

# A Solution to Healthcare Delivery

Improving health through virtual wellness and healthcare services



**Ascension**



**Providing convenient  
access to comprehensive  
health services in one  
location.**

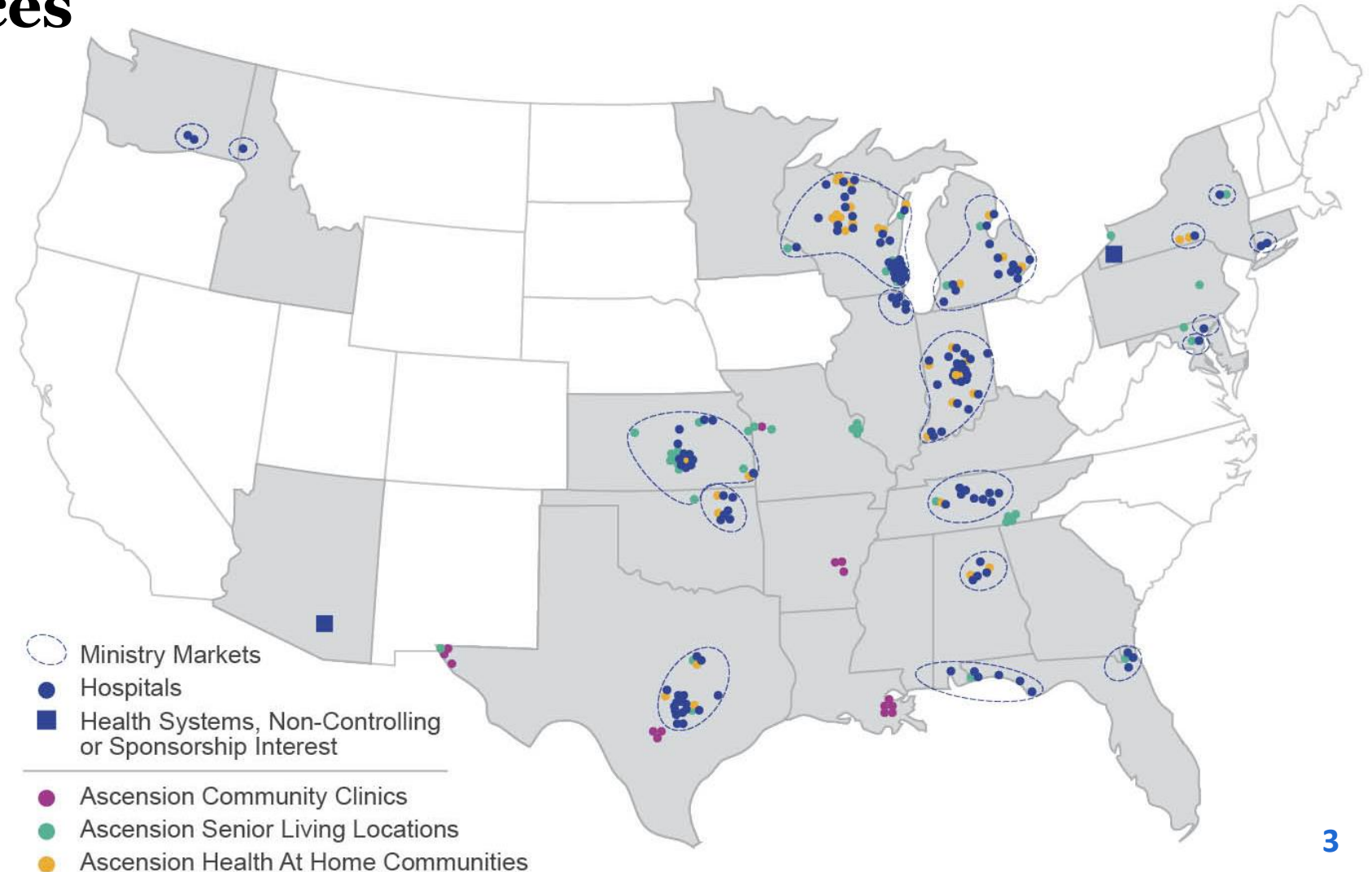
## Solutions Center

# Our Mission

- To provide **access to quality care** when and where it is needed using state-of-the-art technology.
- To connect patients to Ascension's full range of health services to ensure the right level of services to **achieve optimal health.**

# Care Delivery Map offering a unique blend of in-person & virtual care services

- We provide care in **22 states** and the District of Columbia.
- Our highly skilled physicians and care teams support a full range of healthcare needs – **body, mind and spirit.**





# The right care at the right place at the right time

1

Virtual Wellness  
Services

- Preventive Health
- Disease Management
- Specialized Health Education

2

Care Coordination  
Services

- Integrated Care Models
- Multidisciplinary Care Teams

3

Virtual Care Services

- Cutting Edge Technology
- On-demand Care Teams
- Convenient Access

# Right-Sizing Care Solutions because One-Size Doesn't Fit All

## HIGH-RISK

Complex Illnesses, Costing the Most

## RISING-RISK

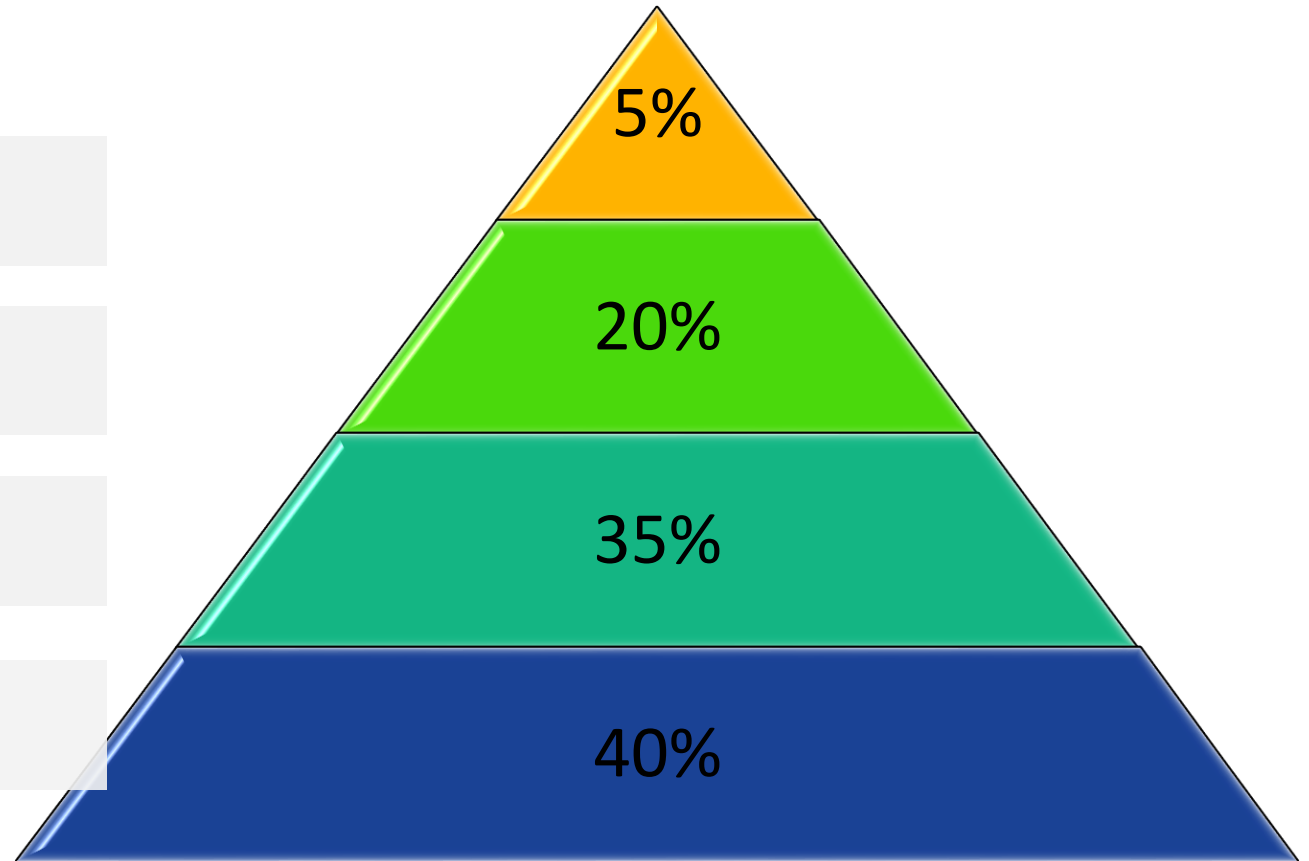
Risk Factors Approaching High-Risk

## AT-RISK

Managing a Chronic Condition

## HEALTHY

Maintaining Their Health



# Making the “Triple Aim” Possible

## Engaged Communities

- Proactive care processes
- Targeted to patients who need it most
- Focused on wellness and independence
- Community resource navigation

## Engaged Patients

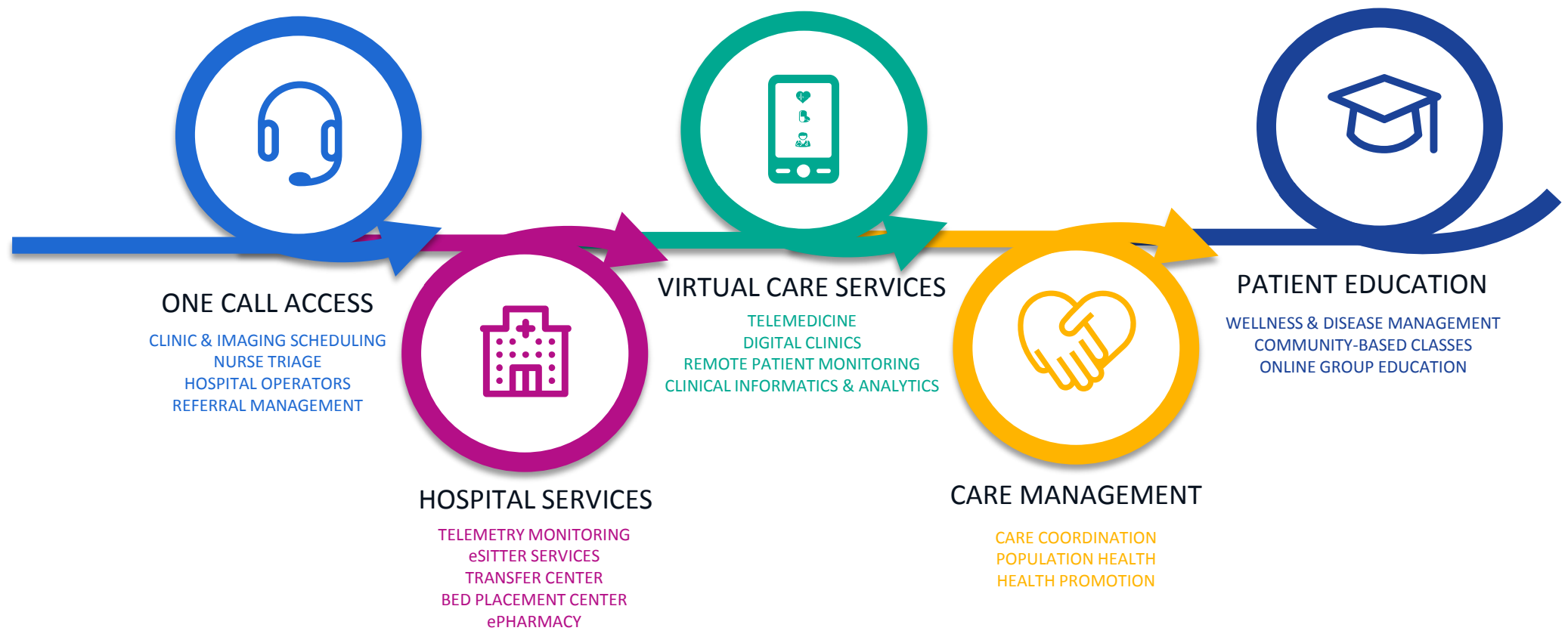
- Empowering self care
- Achievable care goals
- Continued & coordinated support
- Open communication channels
- Increased access to care



## Identified Opportunities to Reduce Waste

- Duplication avoided
- Improved care coordination/transitions
- Use of automation to reduce resource time
- Improved methods for screening and prevention
- Aligned with quality incentives to drive value

# Several Departments Working As One Team





**Our patient access representatives support all of our services to connect patients with the care they need— any day, any time.**

**One Call Contact Center**

## **Around the Clock Access**

- Ambulatory Clinic Scheduling
- Digital Clinic Scheduling
- Imaging Scheduling
- Nurse Triage
- Hospital Operators
- Referral Management

To schedule an appointment, call **512-324-2305**



# 24/7 Inpatient Assistance

- CENTRALIZED TELEMETRY
- eSITTER SERVICES
- ePHARMACY
- TRANSFER CENTER
- BED PLACEMENT CENTER

## Value:



**\$600,000+**

FY18 savings through eSitter program

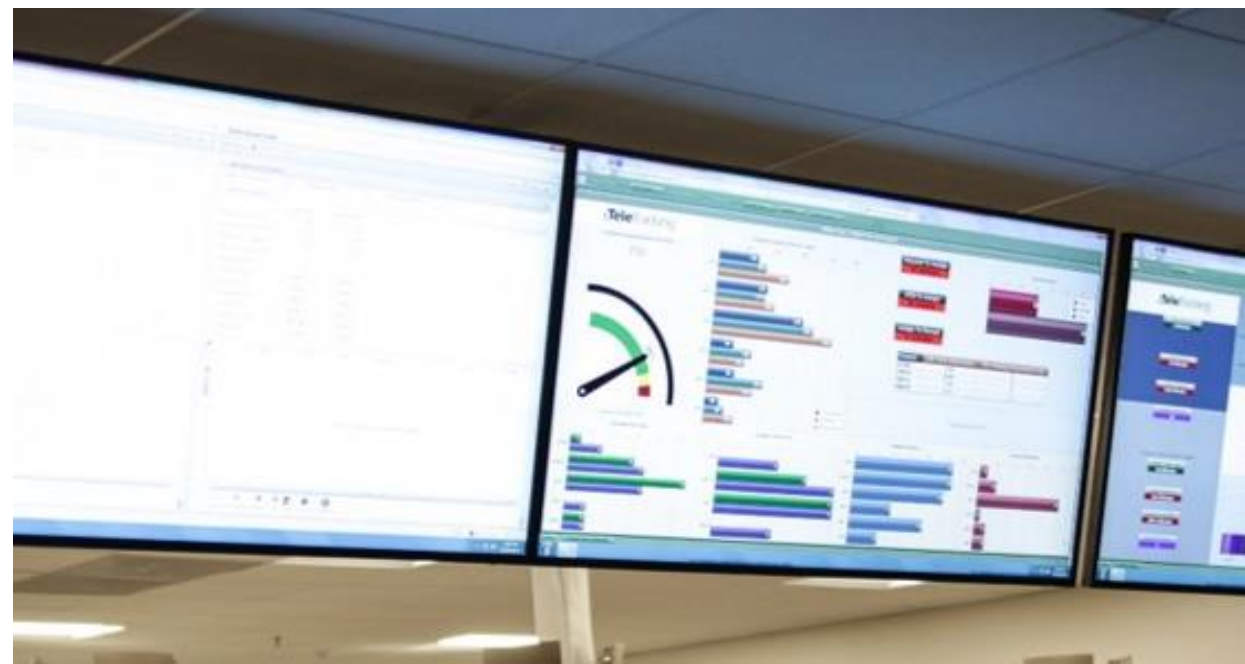


**52%**

of patients are assigned a bed in under 15 min



**Ascension**



# Telemedicine

- Real-time audio-video teleconsults with access to Bluetooth devices for more comprehensive exams when needed
- Connects primary care and emergency providers & their patients to specialists
- Unique virtual primary medical home program
- Reduces need for hospital transfers, decreases drive time & waiting room time





Our on-demand digital clinic offers convenient and affordable medical care to patients wherever they are— at work, at home, or on the go.

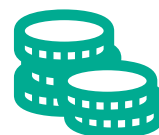
## Digital Clinic- Your Virtual Provider Office

### Expanding access



#### CONVENIENT

Save time by connecting with a provider via computer, tablet or mobile device **with or without an appointment**



#### AFFORDABLE

Nearly **half the cost of an urgent care visit** and eight times cheaper the average Emergency Room visit.



#### HIGH QUALITY CARE

Non-emergency medical health conditions evaluated by an **experienced provider** with all prescriptions can be sent directly to a patient's preferred pharmacy.

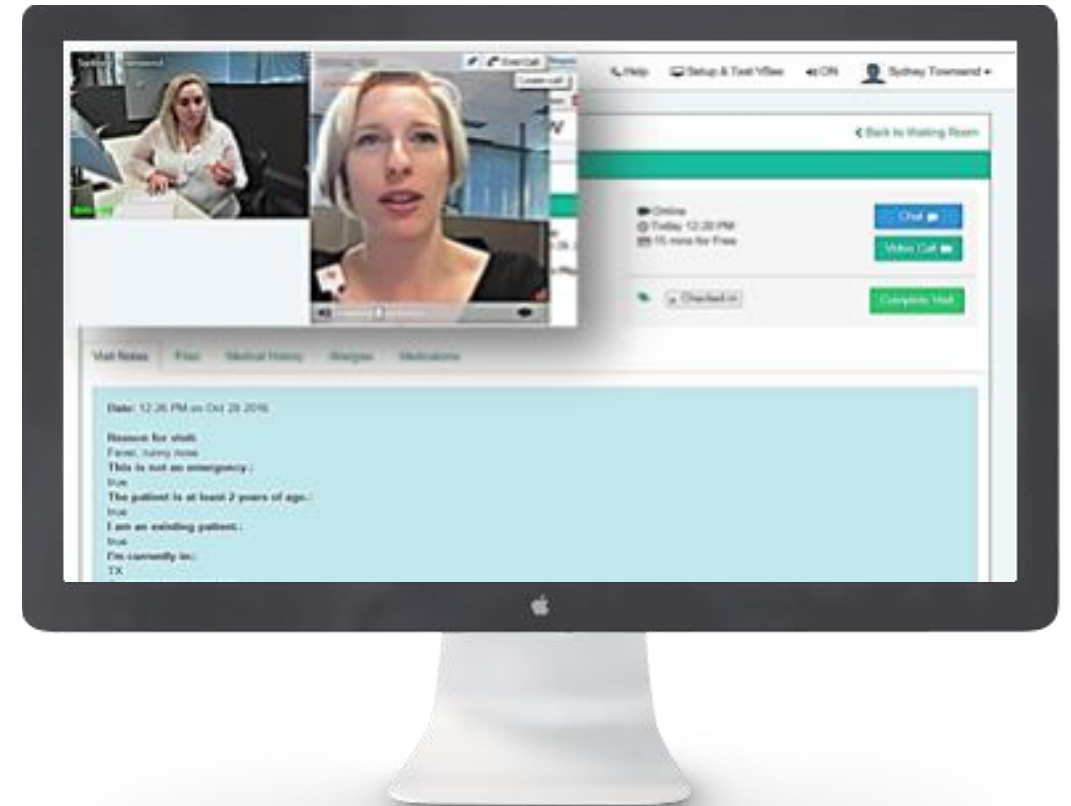
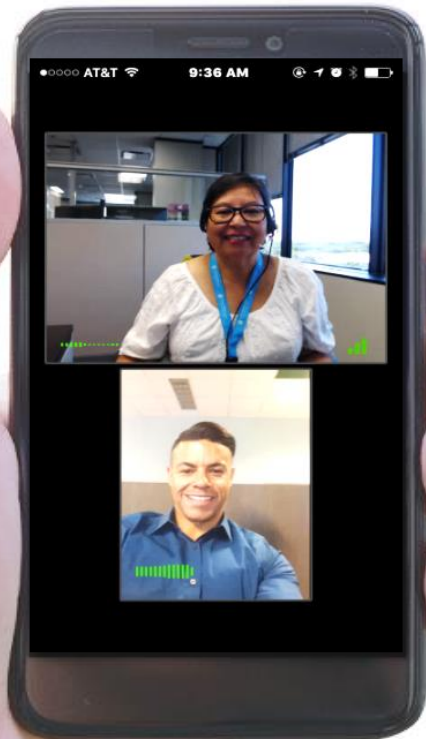


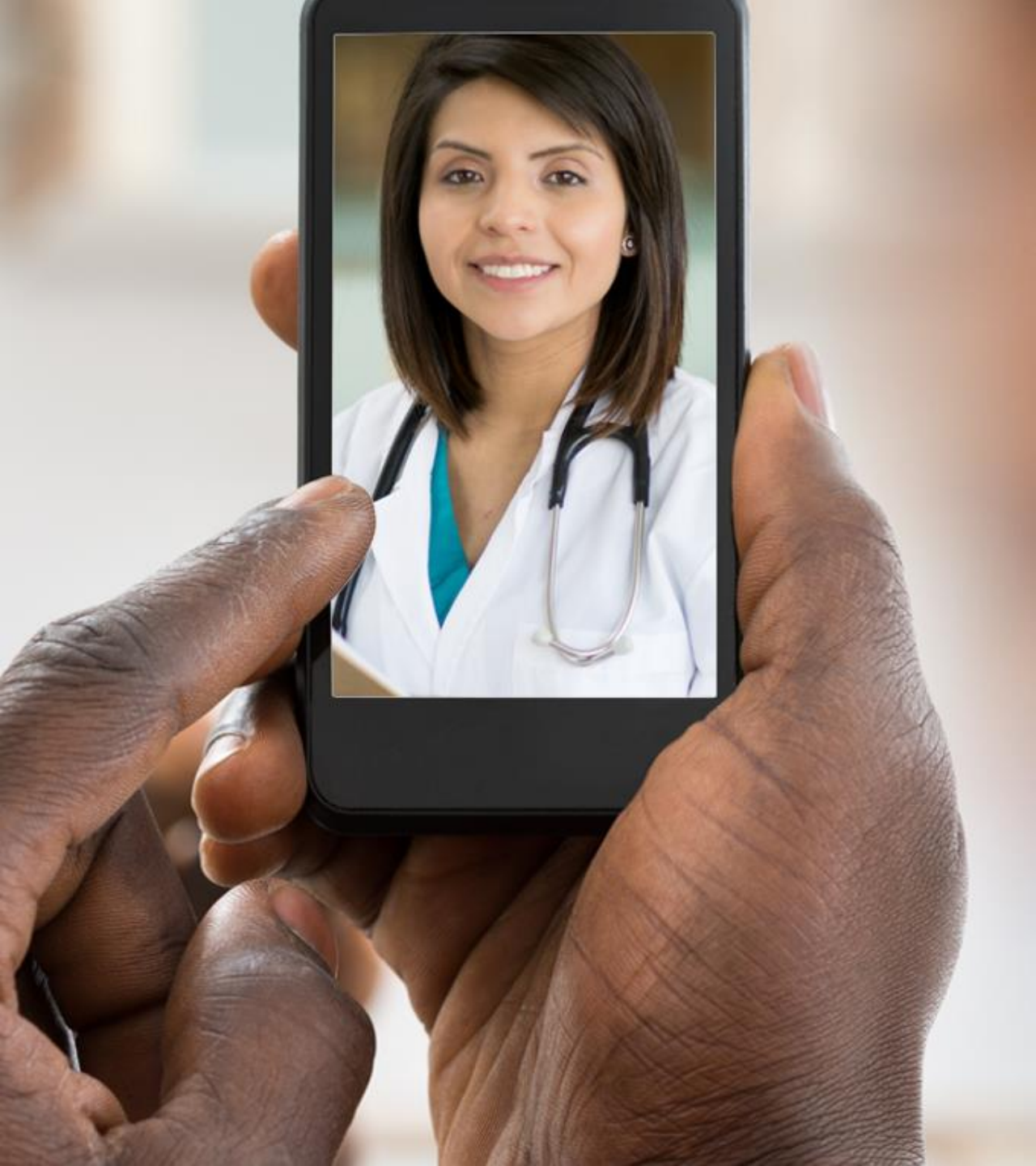
## Too busy to be sick?

# Healthcare at your fingertips

Connect with a doctor, nurse practitioner, social worker, pharmacist or nurse via laptop, smartphone or tablet—**no matter the time of day or location**

- ✓ New Patients Welcome
- ✓ No Appointment Necessary





# Simple Access to Care is Just a Click Away

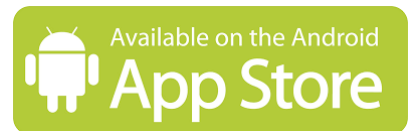
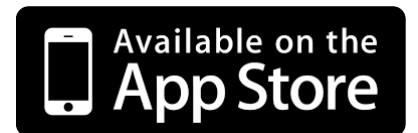
Anyone can download the **GoodHealth Digital Clinic App** onto their personal mobile device.



**GoodHealth Digital Clinic**

Ascension Health

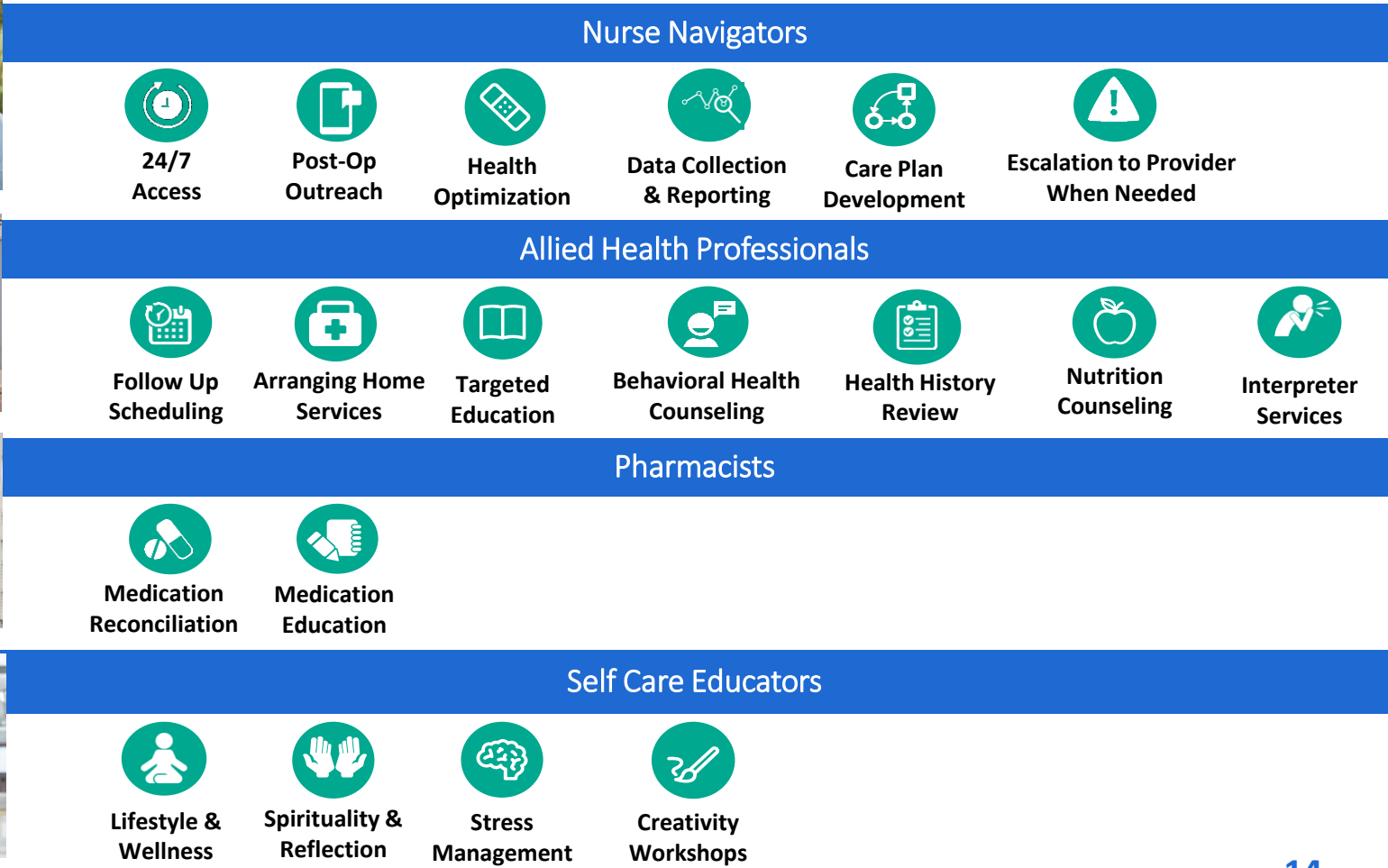
Free





# A team based approach to care for every concern

Services based on **patient-specific care pathways** determined and guided by experienced Nurse Navigators and a **multidisciplinary care team**.





**We provide an easy-to-use kit for patients to take home. The Kit allows us to:**

- Monitor health data for patients remotely
- Alert physicians and clinicians when needed
- Video chat or message patients
- Connect patients to any needed service within Ascension's system of care

## Remote Patient Monitoring







# Core Services

- Daily Health Sessions
- Personalized Interventions
- Targeted Education
- Health Coaching
- Psychosocial Support & Counseling
- Behavior Modification
- Health Empowerment
- Spiritual Care

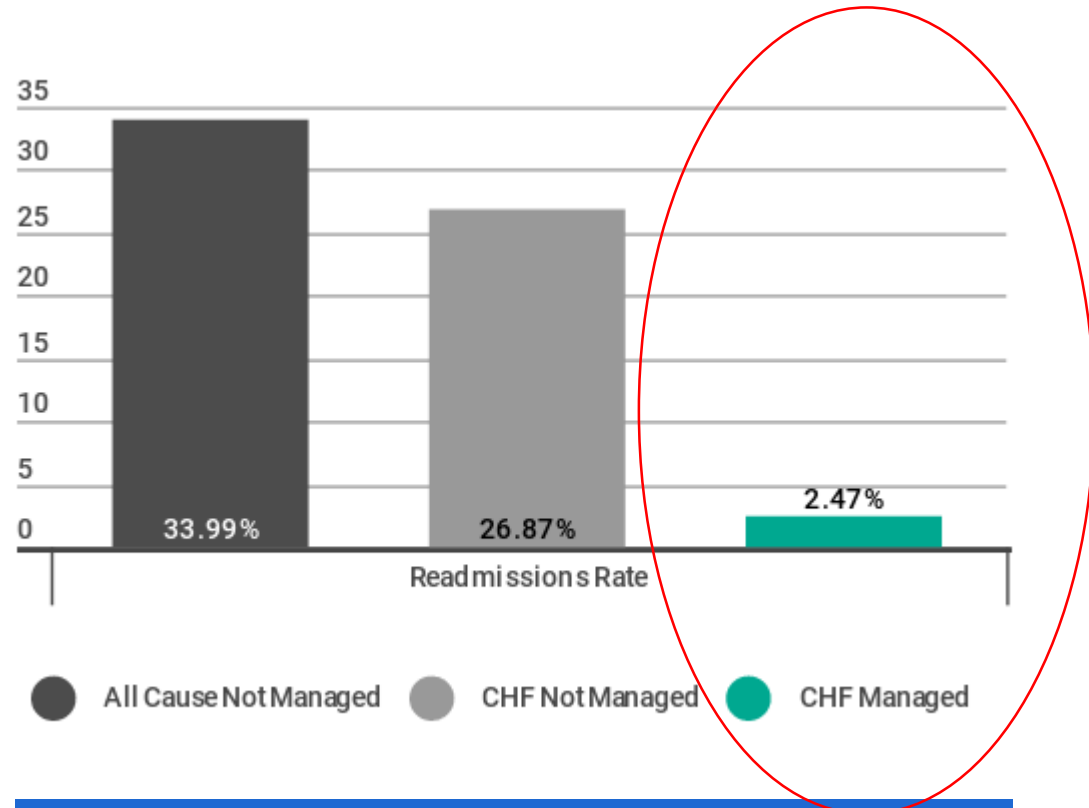


Benefits & Outcomes

# Improving Health

-  Around the clock Monitoring
-  Measurable Health Results
-  Patient Friendly Technology
-  Improved Patient Compliance
-  Access to Care Teams
-  Lower Cost

CHF READMISSION RATES (FY18)



800+ patients managed through Remote Patient Monitoring and Care Management

# Monitoring our Value



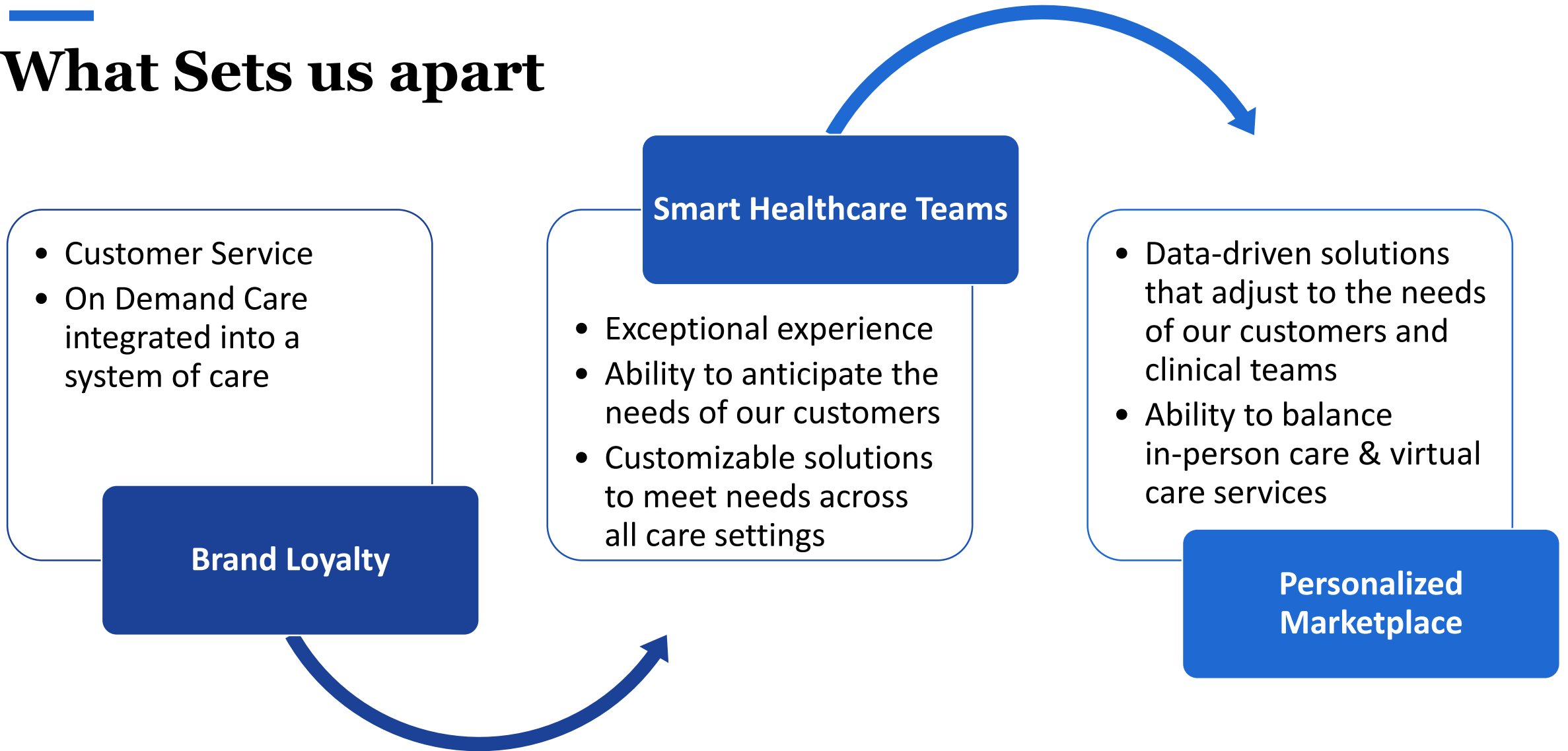
## • Digital Clinic

- Volume of visits sorted by date and time of visit
- % of visits with virtual resolution versus % referred for in-person care
- % of patient volume by diagnoses
- Demographics of patients (age, gender, zip code, etc.)
- Average duration of video consults in minutes
- Patient Satisfaction
- Patient to provider wait time
- Prescription by categories (ie. Antibiotics, Controlled Substances, etc.)
- Referrals (specialty and diagnosis)
- Utilization rates by company or payer (per contract)

## • Remote Patient Monitoring

- Volume of patients monitored
- Number and type of interventions
- Number of ER and hospitalizations of monitored patients
- Program compliance
- Medication adherence
- % of education sessions completed
- Disease management analysis by patient (vital signs within target; care plan goals met; relevant lab pre/post, etc.)

# What Sets us apart





# Our Goals

- Hassle-free healthcare
- Convenient access to care
- Healthier patients
- Lower cost per member for health

*We are committed to providing access to the **best level of care** for you and your family.*



# A Solution to Employee Health

Improving health through virtual wellness and healthcare services



**Ascension**



**Providing convenient  
access to comprehensive  
health services in one  
location.**

## Solutions Center

# Our Mission

- To provide **access to quality care** when and where it is needed using state-of-the-art technology.
- To **improve employee health and wellbeing** thereby **lowering absenteeism**, improving employee morale and ultimately **lowering the cost** of employee healthcare costs and improving productivity.
- To connect your employees to Ascension's full range of health services to ensure the right level of services to **achieve optimal health**.





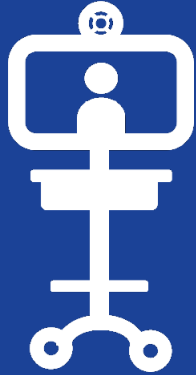
## Supporting Research

# Integrated wellness services to improve employee health

- Wellness programs are effective reducing the rising health-care costs and have an average **cost-benefit ratio of 1:6**.
- The **return on investment (ROI)** for worksite wellness programs is about, \$4 for every \$1 invested. (dshs.nh.gov)
- Studies show nearly two out of three **employees are interested** in participating in wellness programs, and 20 percent are willing to pay extra for the service. (2008 Survey of Health Care Consumers, Deloitte Center for Health Solutions)



# Virtual Care Services



Telemedicine



Digital Clinic



Remote Patient  
Monitoring

# Our Goals

- Hassle-free healthcare
- Convenient access to care
- Healthier employees/families
- Lower cost per member for health

*We are committed to providing access to the best level of care for your employees and their families.*