)

Product has
needed
functionality

B

(n=11)

Executive
involvement

A+

(n=11)

Likely to
recommend

A+

(n=11)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Improved patient experience



Reliable wayfinding for patients and visitors

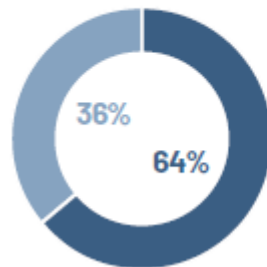


Improved staff experience

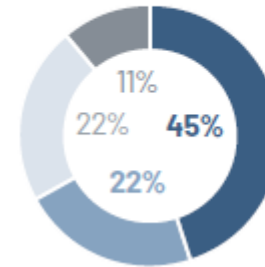


Overall Customer Satisfaction Time to See Outcomes (n=9)

(n=11)



- Highly satisfied
- Satisfied
- Dissatisfied



- Immediately
- Within 6 months
- Within 6-12 months
- Over 12 months
- No outcomes yet, optimistic
- No outcomes yet, pessimistic

Enabling Collaborative, Patient-Centric Virtual Care

Key Performance Indicators (1-9 scale)

Supports
integration
goals

B+

(n=6)

Product has
needed
functionality

A-

(n=6)

Executive
involvement

A

(n=6)

Likely to
recommend

A+

(n=6)

Grading scale

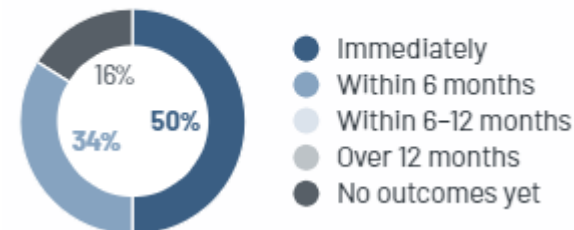
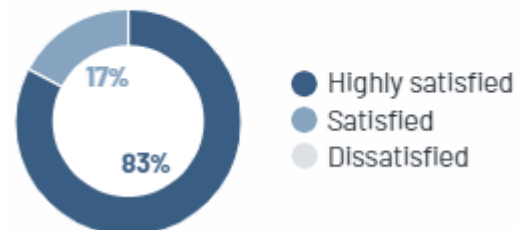
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A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

- Reduced length of stay ✓
- Reduced readmissions ✓
- Improved usability, tracking, and patient outcomes ✓
- High usability and ease of use among older patients ✗
- Patients remain engaged in their health once they complete treatment ⌚

Overall Customer Satisfaction Time to See Outcomes (n=6)



Improving Patient Access Through Patient Engagement Technology

Key Performance Indicators (1-9 scale)

Supports
integration
goals

A+

(n=7)

Product has
needed
functionality

A

(n=6)

Executive
involvement

A

(n=7)

Likely to
recommend

A+

(n=7)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
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Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Increased patient feedback



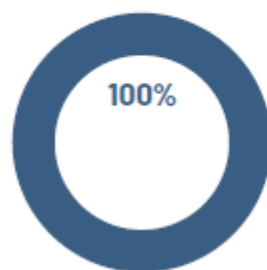
Patient recovery after low patient-satisfaction rating



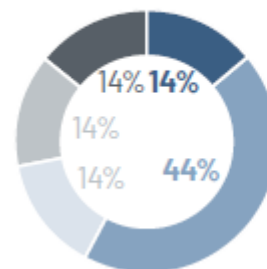
Improved patient satisfaction



Overall Customer Satisfaction Time to See Outcomes (n=7)



- Highly satisfied
- Satisfied
- Dissatisfied



- Immediately
- Within a few weeks or months
- Within 6 months
- After 12 months
- No outcomes yet, but optimistic



Beyond Basic Appointment Reminders

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
B+ (n=5)	B+ (n=6)	B+ (n=5)	B+ (n=6)

Of 6 respondents, 100% would buy again.

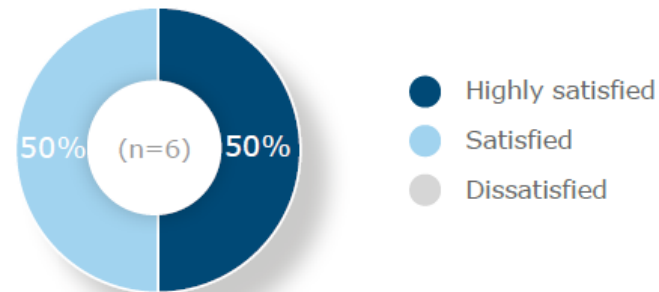
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Outcomes Expected by Customers

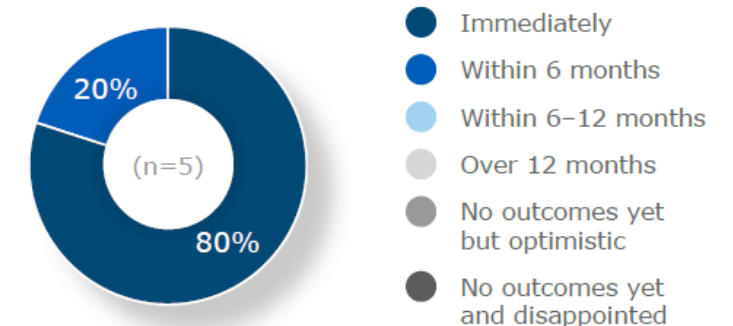
- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

- ✓ Decreased no-shows
- ✓ Improved communication with patients
- ✓ Shifting appointment reminder responsibility from staff

Overall Customer Satisfaction



Time to See Outcomes



klara

Driving Engagement Through Alternative Communication Channels

Klara Performance (1-9 scale)

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A	B	A-	A+
(n=16)	(n=16)	(n=15)	(n=16)

Grading scale

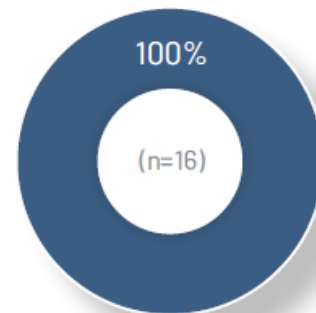
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

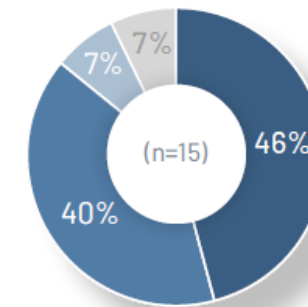
- ✓ Reduction in staff overhead for patient scheduling
- ✓ More effective patient communication
- ✓ Streamlined patient documentation

Overall Customer Satisfaction



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes



- Immediately
- Within 6 months
- Within 6-12 months
- Over 12 months
- Not realized yet

Personalizing Patient Care

PatientBond—Key Performance Indicators (1–9 scale)

Supports
integration
goals

B+

(n=21)

Product has
needed
functionality

B

(n=22)

Executive
involvement

A

(n=22)

Would
recommend
to peers

A

(n=22)

Grading Scale

A+ = 8.55–9.0 B+ = 7.65–7.91 C+ = 6.75–7.01 D+ = 5.85–6.11 F = <5.22

A = 8.19–8.54 B = 7.29–7.64 C = 6.39–6.74 D = 5.49–5.84

A- = 7.92–8.18 B- = 7.02–7.28 C- = 6.12–6.38 D- = 5.22–5.48

Outcomes Expected by Clients



Achieved



Not achieved



Pending



Unexpected outcome

Increased patient engagement



Increased patient payments



Reduced staffing costs

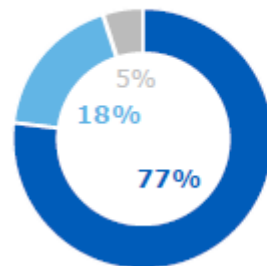


Leads generated that convert to sales



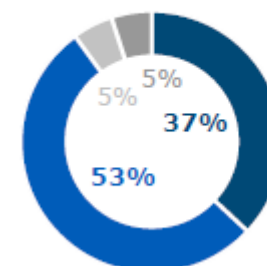
Overall Customer Satisfaction

(n=22)



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes (n=19)



- Immediately
- Within 6 months
- Within 6–12 months
- No outcomes yet but optimistic
- No outcomes yet and disappointed

Personalized Patient Engagement

Upfront—Key Performance Indicators (1–9 scale)

Supports
integration
goals

B+

(n=8)

Product has
needed
functionality

B+

(n=8)

Executive
involvement

A+

(n=9)

Likely to
recommend

A+

(n=9)

Grading Scale

A+ = 8.55–9.0 B+ = 7.65–7.91 C+ = 6.75–7.01 D+ = 5.85–6.11 F = <5.22

A = 8.19–8.54 B = 7.29–7.64 C = 6.39–6.74 D = 5.49–5.84

A- = 7.92–8.18 B- = 7.02–7.28 C- = 6.12–6.38 D- = 5.22–5.48

Outcomes Expected by Clients



Achieved



Not achieved



Pending



Unexpected outcome

Close care gaps



Improve response rate



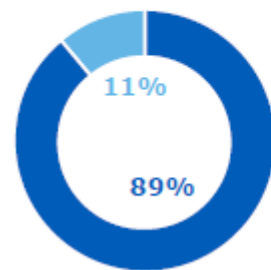
Reduce hospital readmissions



Useful analytics from Upfront

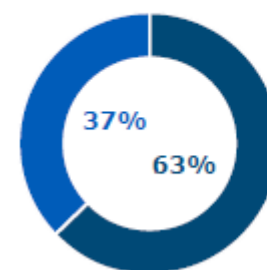


Overall Customer Satisfaction (n=9)



● Highly satisfied
● Satisfied
● Dissatisfied

Time to See Outcomes (n=8)



● Immediately
● Within 6 months
● Within 6–12 months
● Over 12 months
● No outcomes yet

Engaging Patients Throughout the Care Journey

Supports
integration
goals

B+
(n=22)

Product
has needed
functionality

B+
(n=23)

Executive
involvement

B+
(n=21)

Likely to
recommend

A
(n=23)

Outcomes Expected by Customers

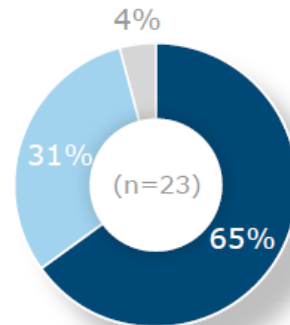
- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

- ✓ Improved HCAHPS and net promoter scores
- ✓ Lower readmission rates & fewer unnecessary visits
- ✓ More patient reviews of physicians
- ✓ Increased patient engagement and satisfaction
- ✓ Reduced call volume

Grading scale

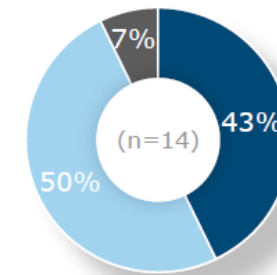
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

Overall Customer Satisfaction



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes



- Immediately
- Within 6 months
- Within 6–12 months
- Over 12 months
- No outcomes yet, but optimistic



Digital Health Engagement Platform

Quil—Key Performance Indicators (1–9 scale)

Supports
Integration
Goals

A+

(n=5)

Product Has
Needed
Functionality

B+

(n=7)

Executive
Involvement

A+

(n=7)

Would
Recommend
to Peers

A+

(n=7)

Grading Scale

A+ = 8.55–9.0 B+ = 7.65–7.91 C+ = 6.75–7.01 D+ = 5.85–6.11 F = <5.22

A = 8.19–8.54 B = 7.29–7.64 C = 6.39–6.74 D = 5.49–5.84

A- = 7.92–8.18 B- = 7.02–7.28 C- = 6.12–6.38 D- = 5.22–5.48

Outcomes Expected by Clients



Achieved



Not achieved



Pending



Unexpected outcome

Reduced rates of readmissions
and complications



High consumer satisfaction,
improved experience

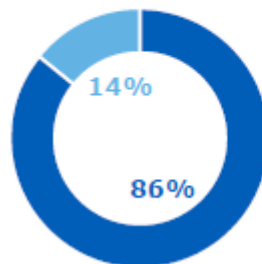


Reduced medical costs



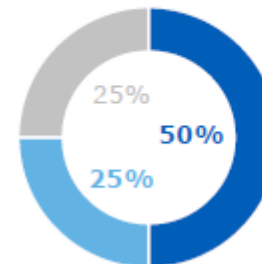
Overall Customer Satisfaction

(n=7)



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes (n=4)



- Immediately
- Within 6 months
- No outcomes yet, but optimistic

Key Performance Indicators (1-9 scale)

Supports
integration
goals

A-

(n=18)

Product has
needed
functionality

A+

(n=19)

Executive
involvement

A+

(n=19)

Likely to
recommend

A+

(n=19)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Gauge patient satisfaction through increased survey



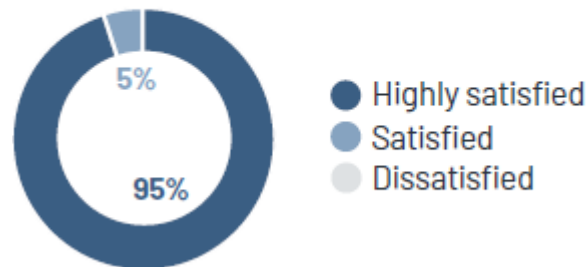
Improve online reputation and increase internet reviews



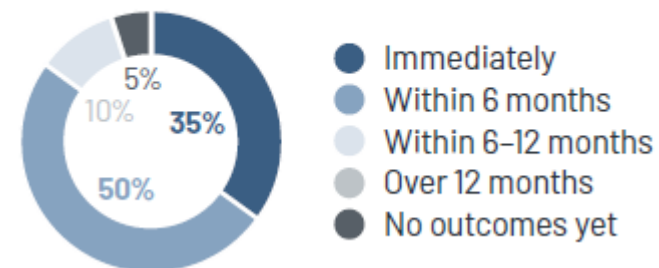
Increase overall average of physician star ratings



Overall Customer Satisfaction (n=19)



Time to See Outcomes (n=20)



AvaSure

Utilizing Remote Monitoring to Increase Patient Safety

Supports
integration
goals

B

(n=16)

Product has
needed
functionality

B-

(n=17)

Executive
involvement

B+

(n=16)

Likely to
recommend

A-

(n=17)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Clients

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Decrease in patient falls, harmful acts, drug usage, and touching medical equipment

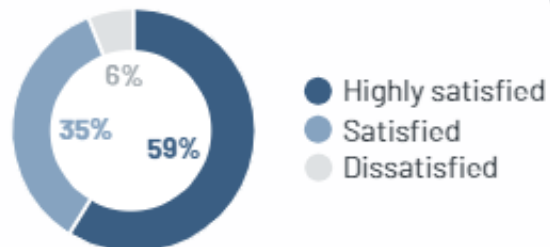


Reduction in and better utilization of organization employees



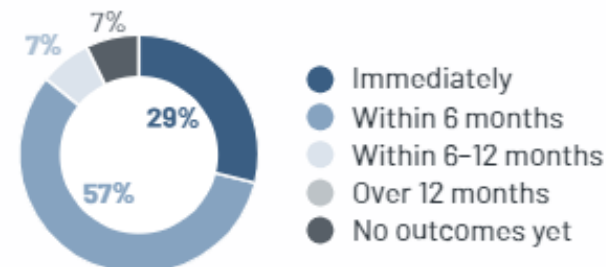
Overall Customer Satisfaction

(n=17)



Time to See Outcomes

(n=14)



BRIGHT•MD

Convenient Solution for Basic Acute Care

Supports
Integration
Goals

C

(n=9)

Product Has
Needed
Functionality

C+

(n=9)

Executive
Involvement

B

(n=9)

Would
Recommend
to Peers

B-

(n=9)

Grading Scale

A+ = 8.55–9.0 B+ = 7.65–7.91 C+ = 6.75–7.01 D+ = 5.85–6.11 F = <5.22

A = 8.19–8.54 B = 7.29–7.64 C = 6.39–6.74 D = 5.49–5.84

A- = 7.92–8.18 B- = 7.02–7.28 C- = 6.12–6.38 D- = 5.22–5.48

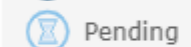
Outcomes Expected by Clients



Achieved



Not achieved



Pending



Unexpected outcome

Optimized clinical and operational workflows



Increase in new patient acquisitions



Quick, convenient care option



High patient satisfaction



Asynchronous urgent care visits



Provider satisfaction

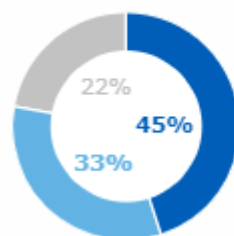


Use by patients of all ages



Overall Customer Satisfaction

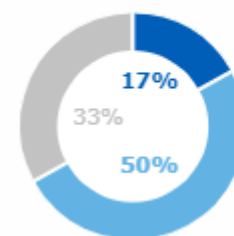
(n=9)



● Highly satisfied
● Satisfied
● Dissatisfied

Time to See Outcomes

(n=6)



● Immediately
● Within 6 months
● Within 6–12 months
● Not realized yet



CLouDBREAK

Telehealth and Virtual Interpretation Services

Cloudbreak Performance (1-9 scale)

Supports
integration
goals

A
(n=6)

Product
has needed
functionality

B-
(n=11)

Executive
involvement

A+
(n=7)

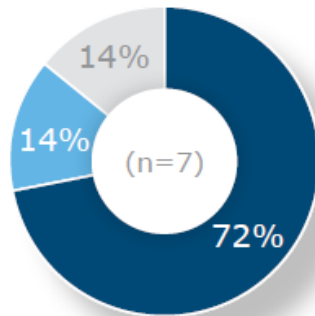
Would
recommend
to a friend

A-
(n=7)

Grading scale

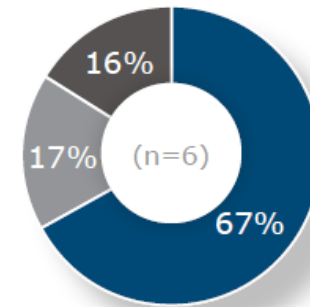
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Overall Customer Satisfaction



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes



- Immediately
- Within 6 months
- Within 6-12 months
- Greater than a year
- Too early to tell

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

- ✓ Reduced interpretation costs
- ✓ Effective virtual language services
- ✓ ⌚ Seamless telehealth connectivity

] pexip [

A Flexible Telehealth Solution

Pexip Health Performance (1–9 scale)

Supports integration goals	Product has needed functionality	Executive involvement	Would recommend to a peer
A (n=7)	A- (n=7)	A+ (n=7)	A+ (n=7)

Grading scale

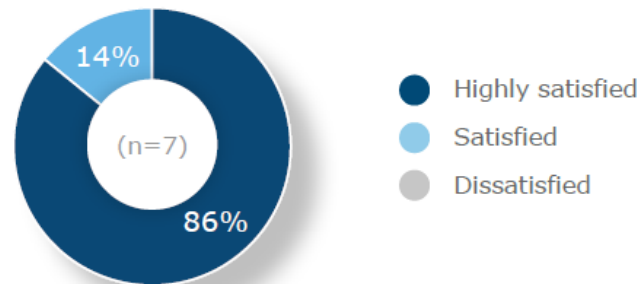
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

Outcomes Expected by Customers

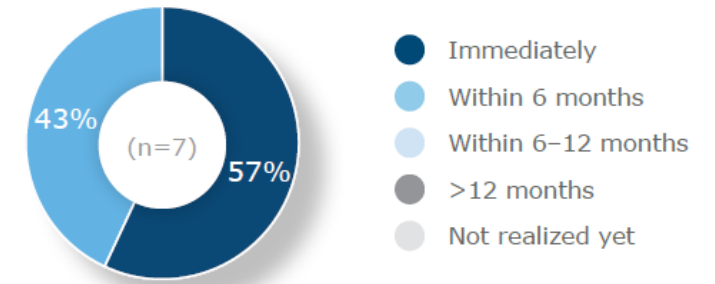
✓ Achieved	✗ Not achieved
⌚ Pending	★ Unexpected outcome

- ✓ Cost savings
- ✓ Reliable connections
- ✓ Increased call quality

Overall Customer Satisfaction



Time to See Outcomes



Flexible Hospital-Based Telemedicine Offering

SOC Telemed—Key Performance Indicators (1–9 scale)

Supports
integration
goals

B

(n=19)

Product has
needed
functionality

B+

(n=19)

Executive
involvement

B+

(n=18)

Likely to
recommend

B

(n=19)

Grading Scale

A+ = 8.55–9.0 B+ = 7.65–7.91 C+ = 6.75–7.01 D+ = 5.85–6.11 F = <5.22
A = 8.19–8.54 B = 7.29–7.64 C = 6.39–6.74 D = 5.49–5.84
A- = 7.92–8.18 B- = 7.02–7.28 C- = 6.12–6.38 D- = 5.22–5.48

Outcomes Expected by Customers



Achieved



Not achieved



Pending



Unexpected outcome

Ability to see patients more quickly



Better treatment and outcomes for patients

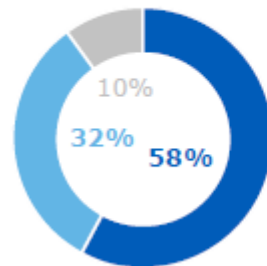


Consistent, reliable telemedicine consults



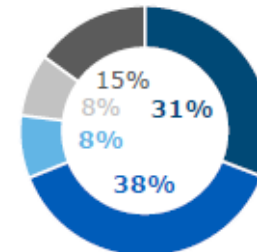
Overall Customer Satisfaction

(n=19)



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes (n=13)



- Immediately
- Within 6 months
- Within 6–12 months
- Over 12 months
- No outcomes yet, customers optimistic
- No outcomes yet, customers disappointed

Enabling Interoperable Clinical Workflows

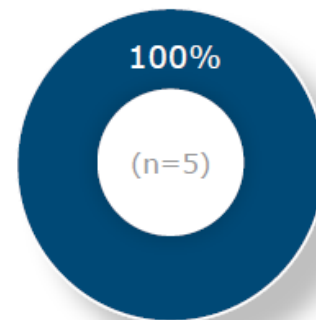
ViTel Net Performance (1–9 scale)

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A- (n=3)	A (n=5)	A+ (n=5)	A+ (n=5)

Grading scale

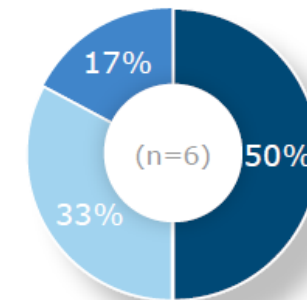
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

Overall Customer Satisfaction



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes



- Immediately
- Within 6 months
- Within 6–12 months
- Greater than a year
- Too early to tell
- Not realized yet

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

- ✓ Increased cost savings and revenue
- ✓ Ability to collate data from multiple work sites and enable collaboration
- ✓ Strong customer support

Technology-Enabled Remote Care Management

Key Performance Indicators (1-9 scale)

Supports
integration
goals

D+

(n=7)

Product has
needed
functionality

A-

(n=7)

Executive
involvement

A+

(n=7)

Likely to
recommend

A+

(n=7)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Reduced hospital readmissions and ER visits



Real-time monitoring of vital signs



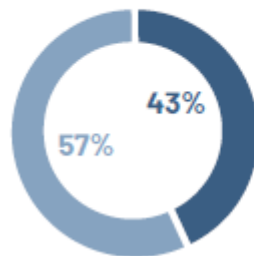
Increased ability to monitor patients in-home



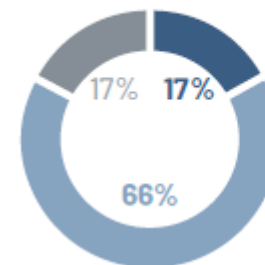
Reduced cost of care



Overall Customer Satisfaction Time to See Outcomes (n=6)



- Highly satisfied
- Satisfied
- Dissatisfied



- Immediately
- Within 6 months
- Within 6-12 months
- Over 12 months
- No outcomes yet but optimistic
- No outcomes yet but pessimistic

Improving Clinical Outcomes through RPM

CareSimple—Key Performance Indicators (1–9 scale)

Supports
integration
goals

C+

(n=4)

Product has
needed
functionality

C+

(n=4)

Executive
involvement

A

(n=4)

Likely to
recommend

B

(n=4)

Grading Scale

A+ = 8.55–9.0 B+ = 7.65–7.91 C+ = 6.75–7.01 D+ = 5.85–6.11 F = <5.22

A = 8.19–8.54 B = 7.29–7.64 C = 6.39–6.74 D = 5.49–5.84

A- = 7.92–8.18 B- = 7.02–7.28 C- = 6.12–6.38 D- = 5.22–5.48

Outcomes Expected by Customers



Achieved



Not achieved



Pending



Unexpected outcome

Improved clinical outcomes (e.g., patients can use device to easily measure blood pressure at home)



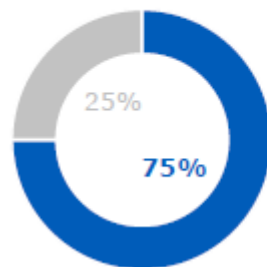
Reduced ED visits



Reduction of medical expenses

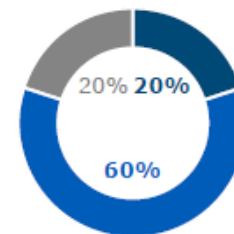


Overall Customer Satisfaction (n=4)



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes (n=5)



- Immediately
- Within 6 months
- Within 6–12 months
- Over 12 months
- No outcomes yet but optimistic
- No outcomes yet and disappointed

Enabling Remote Healthcare through Care Management Platform

Key Performance Indicators (1-9 scale)

Supports
integration
goals

C+

(n=22)

Product has
needed
functionality

C+

(n=21)

Executive
involvement

A-

(n=21)

Likely to
recommend

B-

(n=21)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers

- ✓ Achieved
- ✗ Not achieved
- ⌚ Pending
- ★ Unexpected outcome

Accurate care plans developed from accurate data readings (comprehensive quality of care increase through regulated medications at accurate doses)



Decrease in billable percentage or number of enrolled people



Increased revenue (including from value-based care payment models)



Increased frequency of telehealth visits by increased alerts



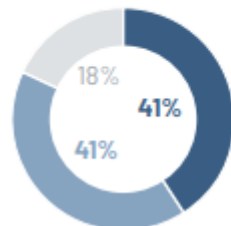
Monitor, Fitbit readings integrated with EMRs



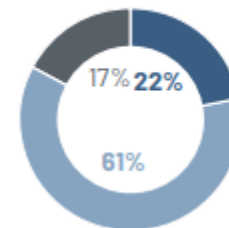
Positive results from the COVID-19 RPM program rollout



Overall Customer Satisfaction (n=22) Time to See Outcomes (n=18)



- Highly satisfied
- Satisfied
- Dissatisfied



- Immediately
- Within 6 months
- Within 6-12 months
- Over 12 months
- No outcomes yet—optimistic
- No outcomes yet—disappointed

A Solution for Proactive Patient Care

Key Performance Indicators (1-9 scale)

Supports
integration
goals

B+

(n=16)

Product has
needed
functionality

B

(n=17)

Executive
involvement

B

(n=17)

Likely to
recommend

B+

(n=17)

Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Outcomes Expected by Customers



Achieved



Not achieved



Pending



Unexpected outcome

Clinical outcomes: Tracking patient vital signs and reducing admission to ER or hospitalization



Patient engagement and satisfaction due to bidirectional communication addressing patient

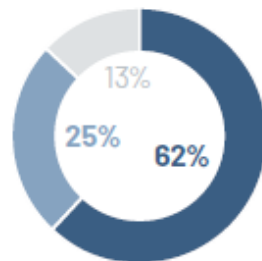


Financial outcomes



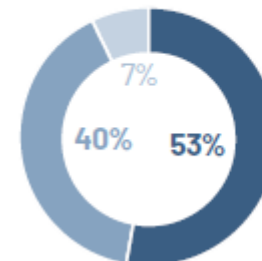
Mixed reviews

Overall Customer Satisfaction (n=16)



- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes (n=15)

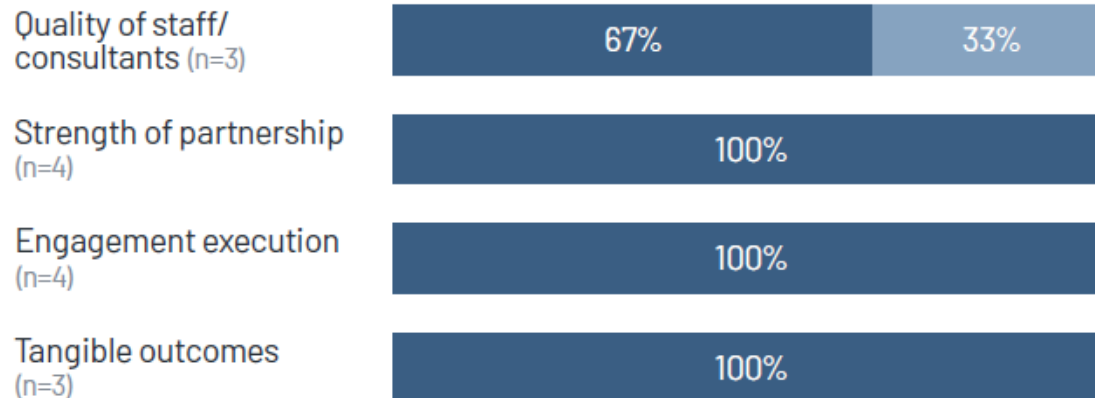
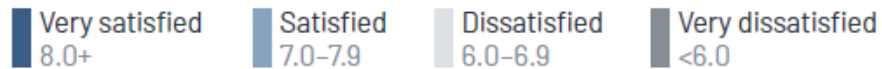


- Immediately
- Within a few weeks or months
- Within 6 months
- Within 6-12 months
- Over 12 months
- No outcomes yet

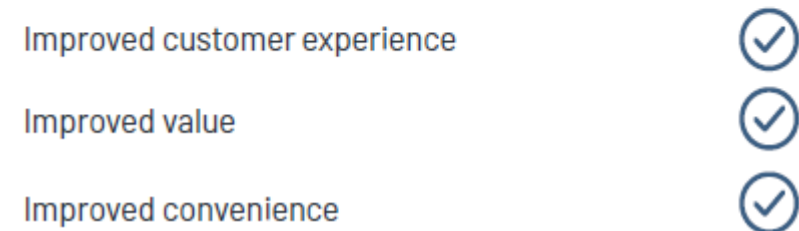
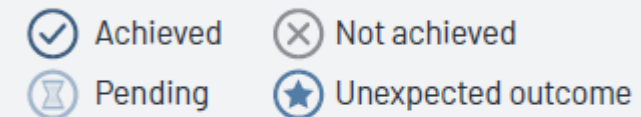
Bringing Technology & Healthcare Expertise to Digital Initiatives

An Early Look at Customer Satisfaction

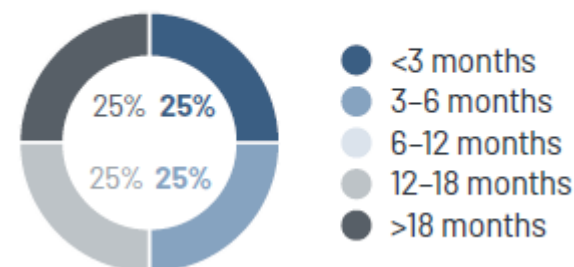
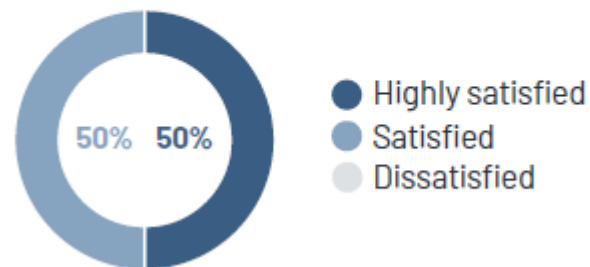
Key performance metrics (1-9 scale)



Outcomes Expected by Customers



Overall Customer Satisfaction Length of Project (n=4)





QUESTIONS?

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