

Virtual Care Technologies: Connect with Patients Where and When They Need You

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Ascension

Technology-enabled System of Care

The integration of virtual care services into the healthcare system offers a great opportunity for:

- Access
- Quality
- Experience (Patient/Clinician)

Good Average Poor



Opportunity to Better Meet the Needs of Consumers

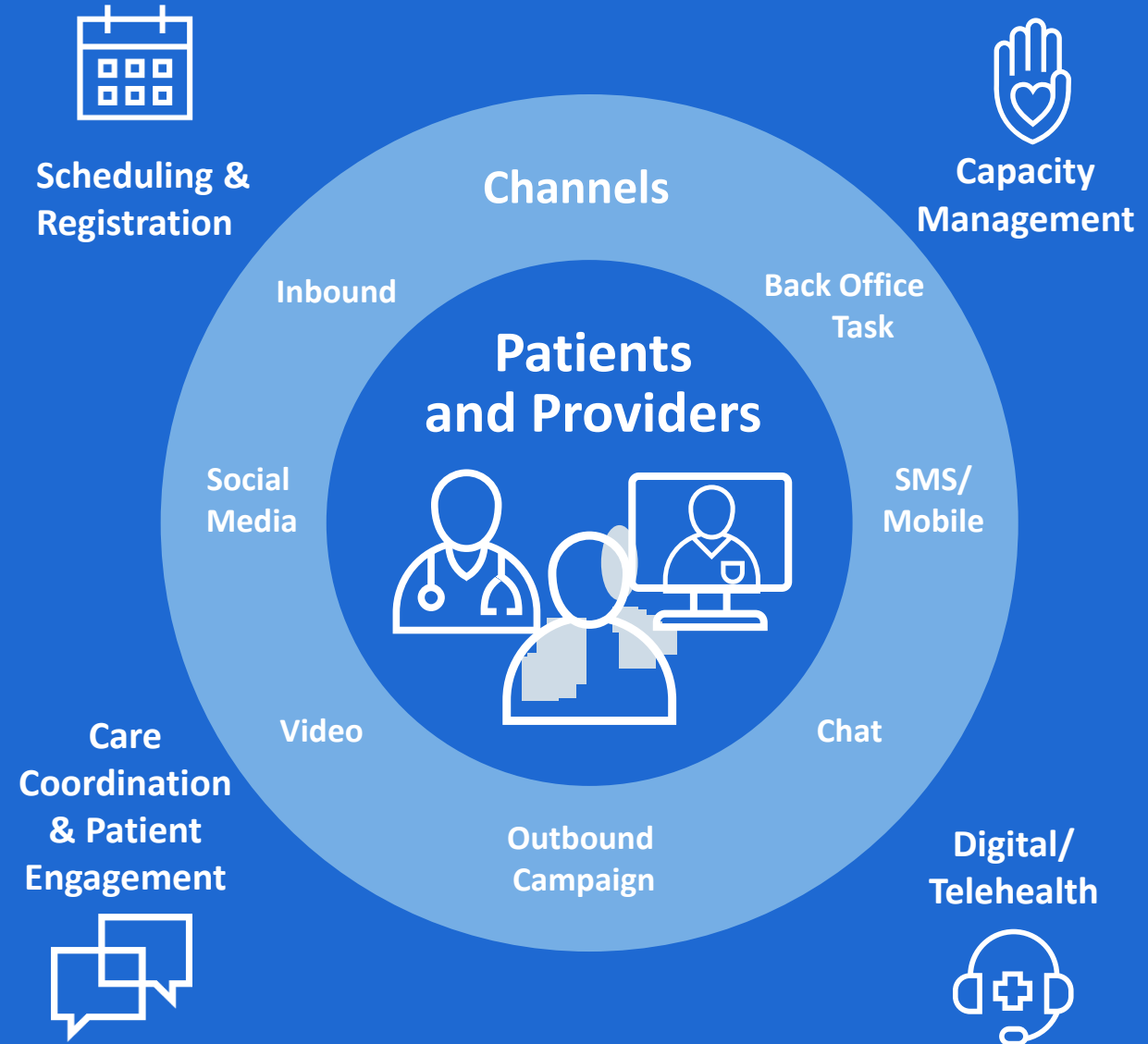
- In healthcare today, the patient experience can vary widely – wait times, phone responses, access to care
- Consumers want a reliable experience
- Consumers seek care elsewhere when their needs are not met
- Optimal health is difficult to achieve with fragmented care
- Adoption and engagement requires a good experience for providers as well as patients

**Patients
and Providers**

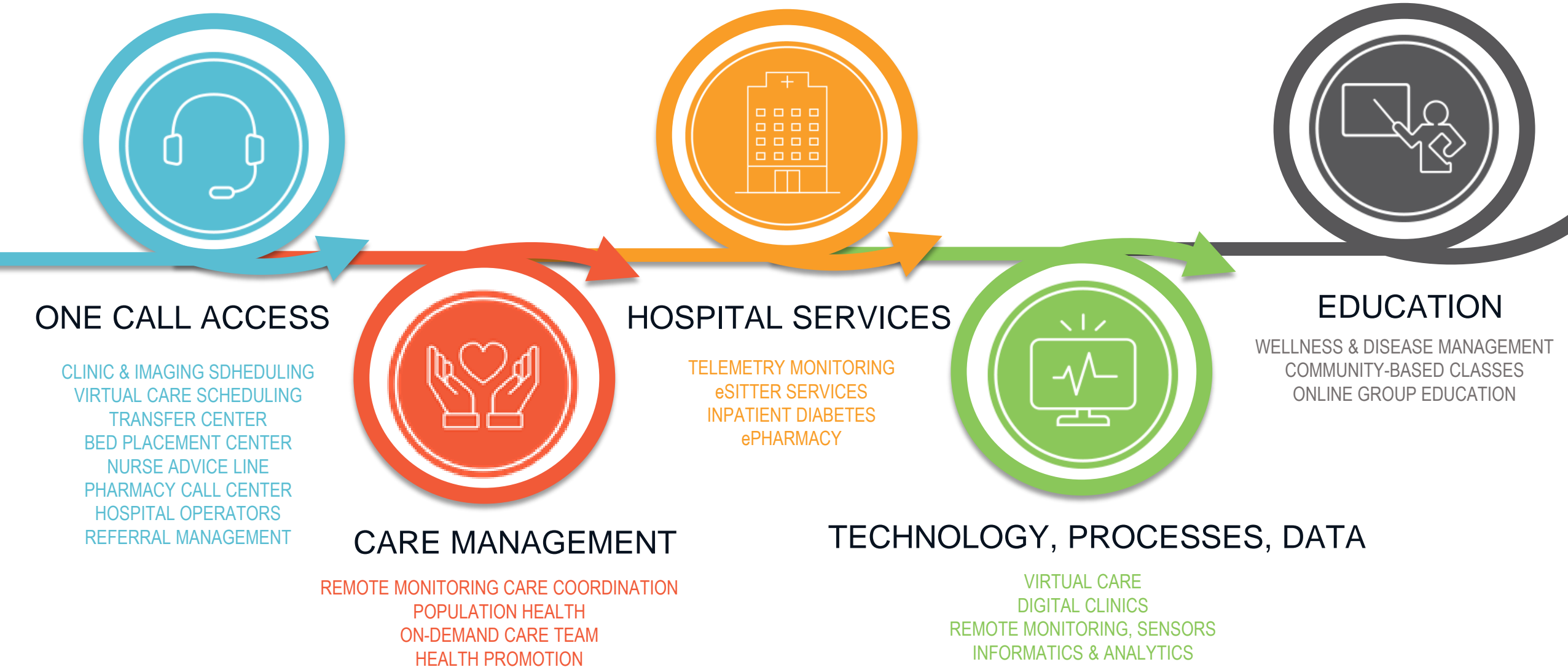


Creating an Omni Channel Experience

- Ensure operational excellence using consistent best practices with an unwavering commitment to customer experience
- Recognize multiple channels of entry treating the physical and virtual space as one
- Workflow matters! Journey mapping is a must.



SEVERAL DEPARTMENTS WORKING TOGETHER AS ONE TEAM





AscensionConnect and Telehealth

AscensionConnect and Telehealth

AscensionConnect Size and Scale – Texas



GRAND OPENING
NOVEMBER 10, 2017



250
ASSOCIATES



3,072,512+
TOTAL MINUTES ON THE PHONE



585,156
TOTAL CALL
INTERACTIONS



41,306
NURSE TRIAGE
ENCOUNTERS



113,362
TOTAL APPOINTMENTS
SCHEDULED



7,099
TOTAL CODES
INITIATED BY PBX



302,402
TOTAL PAGES
SENT BY PBX



1,587,994
TOTAL PBX CALL
ENCOUNTERS

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AscensionConnect Scope of Work

Hospital Support Services and Clinical Surveillance



- Integrated Communication Platform
- eSitter
- ePharmacy
- Telemetry
- Transfer Center

Patient Access and Experience



- Clinical Call Centers
- Transitions of Care
- Continuity of Care
- ED Attachment

Virtual Care and Remote Care



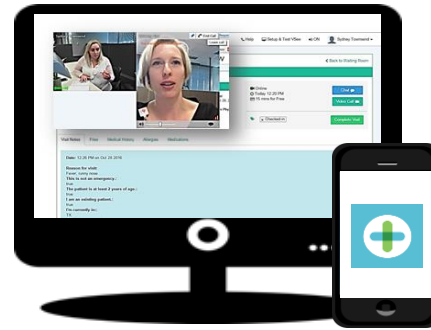
- Care Coordination/Navigation
- Direct to Consumer Urgent Care Telemedicine
- Telemedicine- Neuro/Psych
- Virtual Provider Office
- Remote Patient Monitoring

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AscensionConnect Suite of Services – Virtual Care



TELEMEDICINE



DIGITAL CLINICS



REMOTE MONITORING

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Telemedicine

Benefits

- Easy Access in convenient locations
- Real-time audio-video consults with specialists
- Patients & Providers save time by decreasing drive time and waiting room time
- High speed-to-value for clinics and hospitals
- HIPAA compliant and encrypted video conferencing platform

Service Line Use Cases

- Stroke
- Behavioral Health
- Cardiology
- Pediatrics
- Genetics
- Neurology
- Hospitalists
- Oncology
- Infectious Disease
- Pulmonology
- Orthopedics
- Renal
- Dermatology
- Maternal Fetal Medicine
- Palliative Care



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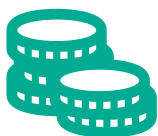
Digital Clinics

The AscensionConnect Digital Clinic offers convenient and affordable medical care to patients wherever they are— at work, at home, or on the go.



CONVENIENT

Speak with a provider with or without an appointment. Save time by connecting to care via computer, tablet or mobile device.



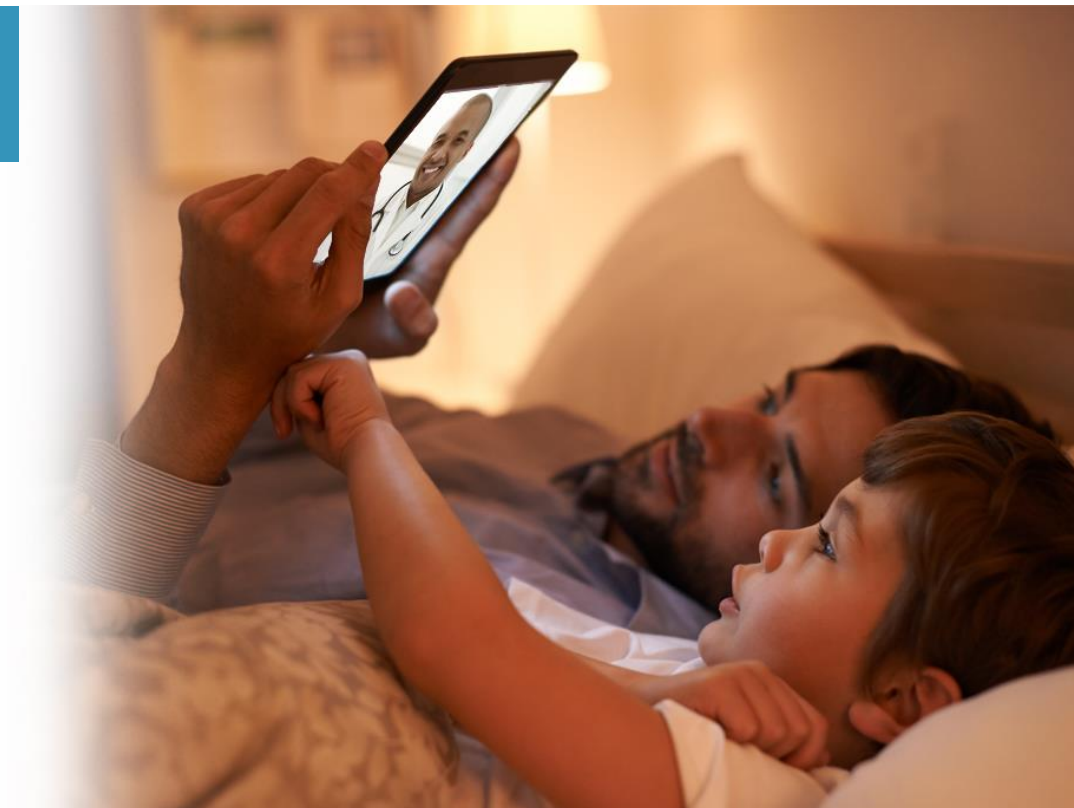
AFFORDABLE

On average, the cost of an urgent care visit may be two times more expensive, and an ER visit may be eight times more, depending on insurance.



HIGH QUALITY CARE

Non-emergency medical health conditions evaluated by video by an experienced provider. Prescriptions can be sent directly to your pharmacy.





Current Portfolio



ACTIVE VIRTUAL CARE PROGRAMS:

Behavioral Health

Pediatric Behavioral Health

Cardiology

Pediatric Dermatology

Dermatology

Pharmacy

Infectious Disease

Plastic Surgery

Jail Transfers

School Health

Neonatology

Stroke

Orthopedics

Urology

CARE COORDINATION/RPM PROGRAMS:

Congestive Heart Failure

Chronic Obstructive Pulmonary Disease

Total Joint Replacement

Oncology

Behavioral Health

Diabetes

Women's Health

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Remote Monitoring



We provide an easy-to-use kit for patients **to take home**. It allows us to monitor health data for patients remotely, alert physicians when needed, and connect with patients in their homes over video.



• CORE BENEFITS



24/7
Monitoring



Measurable
Results



Patient Friendly
Technology



Improved
Patient
Experience



Access to Care
Management



Lower Cost



Impact at Ascension Texas

Impact at Ascension Texas

Snapshot

• Quality, Safety and Service

- **90%** reduction in Congestive Heart Failure readmission rate in remotely monitored patients versus non-managed
- **50%+** improvement in HCAHPS scores for patients receiving a post-discharge call
- Medication reconciliation **error reduction**

• Growth

- **800** patients managed through Remote Patient Monitoring
- **500+** engaged members in diabetes prevention programs
- **20** active telemedicine specialties
- **6** specialty digital clinics
- **7.5%** escalation rate to a nurse navigator during care transition calls

• Efficiency

- **\$6M** reduction in operating budget with consolidation and centralization
- **\$600K+** savings through eSitter program
- **\$400K+** annual savings for diabetes prevention program participants
- Technology **rationalization** and **standardization**

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