

The Leadership Institute

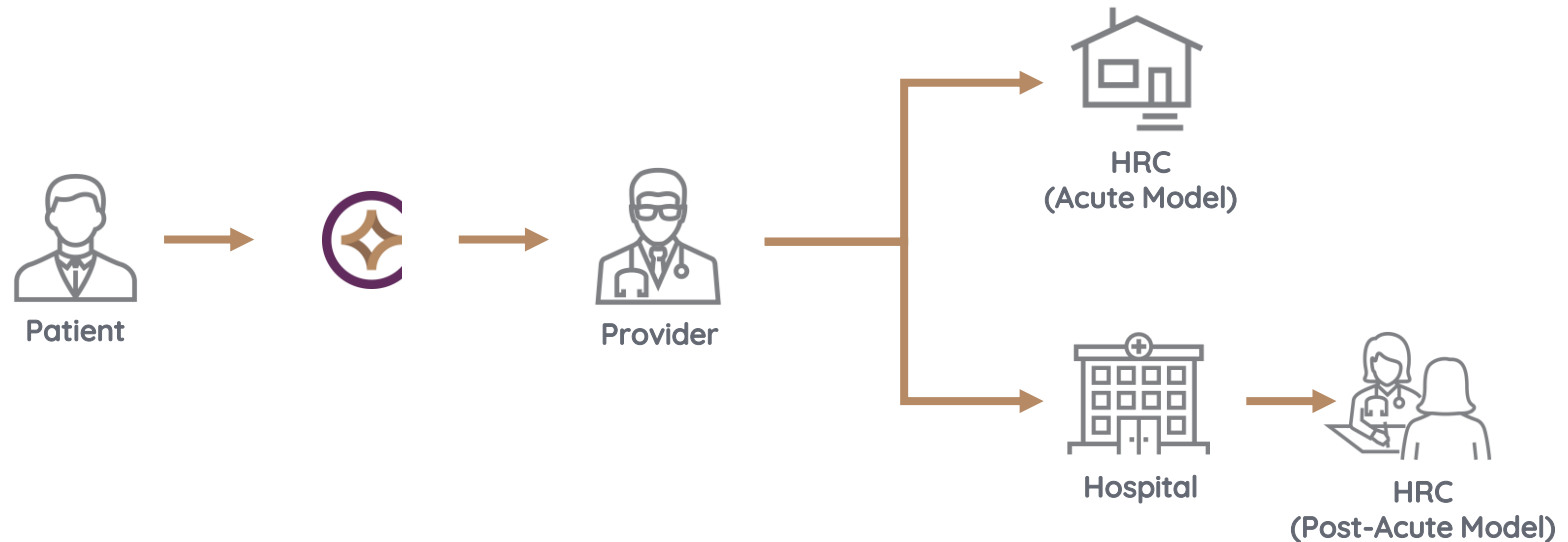
February 15, 2019



Home Recovery Care Powered by Contessa

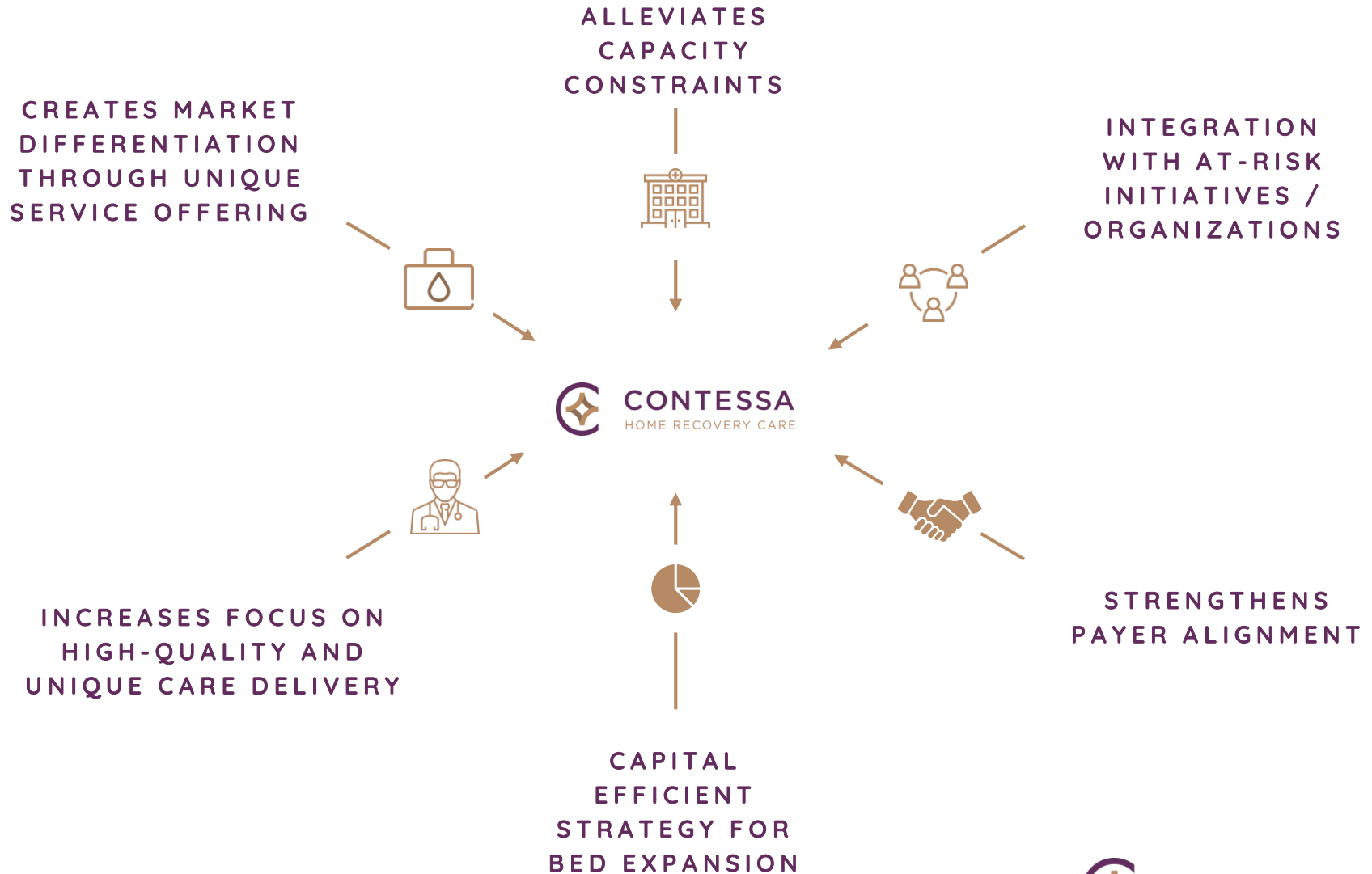
Contessa is redefining the way providers deliver hospital-level care

CLINICAL MODEL

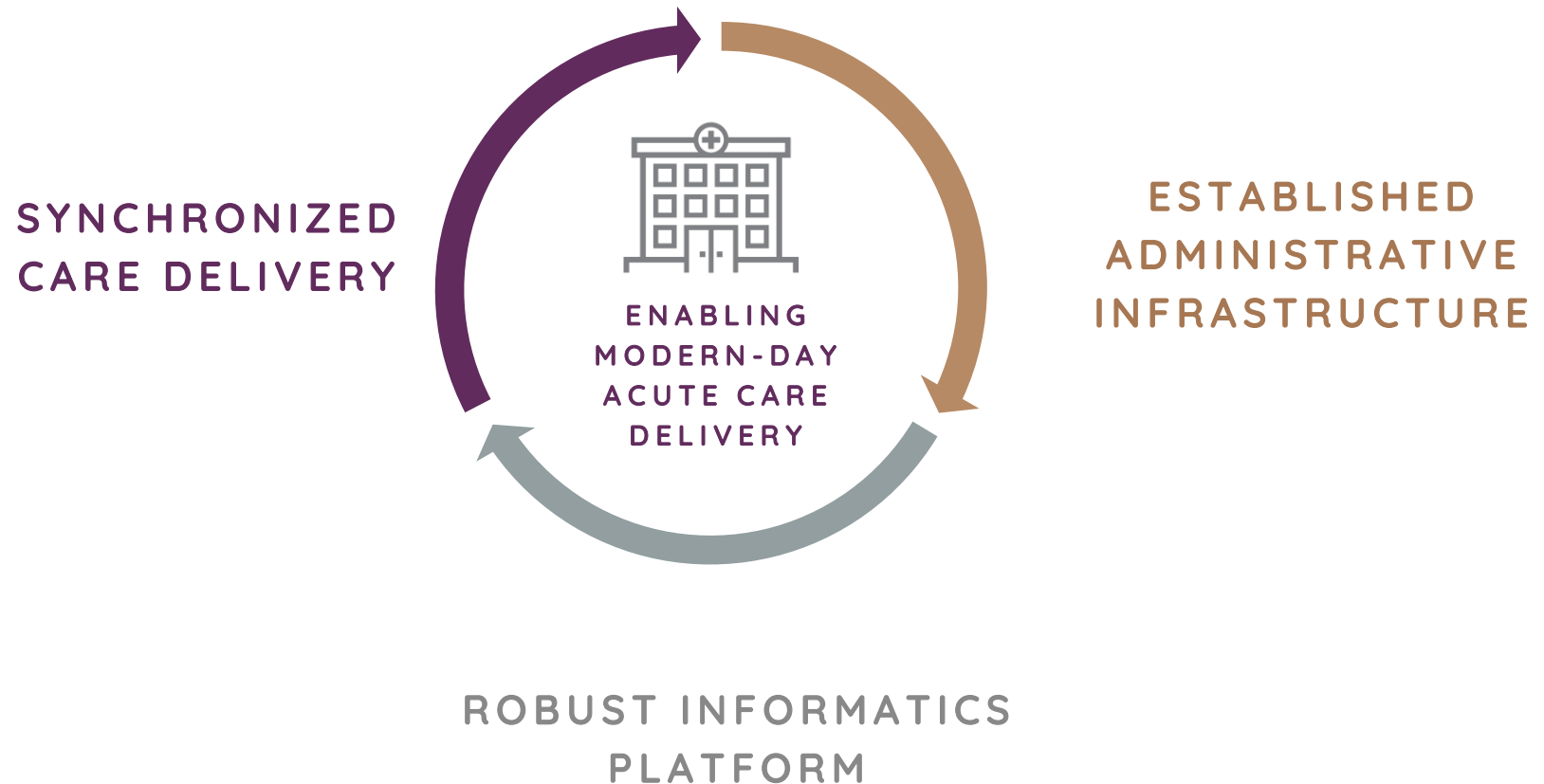


Home Recovery Care is a clinical model that delivers all the essential elements of inpatient care in the comfort of a patient's home

Home Recovery Care Satisfies Multiple Strategic Initiatives for Health Systems



Through a JV Structure, Contessa Unifies People, Process & Technology



Successful Implementation of Home Recovery Care Requires Extensive Clinical Applicability

ACUTE MEDICAL

COPD

CHF

Pneumonia

UTI

Cellulitis

DVT / PE

Asthma

Dehydration

General Medicine Protocol for any patient that could be safely treated at home

POST-ACUTE

All conditions where patients are able to be treated safely at home

Limited exclusionary criteria

Includes 44 episodes & 151 DRGs

Contessa's Primary Focus is Patient Experience

ADMISSION

(ED, UC, Clinic)

- Insurance, clinical and inpatient eligibility verification by Recovery Care Coordinator
- Admitting Provider completes history & physical in the ED
- Patient education and home assessment
- Patient consent
- Initial treatment in ED (if necessary)

ACUTE PHASE

(Patient's Home)

- Transfer patient home
- Acute Care RN visits and treats patient in the home
- Admitting Provider rounds on the patient virtually
- Recovery Care Coordinator oversees and coordinates care team
- Telehealth tablet used for biometric data monitoring and adherence to care plan
- Patient receives clinical services, as necessary, including (but not limited to):
 - Labs
 - Imaging
 - Infusion
 - DME

MONITORING PHASE

(Patient's Home & Clinic)

- Scheduled, in-person follow-up appointments with PCP and/or specialists
- Traditional home health, PT / OT / ST, or other services (if necessary)
- Recovery Care Coordinator oversees and coordinates care team
- Telehealth tablet used to monitor biometric data and adherence to care plan

Modernized Approach to Care Delivery Drives Better Outcomes & Well-Being

QUALITY METRICS

22%

Increase in
Patient
Satisfaction

34%

Reduction in
Readmissions

30%

Reduction in
Mean LOS

SELECT OPERATIONAL METRICS



Medication
Reconciliation

100%



Acceptance
Rate

93%



Health Assessments
Completed

100%



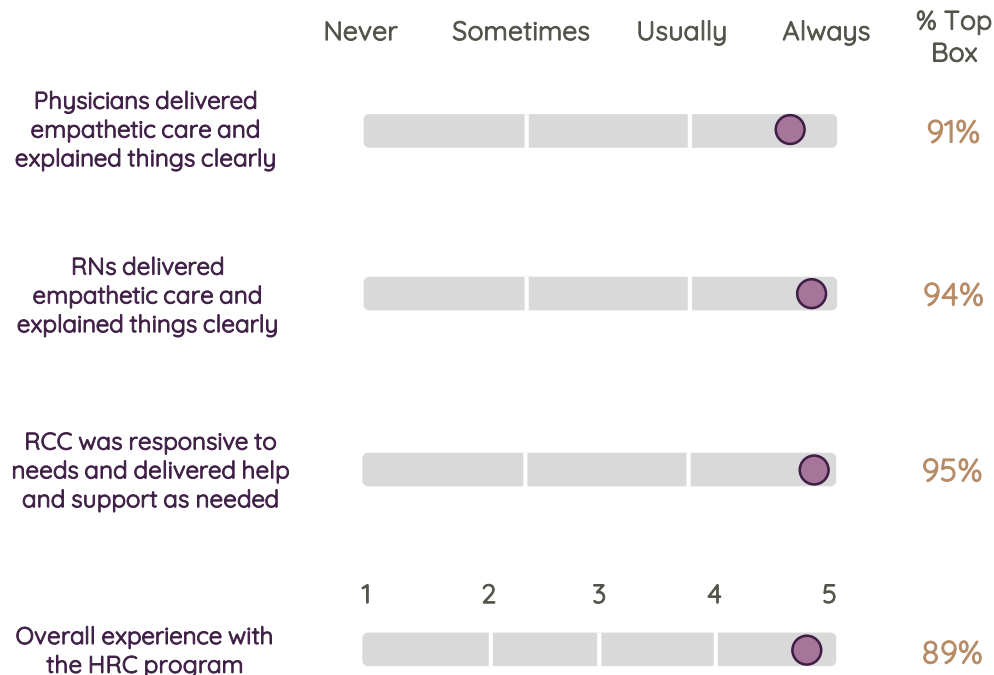
Average Time to
Admit a Patient

~2 hrs

Effective Communication and Care Coordination has Resulted in Strong Patient Satisfaction

Patients' ability to recover in the comforts of their own homes results in outstanding patient satisfaction

PATIENT SATISFACTION SURVEY



"I think it was a smart thing to do instead of staying in the hospital...with the flu and things happening it would be good for me to not be in the hospital."

"I had everything I needed that I would have received in the hospital in my home and it was a much better experience than in the hospital."

"This is the best thing [the hospital] has ever had...I would recommend it to anybody."

Reimbursement Model that Incentivizes Provider Organizations to Implement Home Recovery Care

Provider partners have the opportunity to capture value across the care continuum and participate in shared earnings

Episode Price Components

ACCORDING
TO
DEFINITION
AS AGREED
UPON BY
PROVIDER
AND PAYER

DRG Payment:	Included
Professional Fees:	Included
Radiology:	Included
DME:	Included
Transportation:	Included
Readmissions:	Included
Post-Acute Care:	Included

Historical Episode Price:

\$11,765

Discount to Payer:

15%

Episode Price:

\$10,000

Illustrative Economic Model

Reimbursement from Payer: \$10,000

Emergency Dept. Facility Fee: <\$650>

Home Nursing/Therapy: <\$1,500>

Home Infusion: <\$1,200>

Other Ancillary Services: <\$1,350>
(DME, Radiology, Transport, Pro Fees)

Contessa Medical Expense:

Contessa Care Model <\$1,000>

Telehealth <\$100>

Administrative Expense:

Reinsurance <\$250>

Management Fee <\$500>

Other (claims, actuary, IT, supplies) <\$105>

Total Episode Costs: \$6,655

Total Episode Earnings: \$3,345

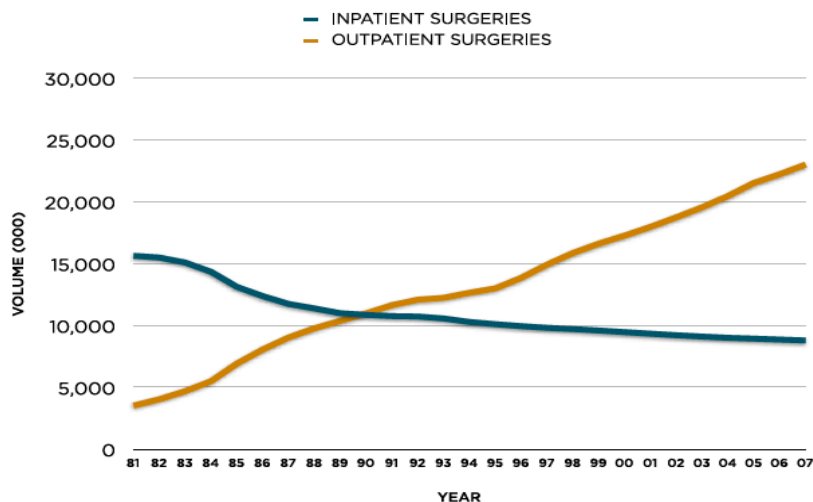
Earnings to JV Partner: \$1,673

Home Recovery Care's Long Term Impact

HRC has potential to significantly alter the way members and provider partners experience inpatient level care

Surgical Trends by Volume

- Home Recovery Care market dynamics are trending to yield a similar impact on healthcare as ASCs
- As payers made reimbursement more accessible for ASCs, site of service optimization increased dramatically



HRC Admission Potential

- Contessa continues to experience an increase in enrollment as provider comfort rises
- Further adoption and market-wide acceptance generates meaningful savings for health plan partners

