Reimagining the Health System

November 5, 2020

Daryl Tol

AdventHealth

The **Everywhere** Experience

AdventHealth

The collection of products and services linked to the personal intelligence hub available to AdventHealth Everywhere consumers. The personal intelligence hub and the personal care access system manage all aspects of a consumer's care within the network thus eliminating the need to go elsewhere.

Connected Services
Care Model

Personal Care Access System

The interface between the brain and the consumer that serves as a friend that advises, coordinates, simplifies, researches and navigates care to eliminate the travel requirements and burdens of traditional healthcare.

AdventHealth Everywhere

Care Advocate

Life Plan

Lowest Acuity

Highest Acuity

The Consumer

The Brain

Intelligence hub that processes incoming information learns, aggregates and expresses into a usable personalized outcome to guide the decisions and experiences of consumers and providers.

AdventHealth

Care Advocacy – Assigned Model

Consumer

Care Advocate

Care Advocate Nurse

Care Advocate Pod
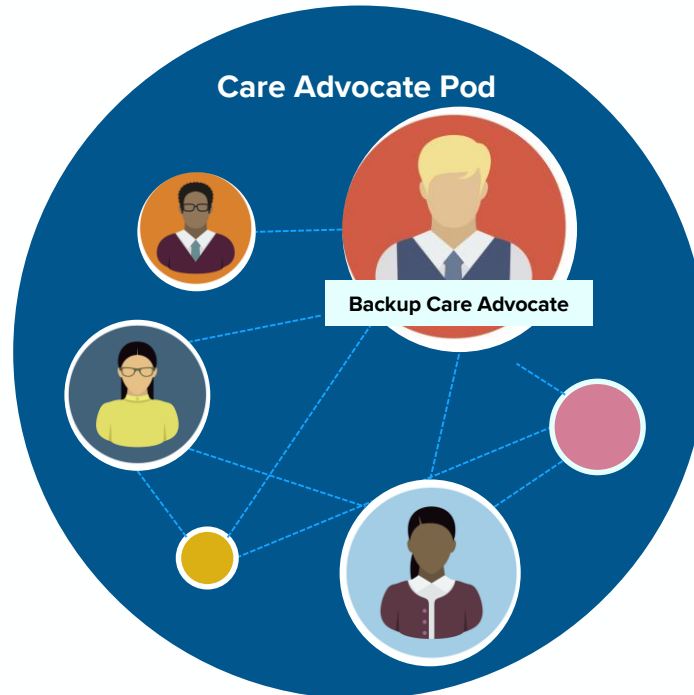
Backup Care Advocate

For Consumers to be eligible

Must have **AdventHealth Medical Group PCP**

Must have **AdventHealth account**

Enrolls in digital messaging service via mobile app or web

Consumer benefits & features

Introduced to Assigned Care Advocate to build trusted relationship with Consumer

Supports **any healthcare need** including scheduling, refills, navigating healthcare system

Nurse on staff to **support clinical questions**
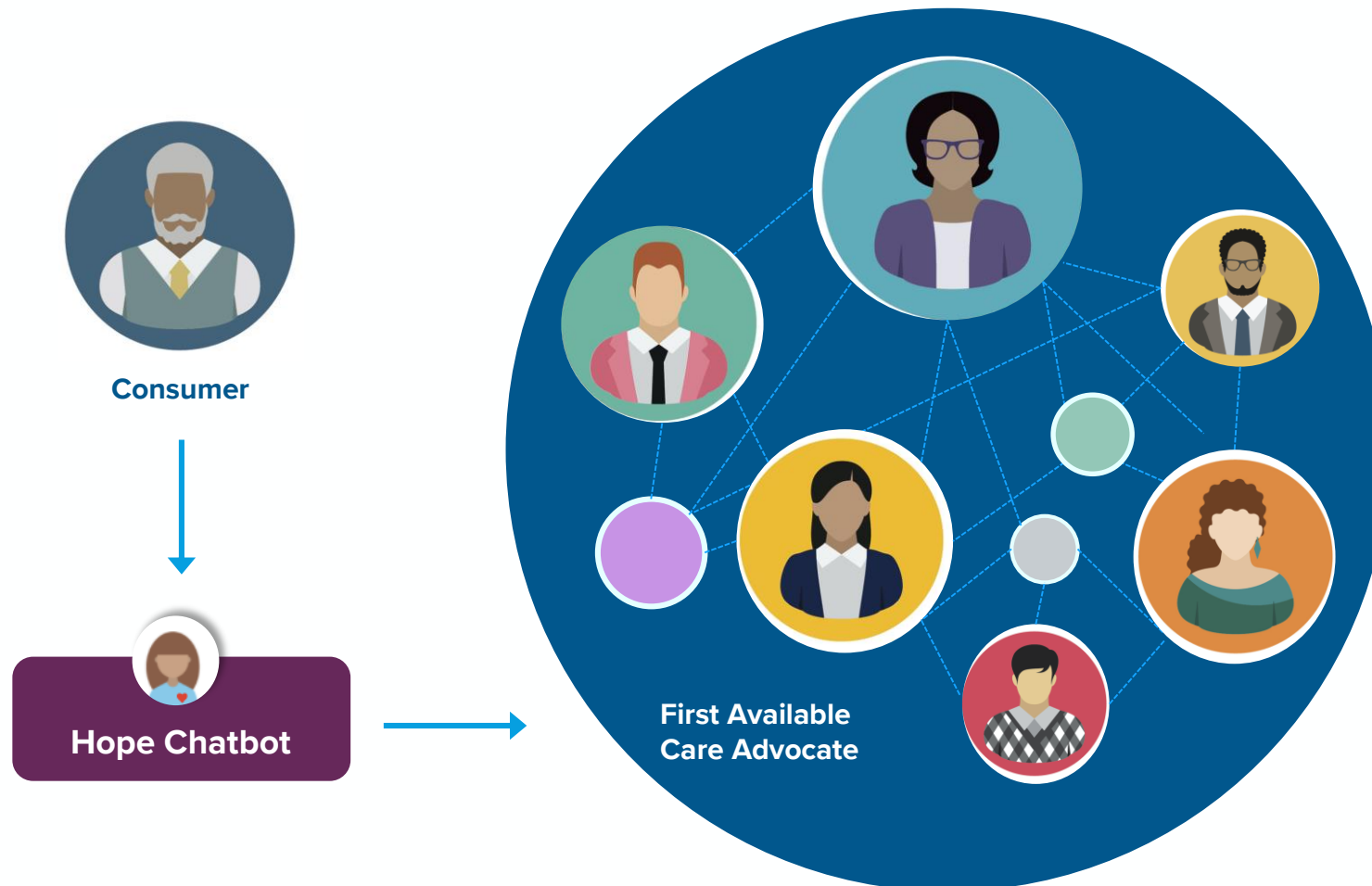
Complete **messaging history**

Identifies **health goals**

Accesses daily **journals**

Connects **health tracking devices**

Solving for NEXT

Care Advocacy – Unassigned Model

Consumer

Hope Chatbot

First Available Care Advocate

For Consumers to be eligible

Does **NOT have AHMG PCP** or has not enrolled in Care Advocacy

Visits mobile app or web

Consumer benefits & features

Has access to **first available** Care Advocate

Establishes **foundation of help & support** for those new to AdventHealth network

Single interaction only (no messaging history)

Assists with more **generic logistics and routing** across system

*not available via voice

Solving for NEXT

Care Advocacy Onboarding

Primary Care Provider Selection

Care Advocacy Assignment

Contact Preference Selection

Health Goal Selection

Onboarding Completion

Meet Norah

43 years old
Middle school teacher
Wife and mother to 11 year old son
Recently diagnosed Type 2 Diabetes
Open to alternating lifestyle to improve health

With AdventHealth Norah wants a **simple, seamless, & hassle-free** experience:

- easily take the **next best action**

- healthy reminders in **key partner experiences** she encounters

- has a **trusted friend** in healthcare for assistance along the way

- exceptional **whole-person care** with improved outcomes

Day One
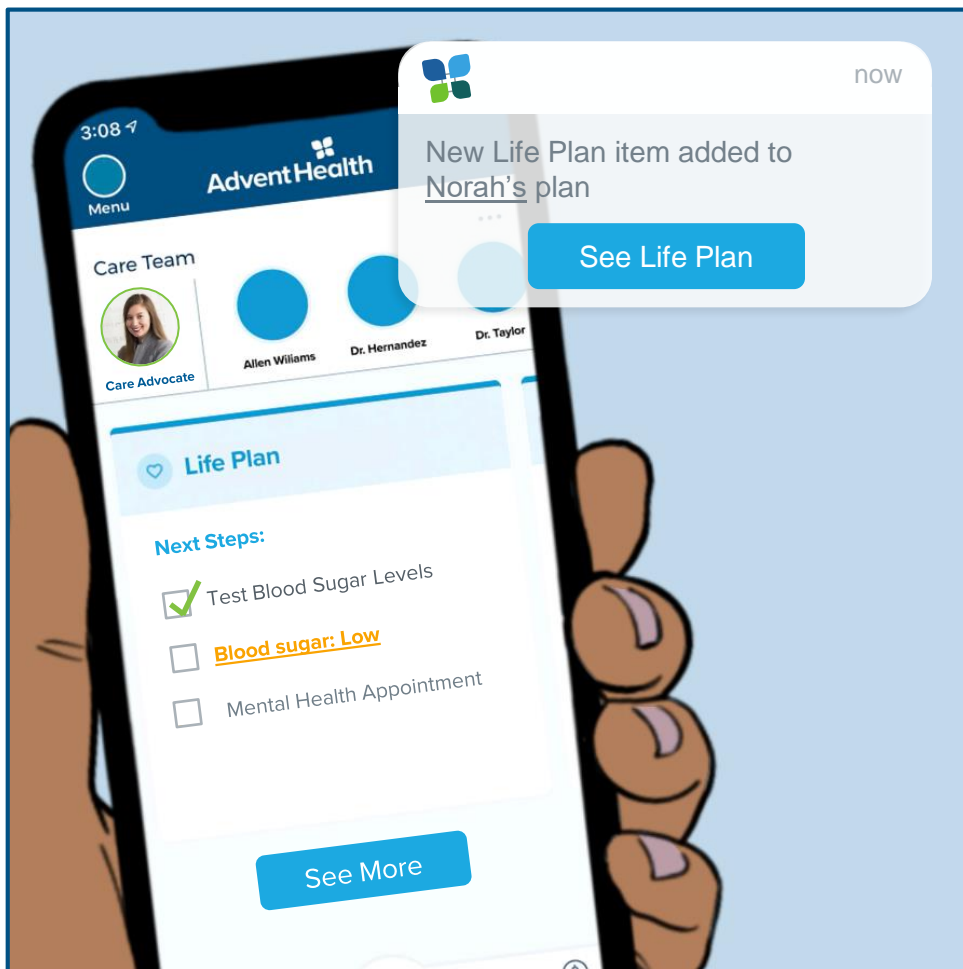
7:30 AM

Norah was recently diagnosed with Type 2 Diabetes. She has an AdventHealth **At-Home Kit** so she takes her blood sugar levels at home which save into her AdventHealth account and further into the Personal Intelligence Hub.

Norah gets a real-time update that her **Life Plan** has been updated based on her blood sugar reading. Her **Care Advocate** also receives a notification and checks in with her to make sure she is following up on the recommendation. Norah tells her Care Advocate that she has been feeling more anxious lately. Melinda gives her some practical tips on breathing exercises to help her manage but also schedules a **virtual visit with a mental** health expert.

- 🟦 Medical Record Data
- 🟧 Remote Monitoring Data
- 🟪 Phone/App Data
- 🟩 Shopping Data
- 🟦 Genetic Data
- 🟪 Geolocation Data
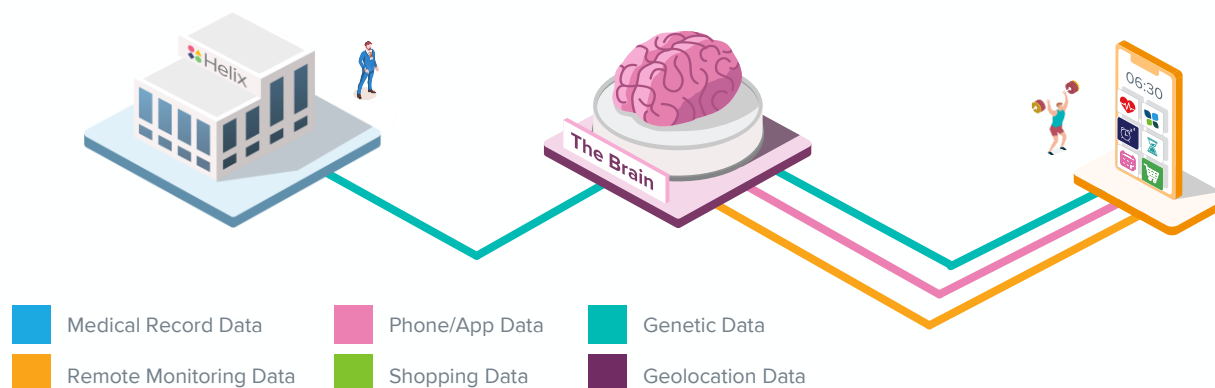
Day One
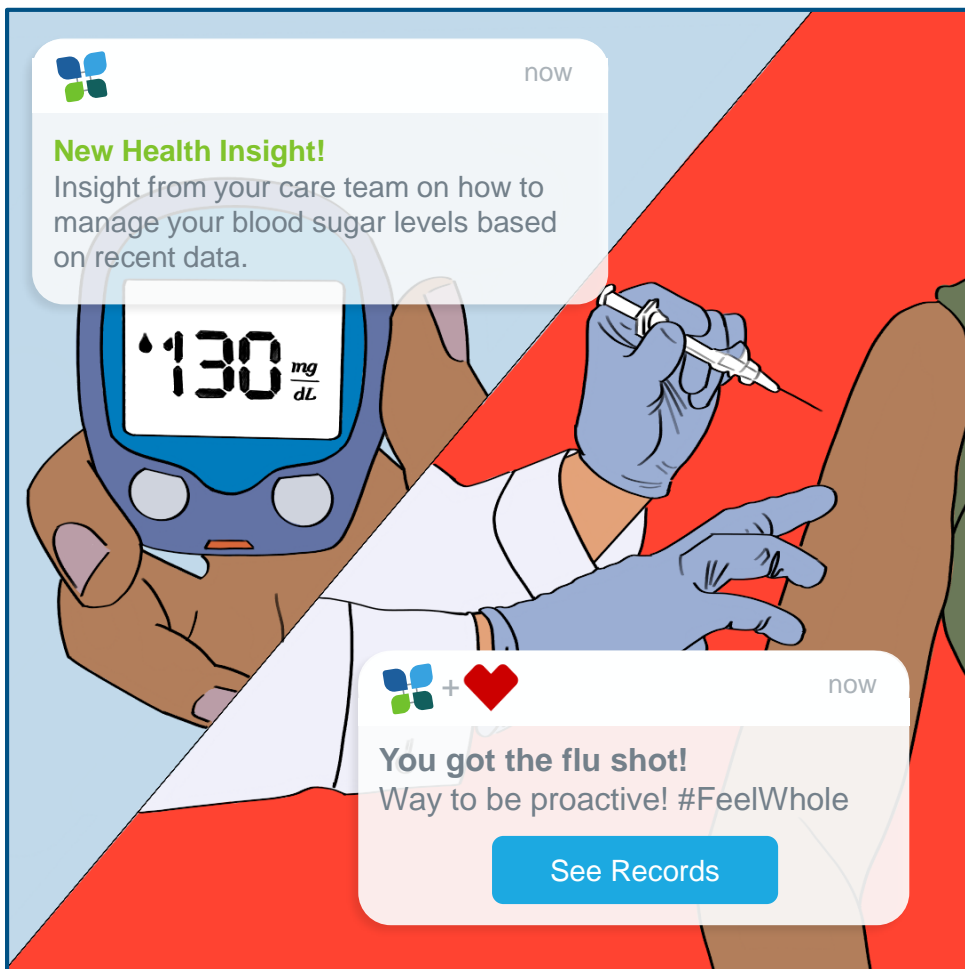
12:00 PM

Norah realizes she's running low on her test strips. She stops by her **preferred CVS** to purchase more.

As she approaches CVS, Norah receives a notification on her watch from AdventHealth saying "Flu season is right around the corner - **CVS is offering free flu shots today**".

Norah opens her CVS app to find the test strip she purchased last time and guides her where it is in the store and then she proceeds to get her flu shot in store. Afterwards her **vaccination record auto-populates** to her AdventHealth app.

■ Medical Record Data	■ Phone/App Data	■ Genetic Data
■ Remote Monitoring Data	■ Shopping Data	■ Geolocation Data
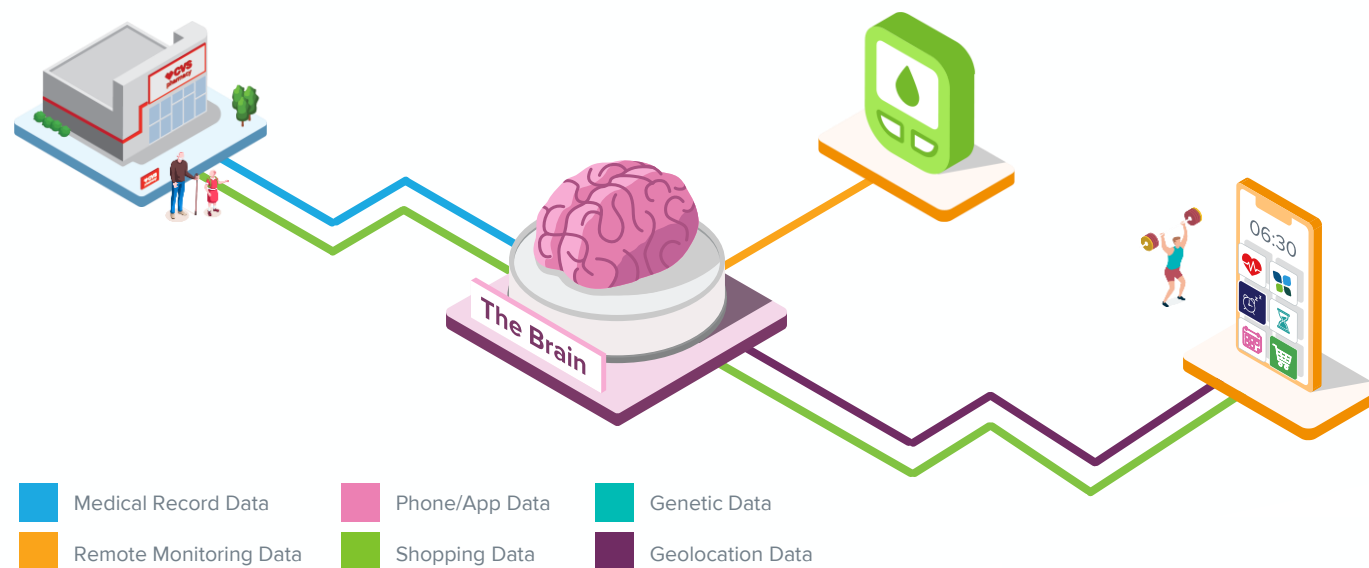
Day One

2:00 PM

Norah attends **virtual session with a therapist** to discuss her recent diagnosis of diabetes and her symptoms of depression. The therapist reviews the summary from her **Care Advocate**, he also reviews Norah's accumulative **Feel Whole Scores** and asks questions about specific days she was experiencing low energy and anxiety.

The therapist suggests further cognitive behavioral therapy sessions, along with a few lifestyle changes, to help her with her depression and overall diabetes management. The therapist also provides suggestions to Norah's **Care Advocate** to help with daily management. Additional mental health sessions are added to her "Appointments Prescribed" list on the **AdventHealth app** and the lifestyle changes prescribed are added to her daily **Life Plan** Next Steps.

■ Medical Record Data	■ Shopping Data
■ Remote Monitoring Data	■ Genetic Data
■ Phone/App Data	■ Geolocation Data
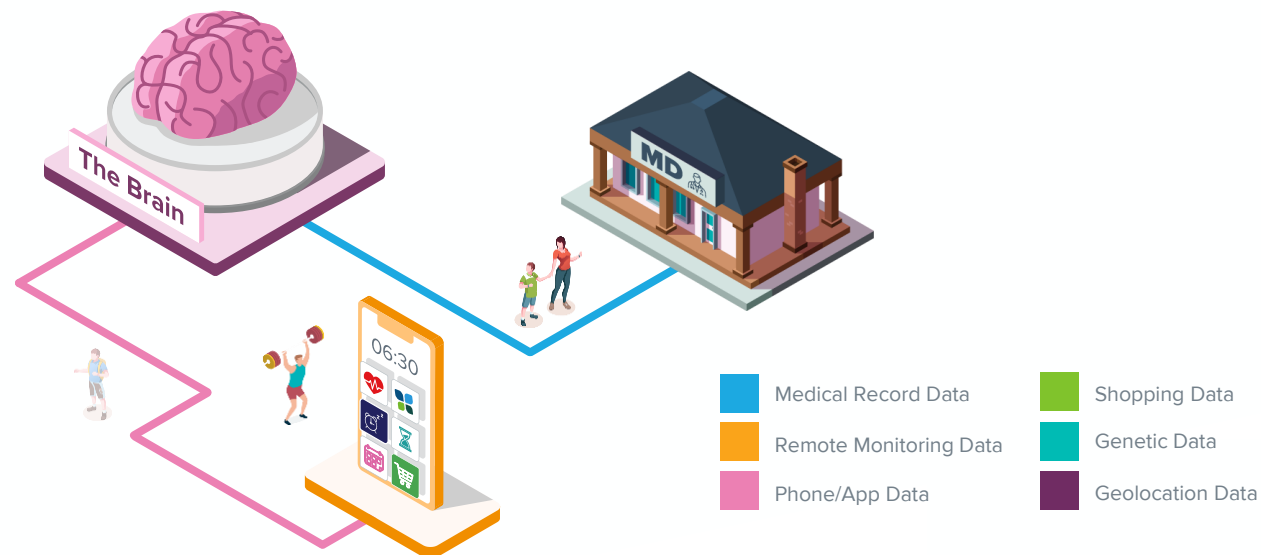
Day One
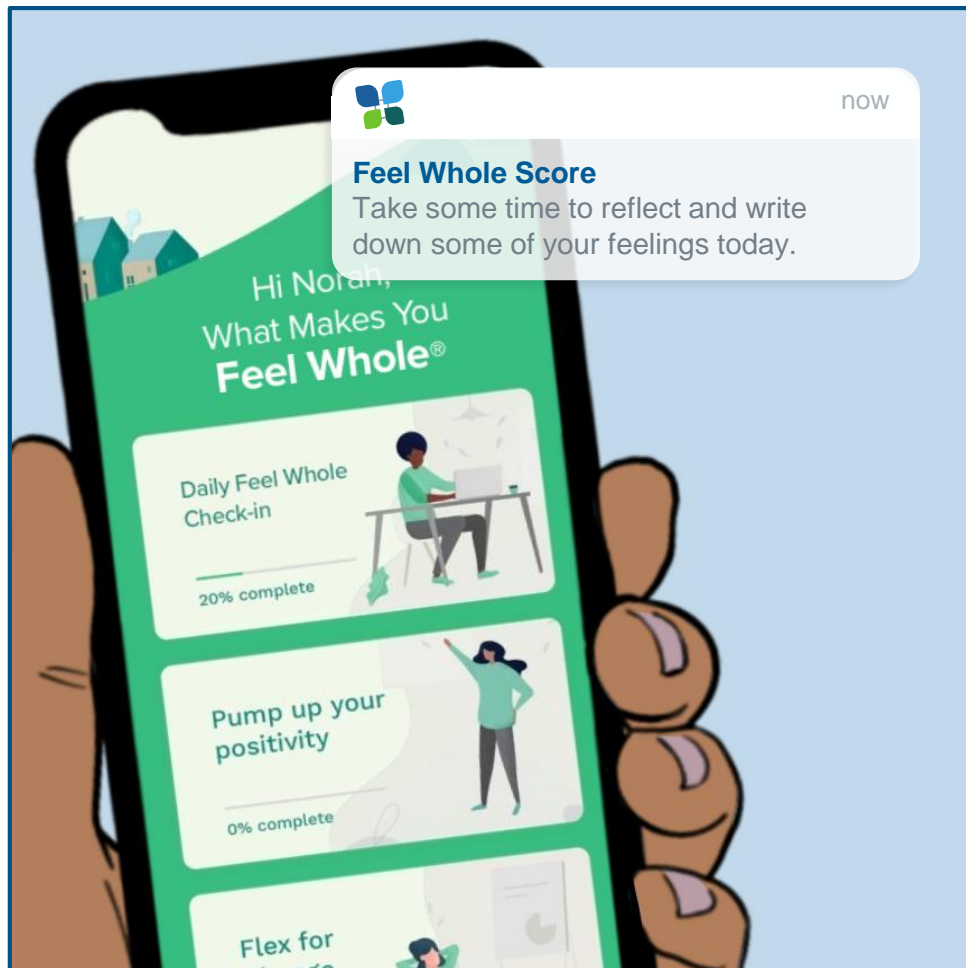
8:00 PM

Based on Norah's preferences, she receives occasional prompts to answer a few short questions to better gauge her Whole-Person health. She completes her **Feel Whole Score** for the day. She says she's feeling productive, but slightly stressed and overwhelmed from her recent diagnosis for type 2 diabetes–trying to manage her own health, and the health of her family.

Norah's PCP and **Care Advocate** also have access to her Feel Whole Score. The Care Advocate is able to offer suggestions to help Norah make modifications to improve portions of her day with recipes, meditation techniques, and more.

Medical Record Data	Shopping Data
Remote Monitoring Data	Genetic Data
Phone/App Data	Geolocation Data
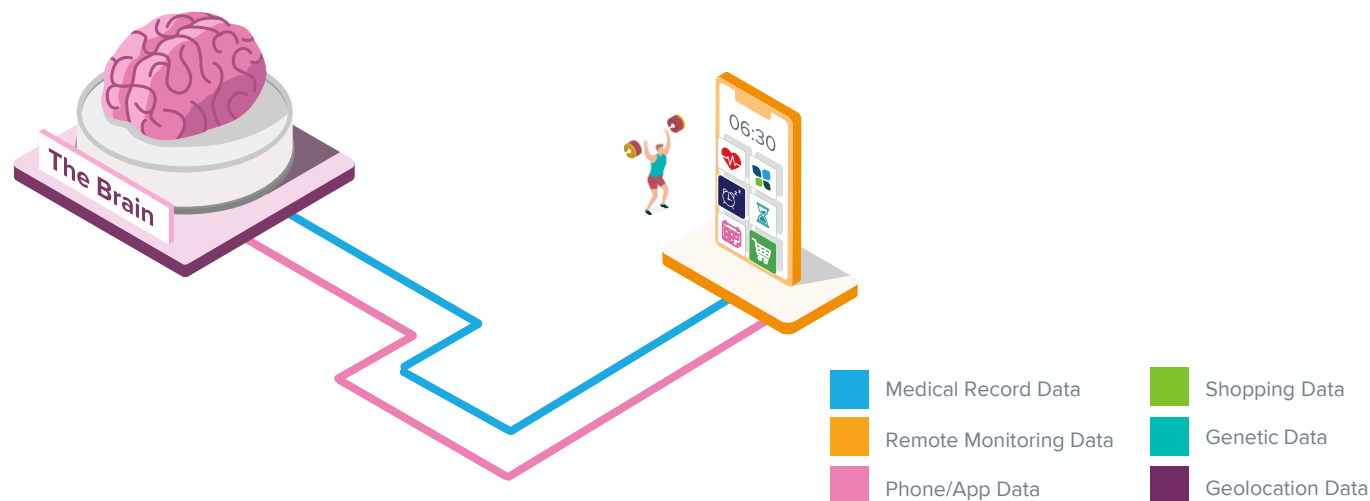
Day Two
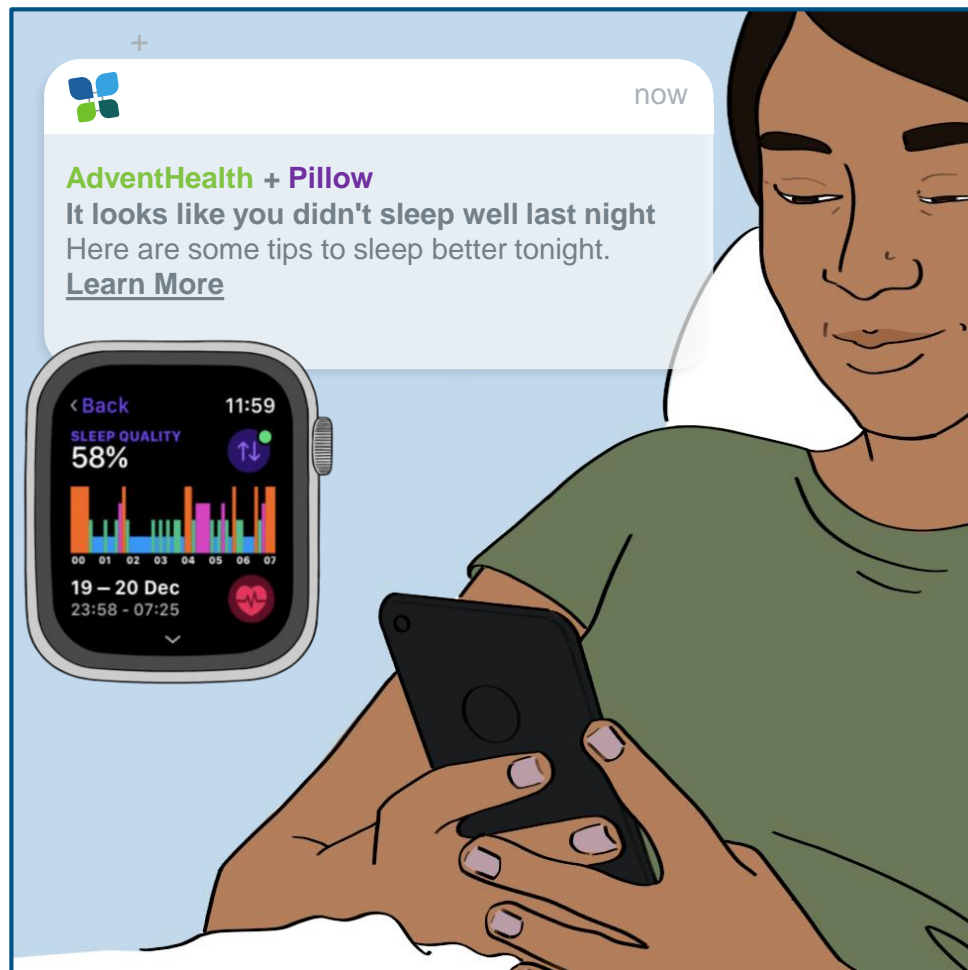
6:30 AM

Norah wakes up and turns off her alarm. Her AdventHealth recommended **sleep machine shares results** with her AdventHealth app. "We noticed you didn't sleep well last night. We have some tips sleep tonight." Norah learns about how drinking water in the morning can help energize her body and what breakfast foods she should eat to help her have energy until lunch time.

Later in the day, Norah's **Care Advocate** checks-in with her and offers encouragement and additional tips for a better night. Based on Norah's personalized genomics and individual preferences, she receives advice based on her genetics test result discussing her circadian rhythm result, that may keep her up later at night, resulting in not enough sleep, and how she can work to go to bed earlier.

■ Medical Record Data	■ Phone/App Data	■ Genetic Data
■ Remote Monitoring Data	■ Shopping Data	■ Geolocation Data
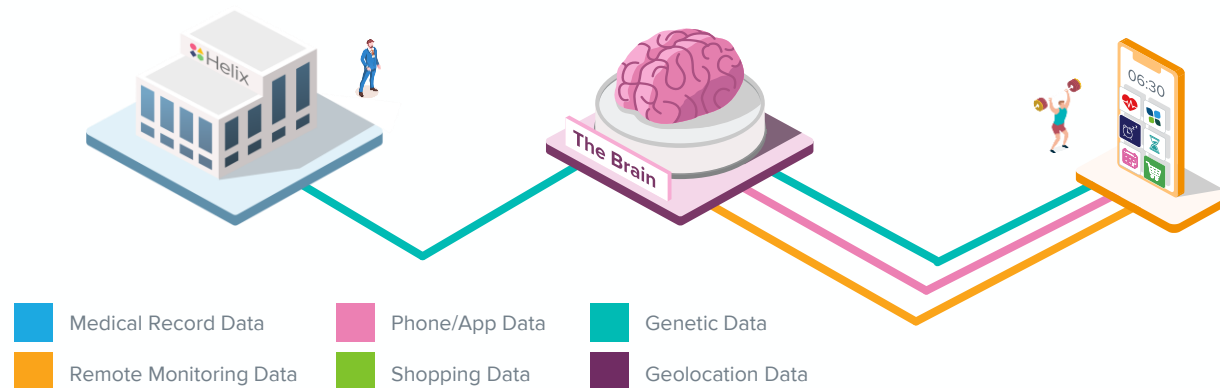
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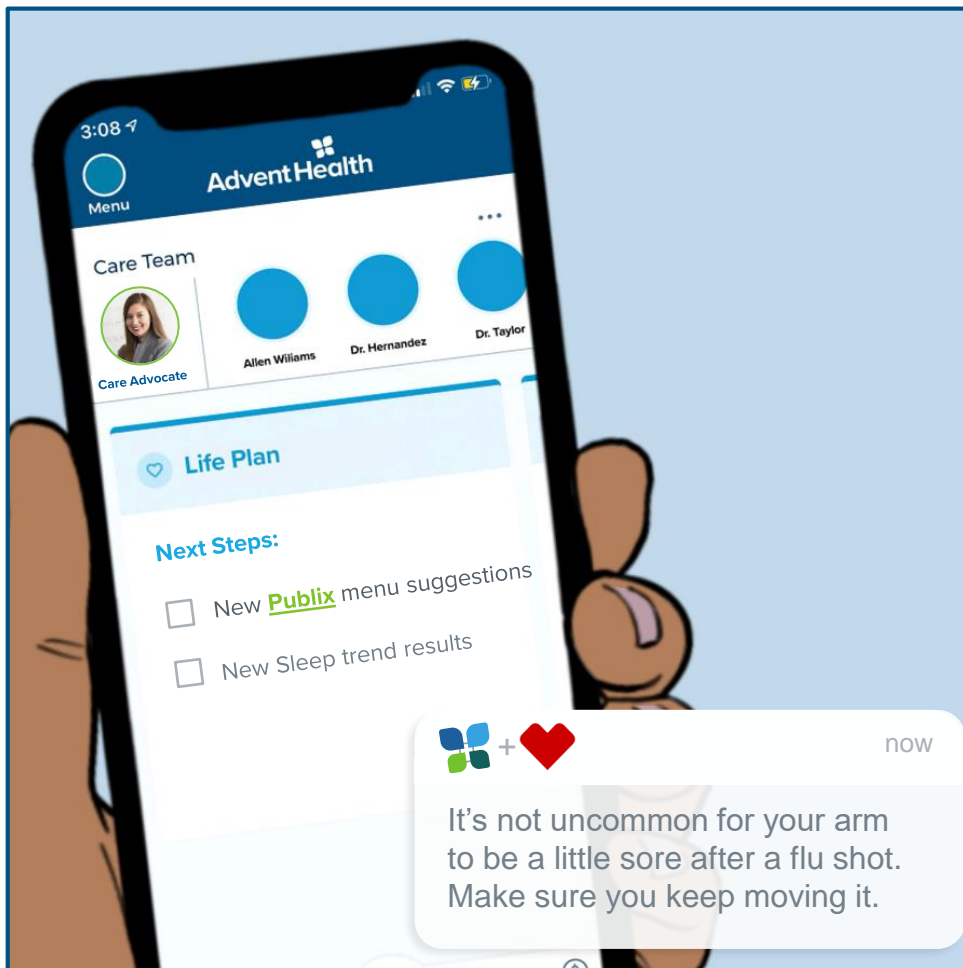
11:30 AM

Norah's **Care Advocate** is compiling information for Norah's upcoming PCP appointment. Based on the data collected, her Care Advocate summarized that Norah is still not sleeping well, her recent blood sugar levels have been high, and based on her monthly **Feel Whole** accumulative score, Norah may her recent Type 2 Diabetes diagnosis. Norah's Care Advocate adds the notes from the **therapist** and sends to the PCP. Her Care Advocate adds recommendations onto her **Life Plan**.

Norah also receives a notification from **AdventHealth and CVS** offering advice the day after her flu shot: "It's not uncommon for your arm to be a little sore after a flu shot. Make sure you keep moving it. If soreness persists, you can take 2 ibuprofen, or use a cold compress to relieve some of the pain."

■ Medical Record Data	■ Shopping Data
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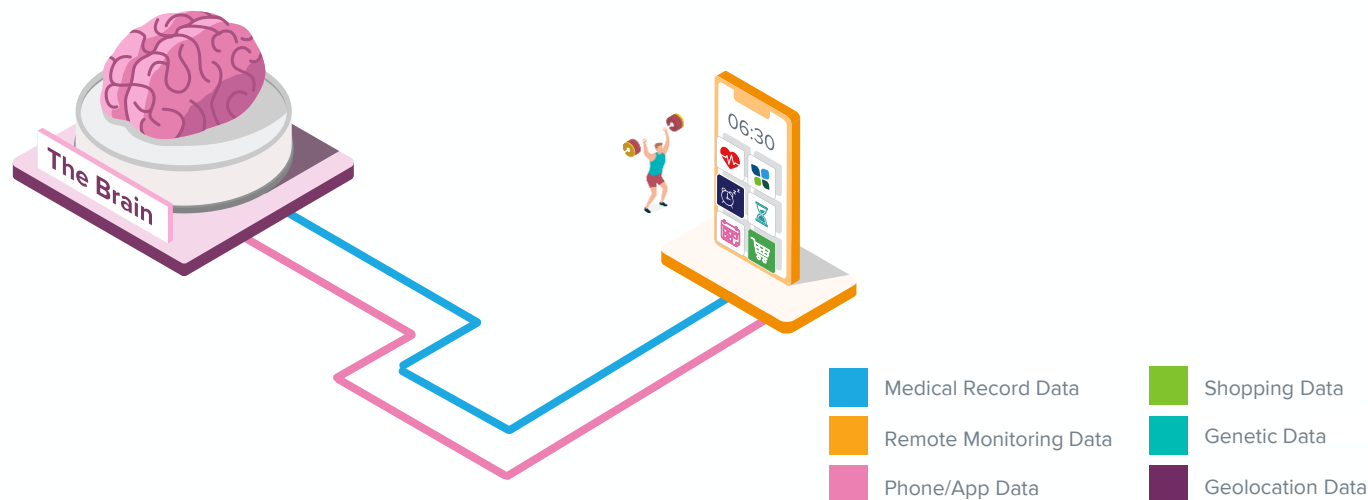
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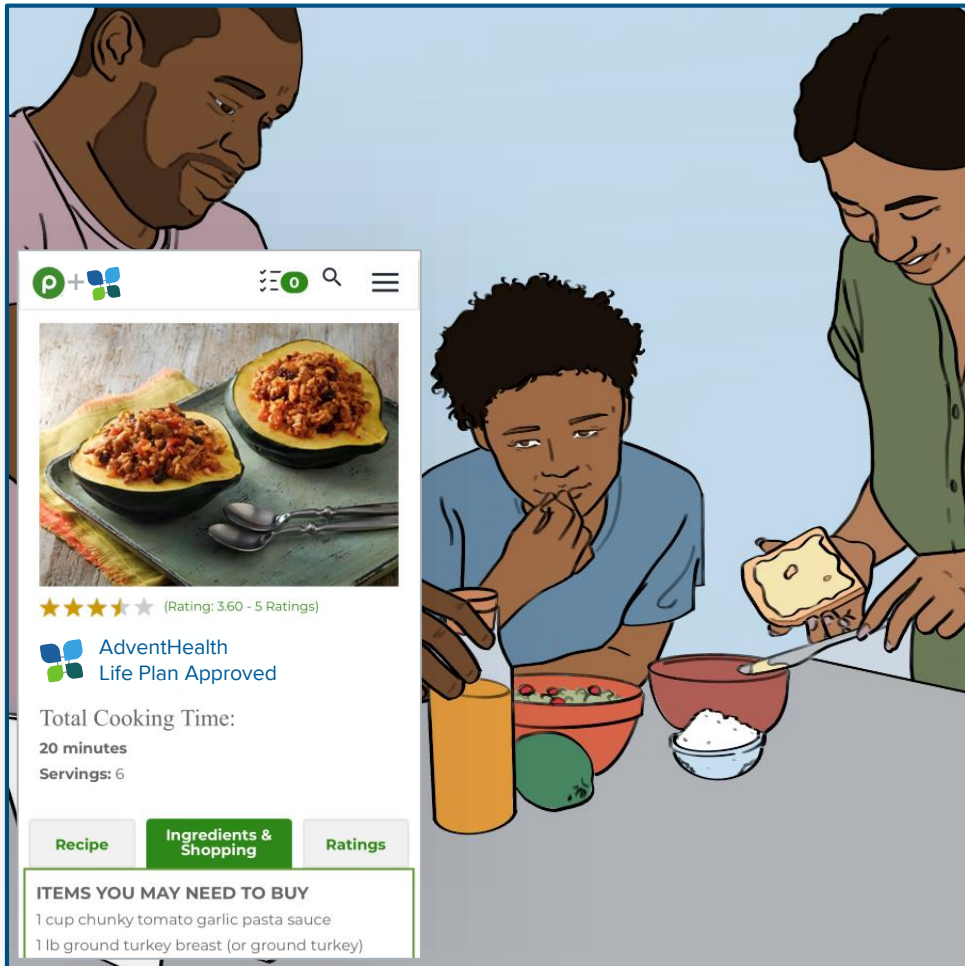
3:00 PM
Norah is thinking about what the family will eat dinner and heads to **Publix app** to order groceries. There is a convenient **AdventHealth section** with family friendly and diabetic appropriate menu recommendations based on the specific health conditions of Norah's family. Based on AdventHealth's information of Norah's son is lactose intolerant **Publix app** includes alternative dairy suggestions for him as well. Norah can choose the items that suit their tastes and proceeds with one-click ordering.

Finally, a convenient way to order healthy food and have it delivered to her home just in time to make dinner.

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- Geolocation Data
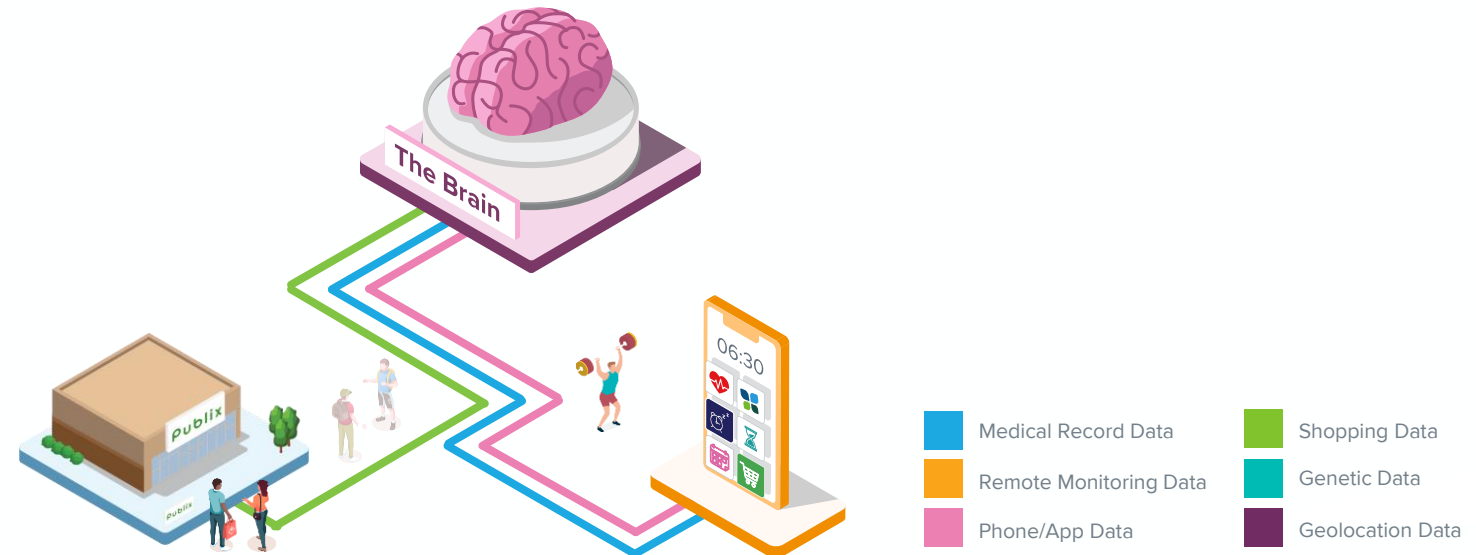
Day Three
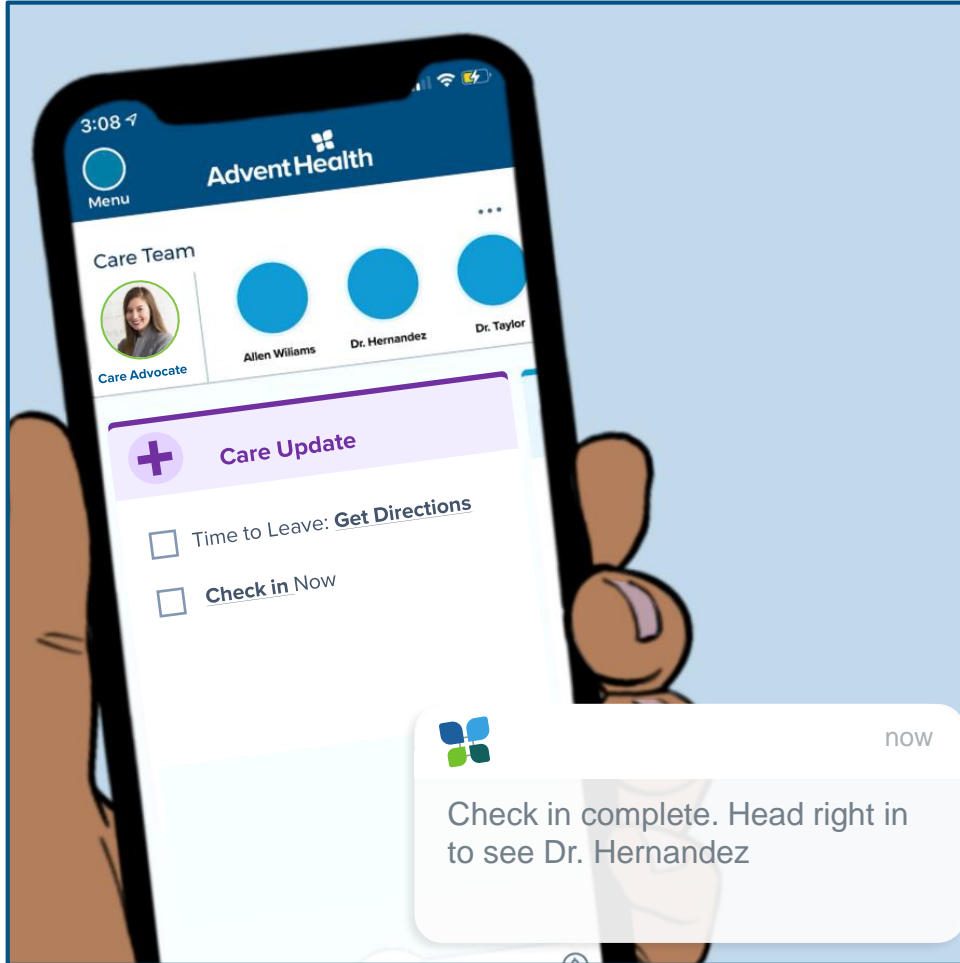
9:00 AM

Norah's **AdventHealth app** reminds her of upcoming appointment and offers convenient directions to her PCP office.

Norah visits her PCP where she checks–in via her **AdventHealth app** then proceeds right back to an exam room without any wait. Her PCP had already reviewed the notes and Pre-Appointment Summary from Norah's Care Advocate. Her PCP was able to spend more time discussing Norah's anxiety and was glad to see she had also seen a mental health therapist.

Following her appointment, Norah's **Care Advocate** follows up to reinforce her PCP instructions, answer questions, and offers encouragement.
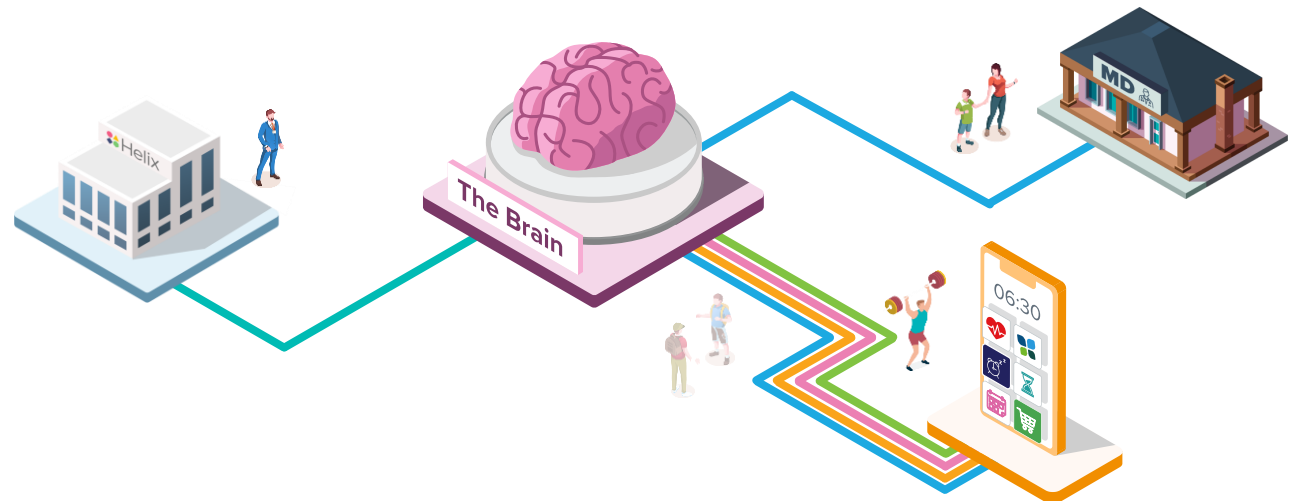
Day Three
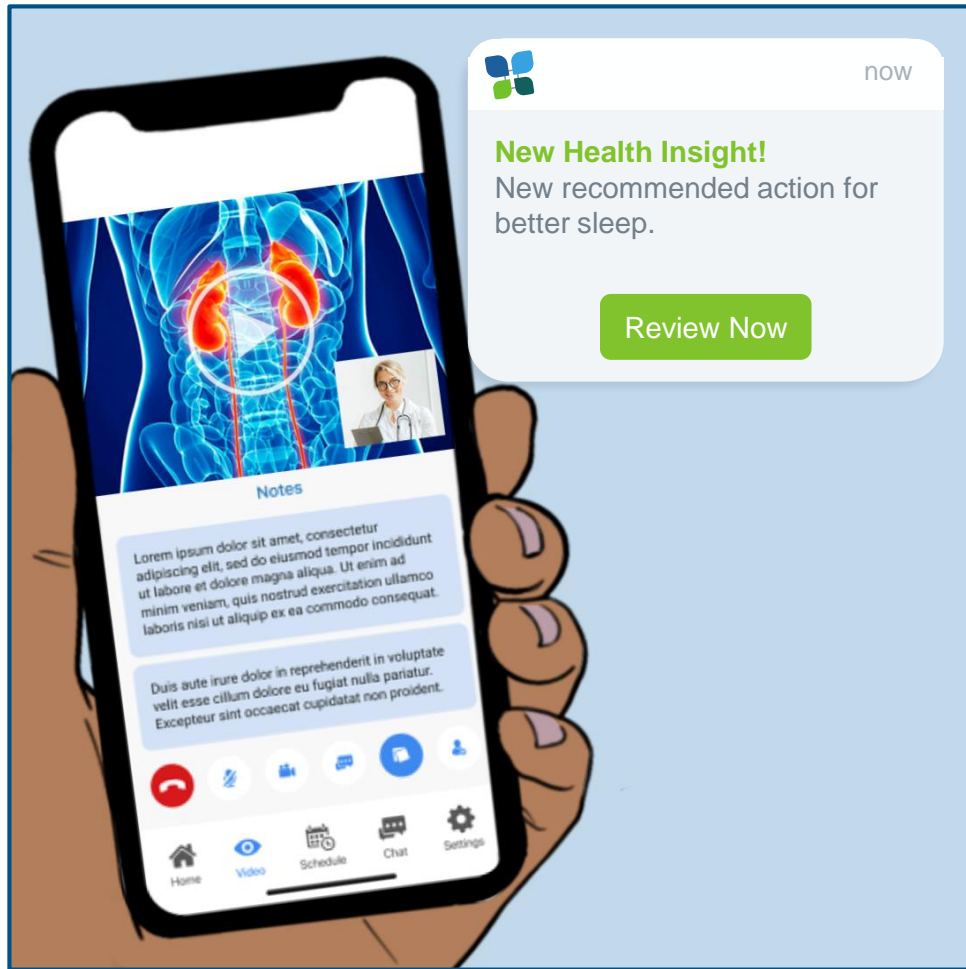
6:00 PM

Following the PCP review, she adds several items to Norah's **Life Plan** of additional labs and notes to the Care Advocate of additional interaction suggestions. Her Care Advocate schedules the appointments based on Norah's preferences and recent insurance change.

Norah also receives an update of her **Digital Twin** revealing great visuals of Norah's kidneys and how it may be contributing to her sleep issues. "Having high blood sugar can activate your kidneys and cause the need to urinate more frequently throughout the night, interrupting your sleep."
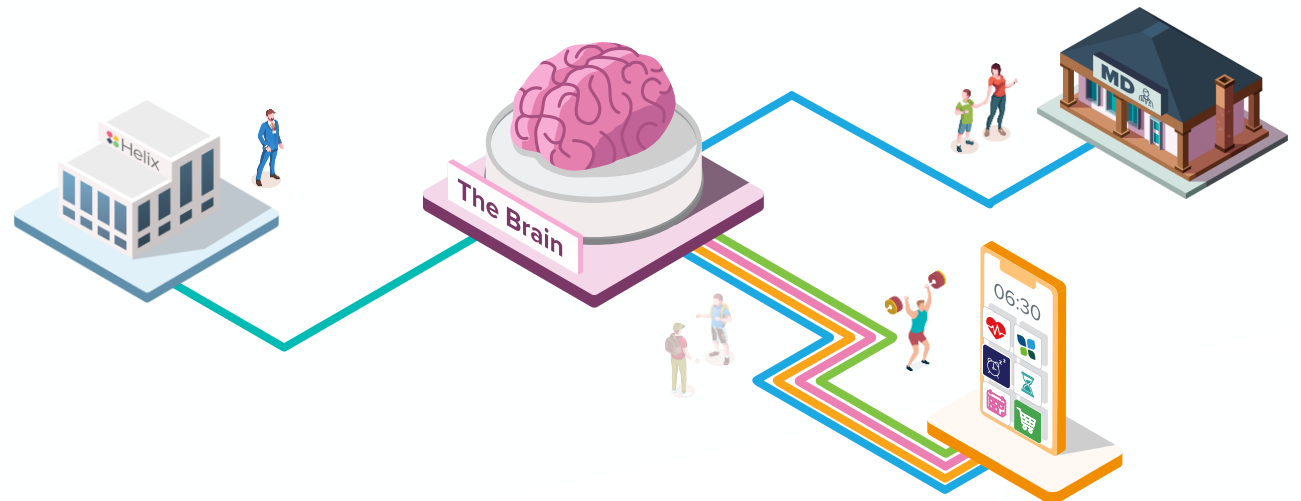
The **Primary Care** Experience

Virtual Care

Definition
Build the case for a structured virtual care business capable of providing virtual healthcare services to consumers, employers and providers.

Senior Care

Definition
Develop a risk-bearing clinic model that is scalable and tailored to serve the needs of the Medicare population.

Primary Care+

Definition
Build a family practice model on the promise of patient convenience, accessibility, personalization and innovation.

Health Parks

Definition
Build a consumer-centric, connected experience that allows for co-located primary care, ambulatory and specialty services on the promise of convenience, accessibility, personality and innovation.

Primary Care Senior Care

Senior Care Clinic vs. Traditional Primary Care Differentiators

Workflows and tech platform optimized for value, not billing

Budget

Data

Panel size and team based clinical staffing model optimized by acuity

Member

Service

High touch programs designed and marketed exclusively for senior populations

Providers

Curated network of high performing specialists
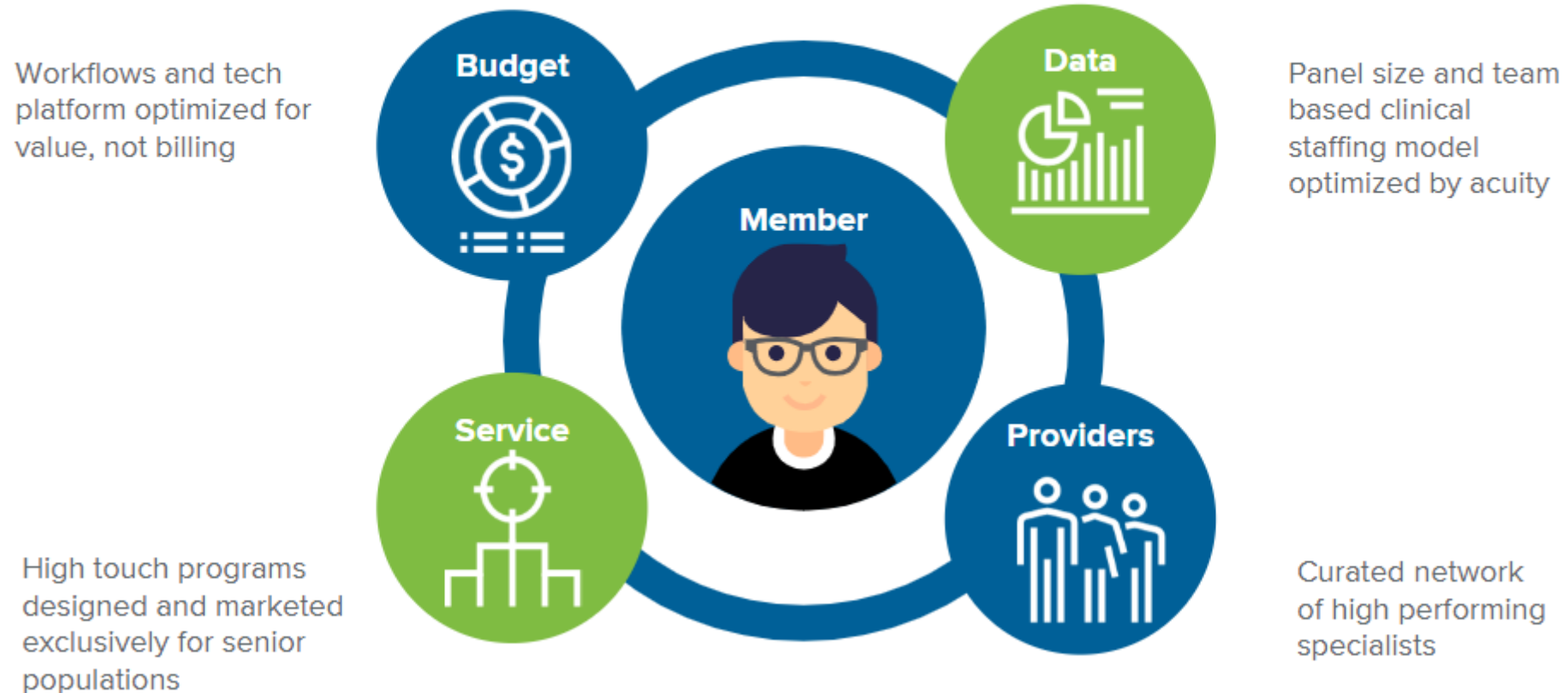
Primary Care Senior Care

Service Delivery

4 PCPs per location

Placed where **Seniors frequent** & built to **meet seniors' needs**

AdventHealth

Location Services

- ✓ Health Coaches
- ✓ Manager
- ✓ RN
- ✓ Welcome Staff
- ✓ Phlebotomy
- ✓ Payor Brokers
- ✓ Pharmacist
- ✓ Marketing

Will launch both de novo and transition locations.

Primary Care Senior Care

Provider Panel & Access Management

450 - 750
Medicare Advantage
Patients per Physician

(Panel size based on the acuity / RAF score of the patients)
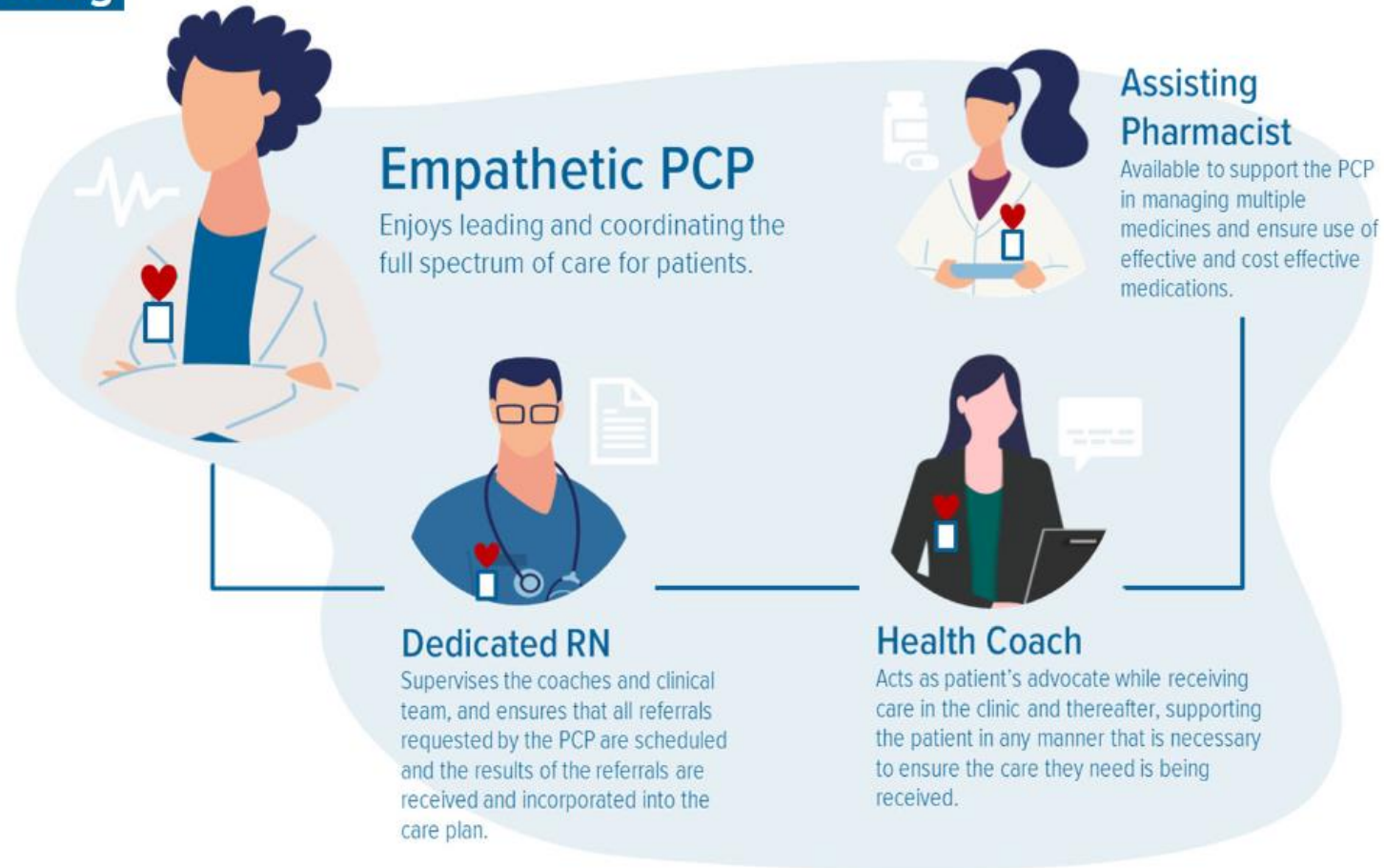
10 - 12
Patients a day
when stable

Participation with at least **3 Medicare Advantage Payors**
per location

Utilize the provider Network of the payor

Primary Care Senior Care

Staffing

Empathetic PCP

Enjoys leading and coordinating the full spectrum of care for patients.

Assisting Pharmacist

Available to support the PCP in managing multiple medicines and ensure use of effective and cost effective medications.

Dedicated RN

Supervises the coaches and clinical team, and ensures that all referrals requested by the PCP are scheduled and the results of the referrals are received and incorporated into the care plan.

Health Coach

Acts as patient's advocate while receiving care in the clinic and thereafter, supporting the patient in any manner that is necessary to ensure the care they need is being received.

30% of the *customer interactions* are with the *physician.*

The remainder are with coaches, social workers, etc.

All systems are structured in such a manner to ensure the patients have access to their care team.

AdventHealth Primary Care+

What makes it **"+"**?

- Convenience & Accessibliity

- Personalization

- Innovation

Primary Care+

Primary Care+ is a new family practice model built on the promise of patient convenience, accessibility, personalization, and innovation.

Convenience & Accessibility

- Open 7 days/week, extended hours, same-day access & self scheduling
- On-site, same day labs,
- Interactive in-room monitor
- 24/7 communications with care team via AH App

Personalization

- Personalized first visits & care plans
- Concierge referrals
- Hospitality trained staff

Innovation

- Virtual Care with care team, dieticians & mental health counselors
- Paperless pre-visit registration
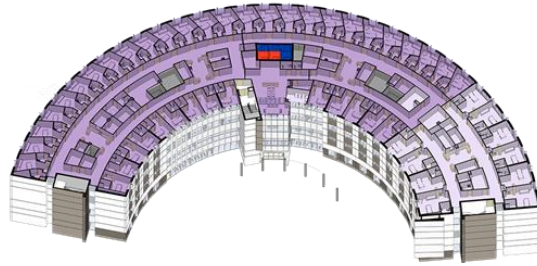
AdventHealth

Health Parks
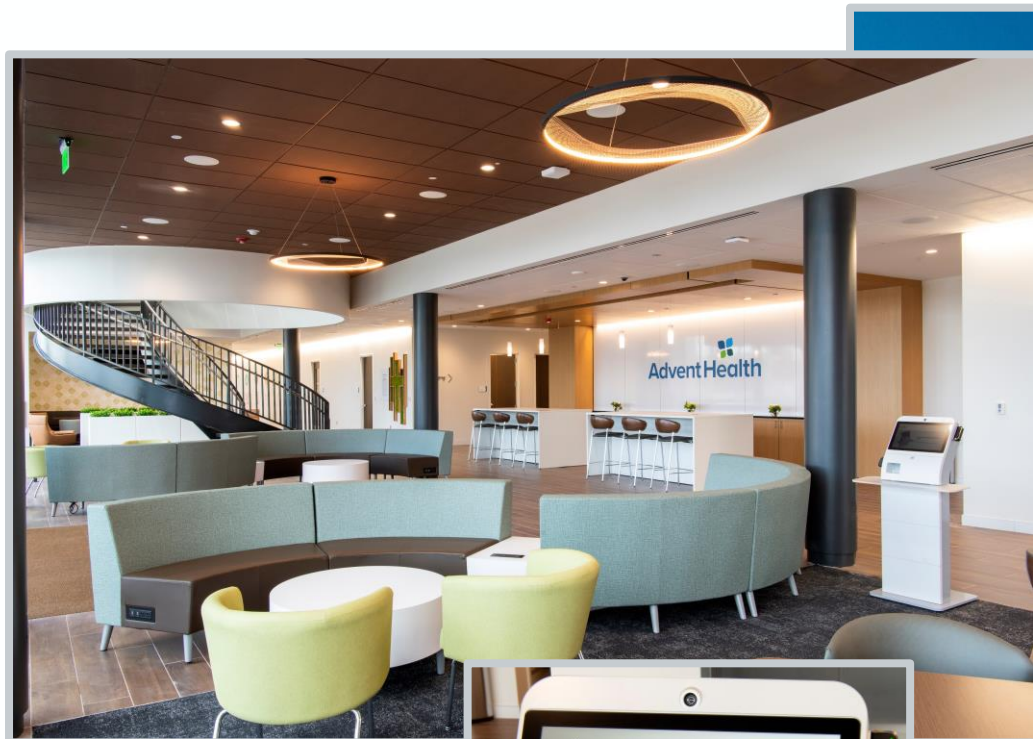
The **Acute Care** Experience
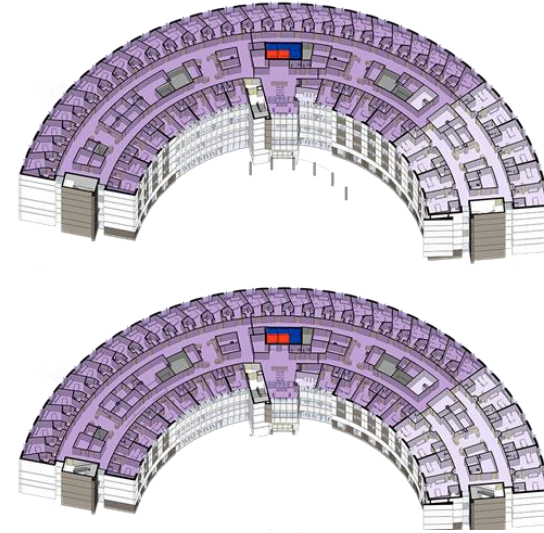
Possible Models

Model A

50 Beds (capped)

$62 M

Model B

100 Beds (capped)

$75M (shelled)
$92M (built)

100 BED PROTOTYPE – SUMMARY OF SERVICES

TOTAL – 122,146 BGSF (EXTERIOR TILT WALL STRUCTURAL FAÇADE, SINGLE COLUMN LINE)

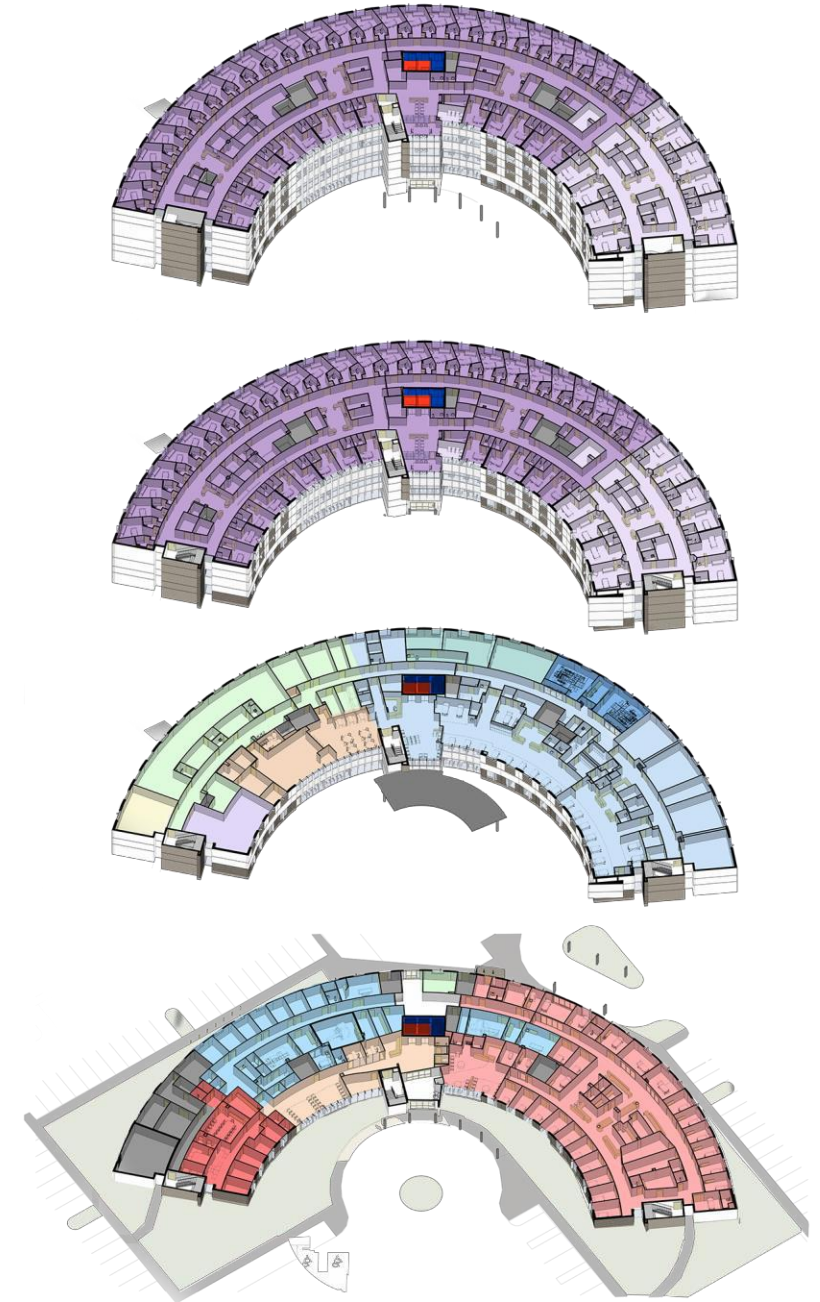**3RD LEVEL – 30,351 BGSF & 4TH LEVEL – 30,351 BGSF = 60,702 BGSF**

- MEDICAL SURGICAL UNIT – **40** BEDS, **NO** BIRTHING, **NO** EXPANSION **X 2 = 80 BEDS**
- CRITICAL CARE UNIT – **10** BEDS **X 2 = 20 BEDS**
- BUILDING SUPPORT – **3** ELEVATORS, CENTRAL LOCATION, ROOFTOP AHU'S
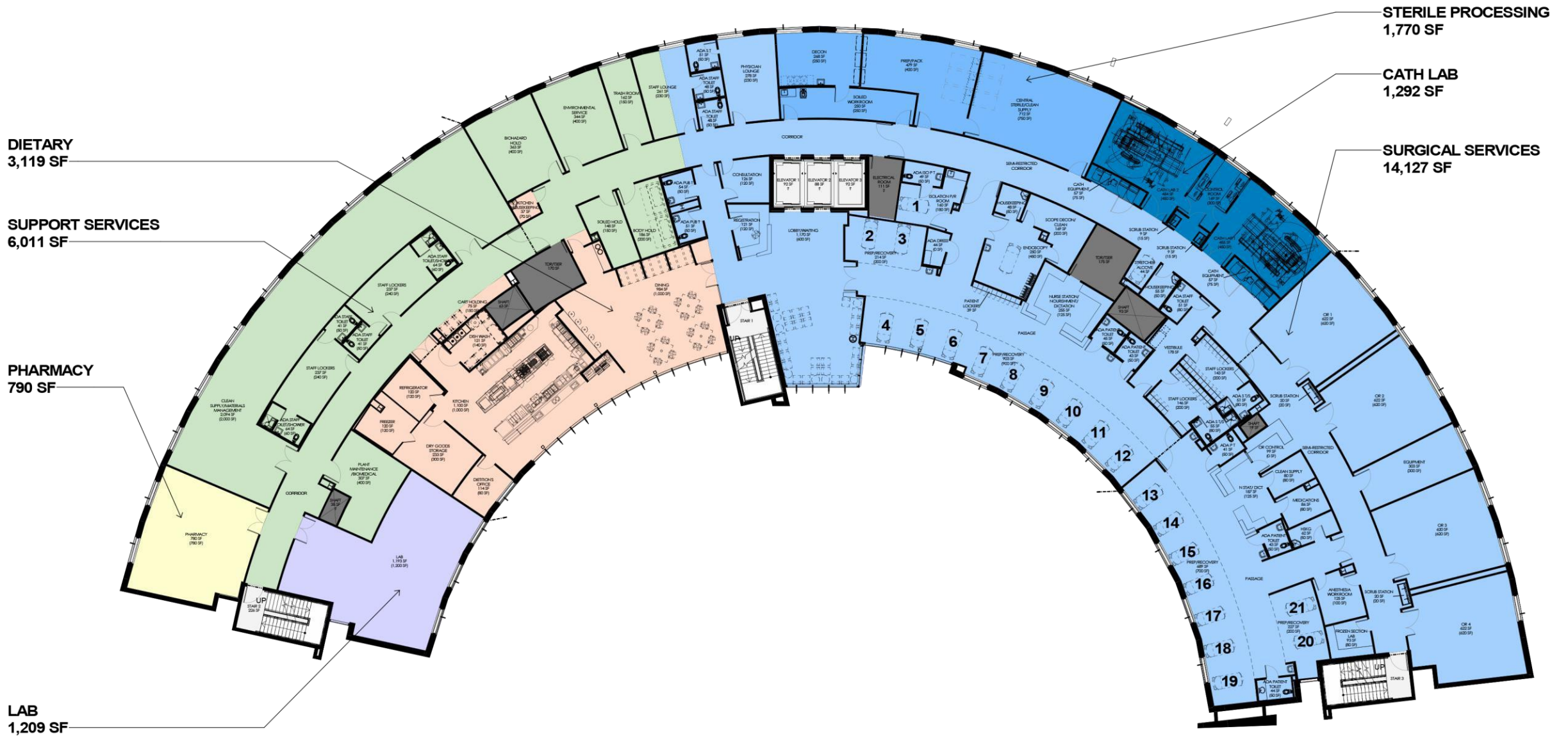
2nd LEVEL – 30,248 BGSF

- SURGICAL SERVICES – **4** OR'S, ALL OVER 600 SF, **21** PREP/RECOVERY BAYS
- STERILE PROCESSING & DISTRIBUTION
- CATH LAB & ENDOSCOPY – **1** CATH, 1 FUTURE CATH, 1 ENDO
- SUPPORT SERVICES – MAT MGMT, ENVIRON SERV, LAB, PHARMACY
- DIETARY – CHEF'S KITCHEN CONCEPT
- BUILDING SUPPORT – MOVING TO 1ST FLOOR FOR D/T & SUPPORT EXPANSION
- LAB
- PHARMACY

1ST LEVEL – 31,039 BGSF

- EMERGENCY DEPARTMENT – **24** TREATMENT ROOMS
- IMAGING – CT, MRI, RAD, RAD/FLUORO, NM, EKG, EEG, ECHO, STRESS X 2, PFT
- ADMINISTRATION – MOVING TO 1ST FLOOR FOR D/T & SUPPORT EXPANSION
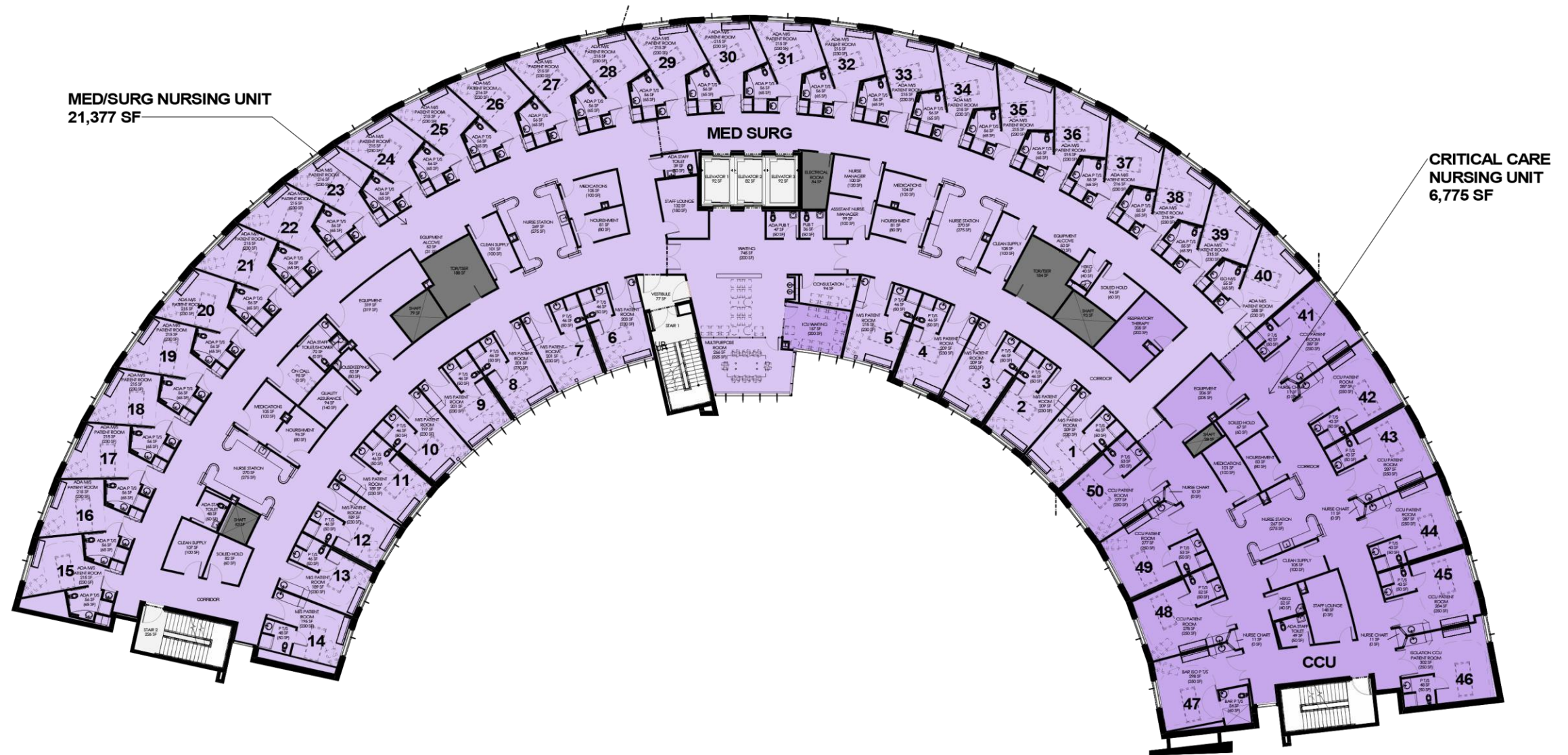- BUILDING SUPPORT – **2** GENERATORS, ALL CRITICAL SYSTEMS, LIMITED REDUNDANCIES

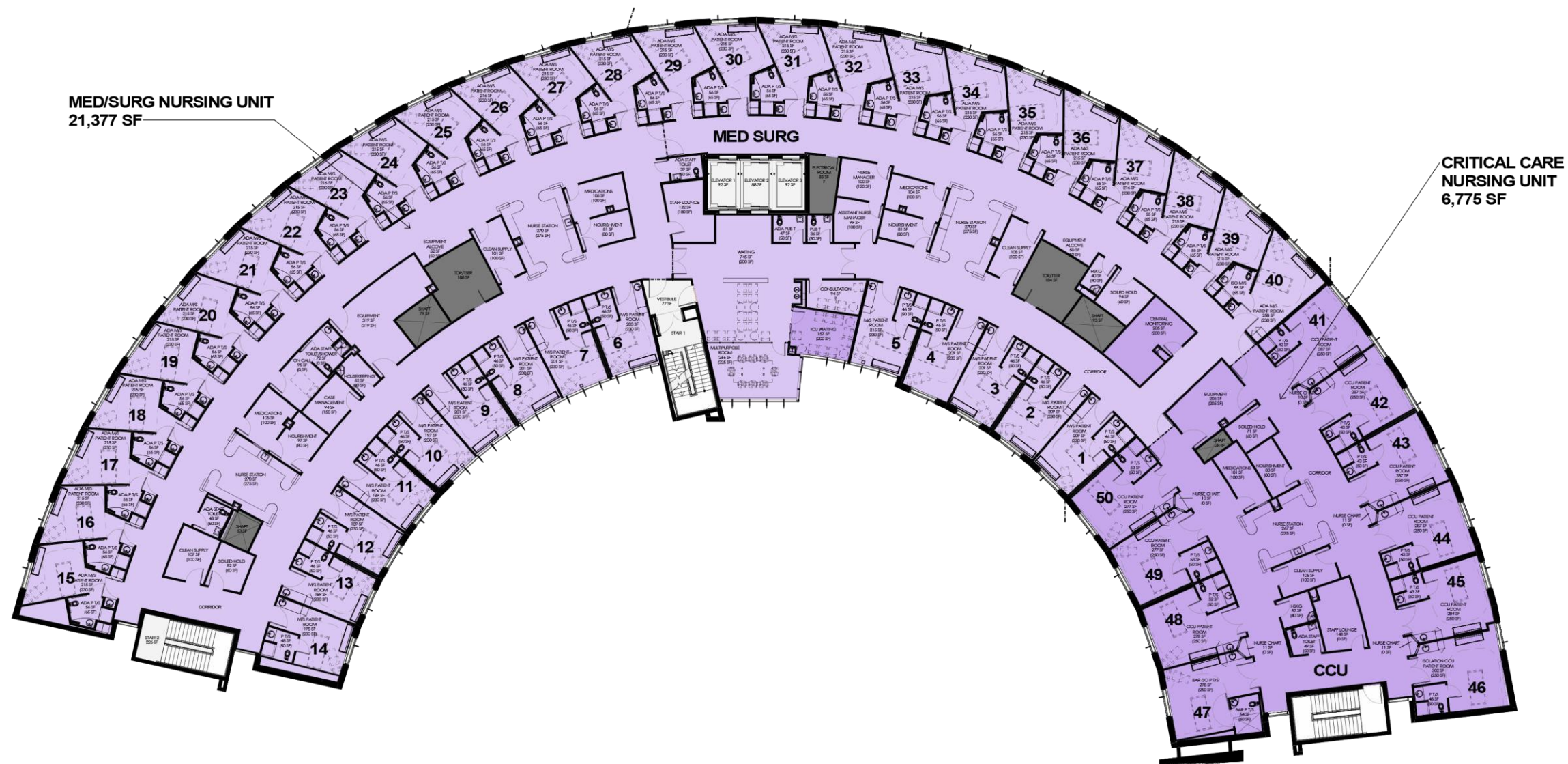# 100 BED PROTOTYPE – LEVEL TWO DEPARTMENTS

AdventHealth | **Hunton Brady** ARCHITECTS

STERILE PROCESSING
1,770 SF

CATH LAB
1,292 SF

SURGICAL SERVICES
14,127 SF

DIETARY
3,119 SF

SUPPORT SERVICES
6,011 SF

PHARMACY
790 SF

LAB
1,209 SF

100 BED PROTOTYPE – LEVEL THREE DEPARTMENTS

HuntonBrady
ARCHITECTS

MED/SURG NURSING UNIT
21,377 SF

CRITICAL CARE
NURSING UNIT
6,775 SF

MED SURG

CCU

100 BED PROTOTYPE – LEVEL FOUR DEPARTMENTS

HuntonBrady
ARCHITECTS

MED/SURG NURSING UNIT
21,377 SF

CRITICAL CARE
NURSING UNIT
6,775 SF

MED SURG

CCU
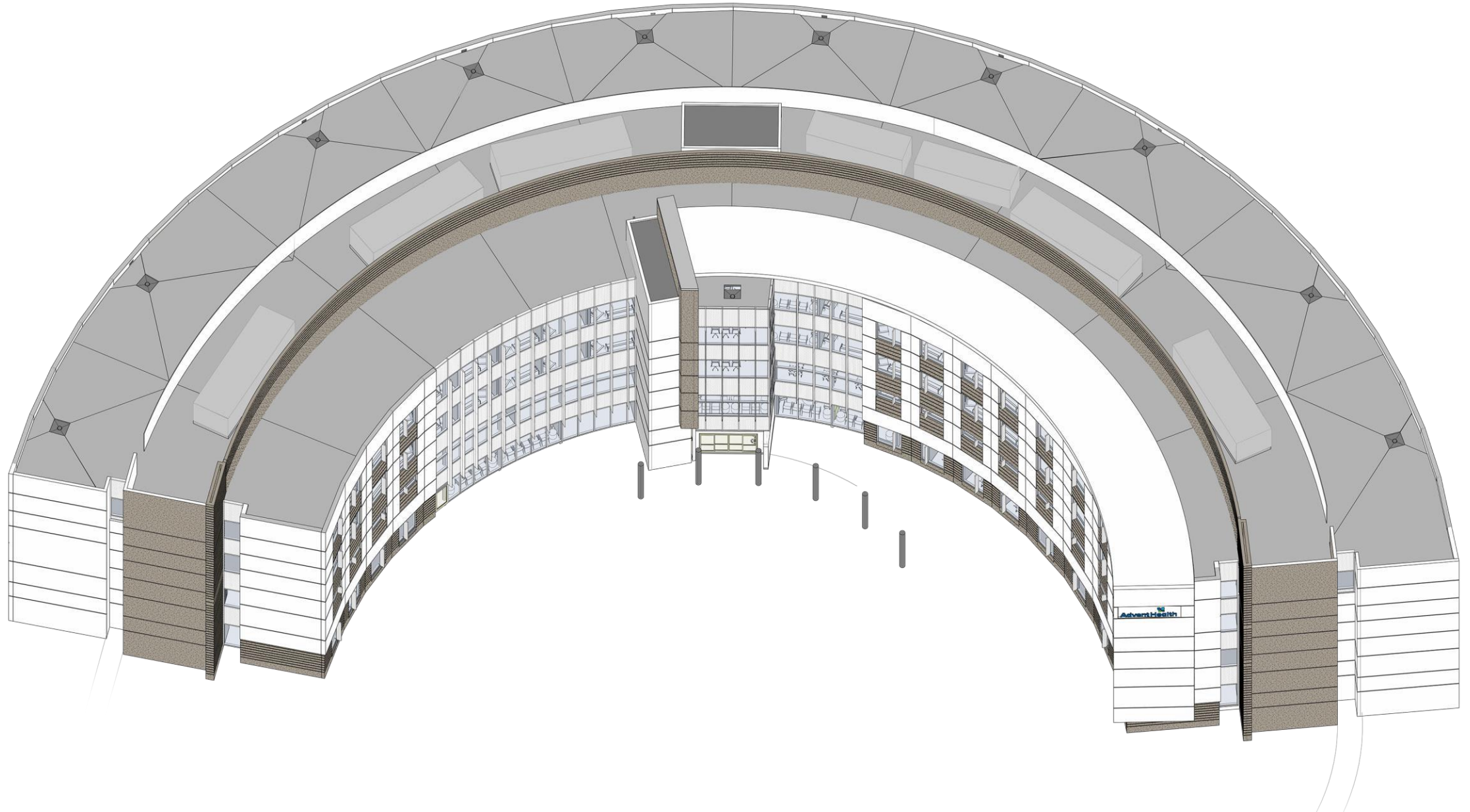
Type of Unit

**Medical/Surgical
(120 SF Min Clear)**

**Intensive Care
(200 SF Min Clear)**

TOTAL HOSPITAL BGSF:

HuntonBrady
ARCHITECTS

AdventHealth

Reimagining the Health System

November 5, 2020

Daryl Tol