DispatchHealth

CIVHC Connect: Caring & Preparing for Serious Illness

February 2019

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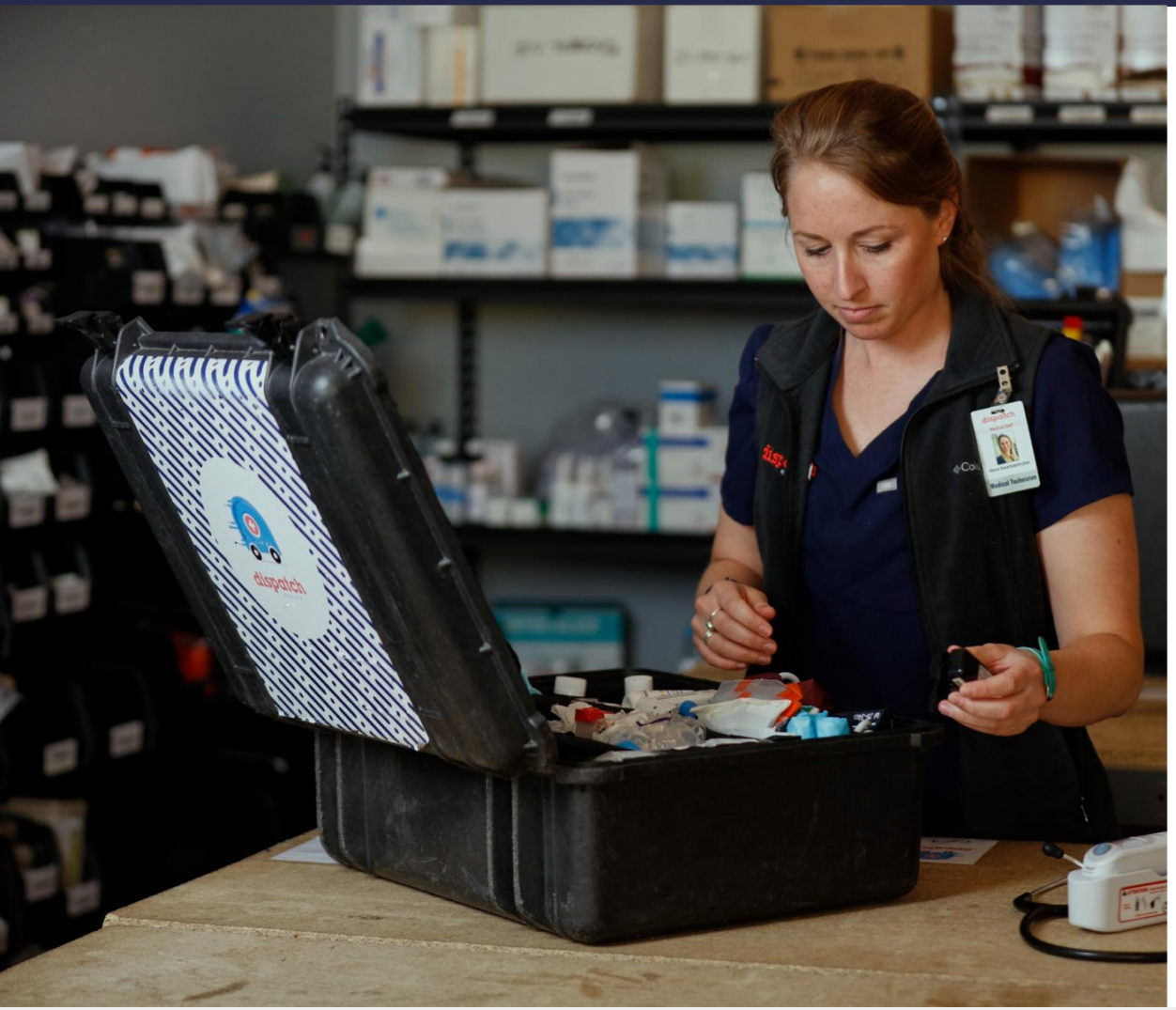
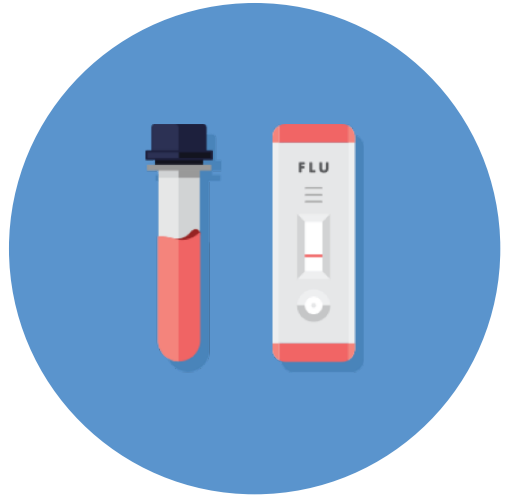
Evolution of Emergency Care

In-home care delivery addresses the:

- Healthcare needs of the on-demand consumer
- Access challenges of at-risk patients
- Ability to extend the reach of traditional ER in order to provide higher acuity and better value care than other care models
- High satisfaction and exceptional patient experience
- Ability to maintain a patient within a network of services and providers

Differentiated Treatment Capabilities





DIAGNOSTICS:

- EKG
- ULTRASOUND (IN SELECT MARKETS)
- XRAY (PARTNER WITH FREE STANDING AND MOBILE IMAGING PARTNERS)

CLIA CERTIFIED LAB:

- C8, LACTATE
- URINALYSIS
- CULTURE SEND OUTS
- INTEGRATION WITH EXTERNAL LABS
- RAPID INFECTIOUS DISEASE POC TESTING

Differentiated Treatment Capabilities

PROCEDURES:

- LACERATION/WOUND KIT
- CATHETER PLACEMENT
- G-TUBE REPLACEMENT
- EPISTAXIS TREATMENT

PHARMA:

- IV ABX
- ANTI-EMETICS
- LASIX
- NEBULIZERS
- STEROIDS
- IV FLUIDS

Medical Team

NURSE PRACTITIONER

PHYSICIAN ASSISTANT

DOCTOR

EMT

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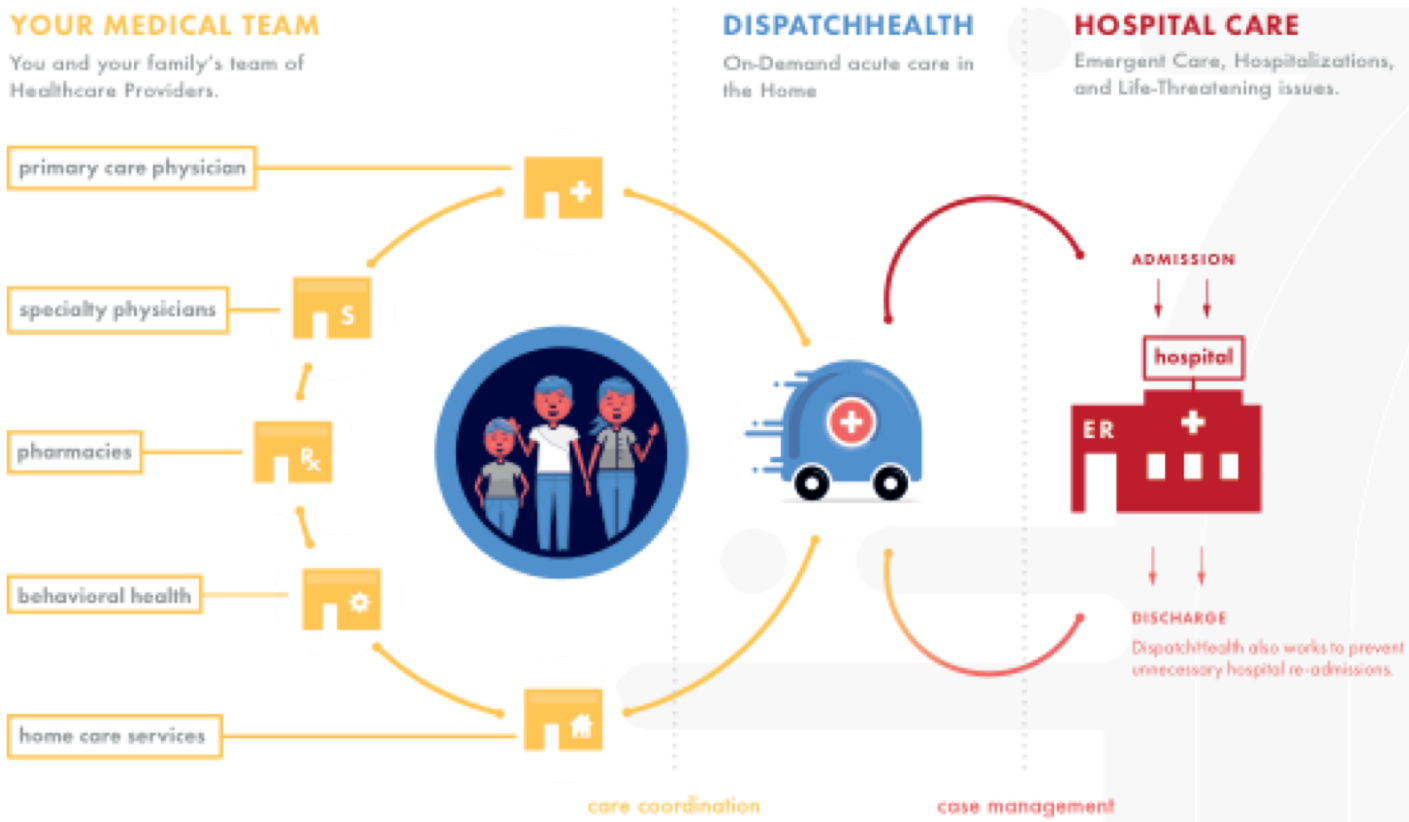
Evolution of Emergency Care

DispatchHealth is Community Emergency Medicine

A combination of:

- Emergency medicine diagnostic and treatment capability
- Primary Care extension
- Palliative Care allows for aging in place

Success in the world of value-based reimbursement requires us to integrate with the community in a different way.



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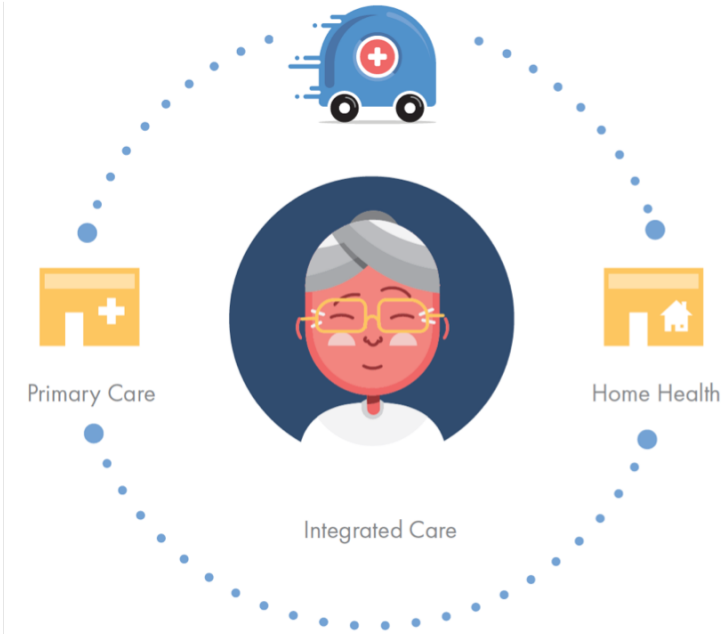
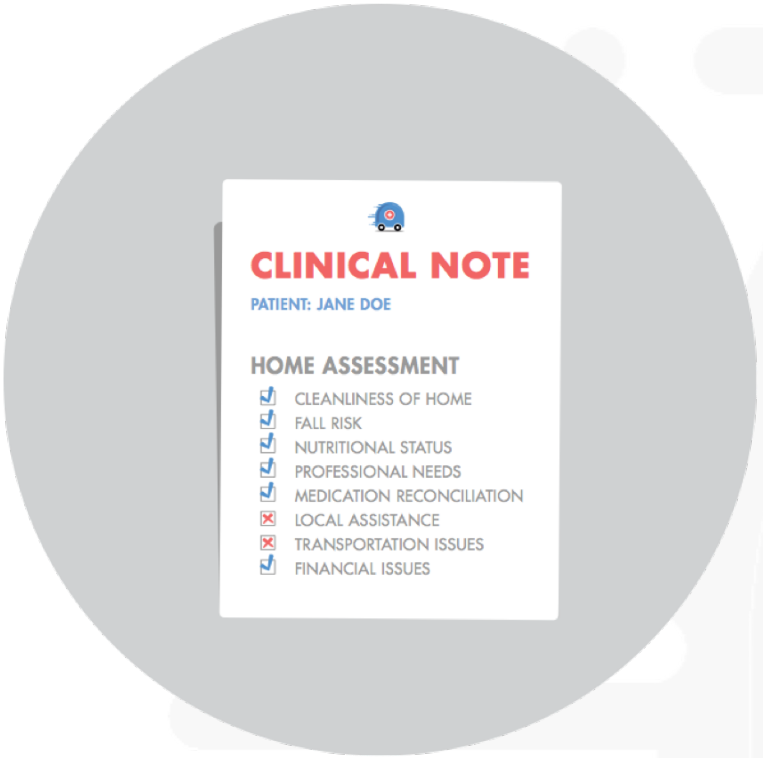
Social Determinants / Gaps in Care Assessment



An acute care visit gives us insight into a patient's environment that is often not available to the traditional care team. Documentation of impediments to care is performed in the software and referrals are generated.



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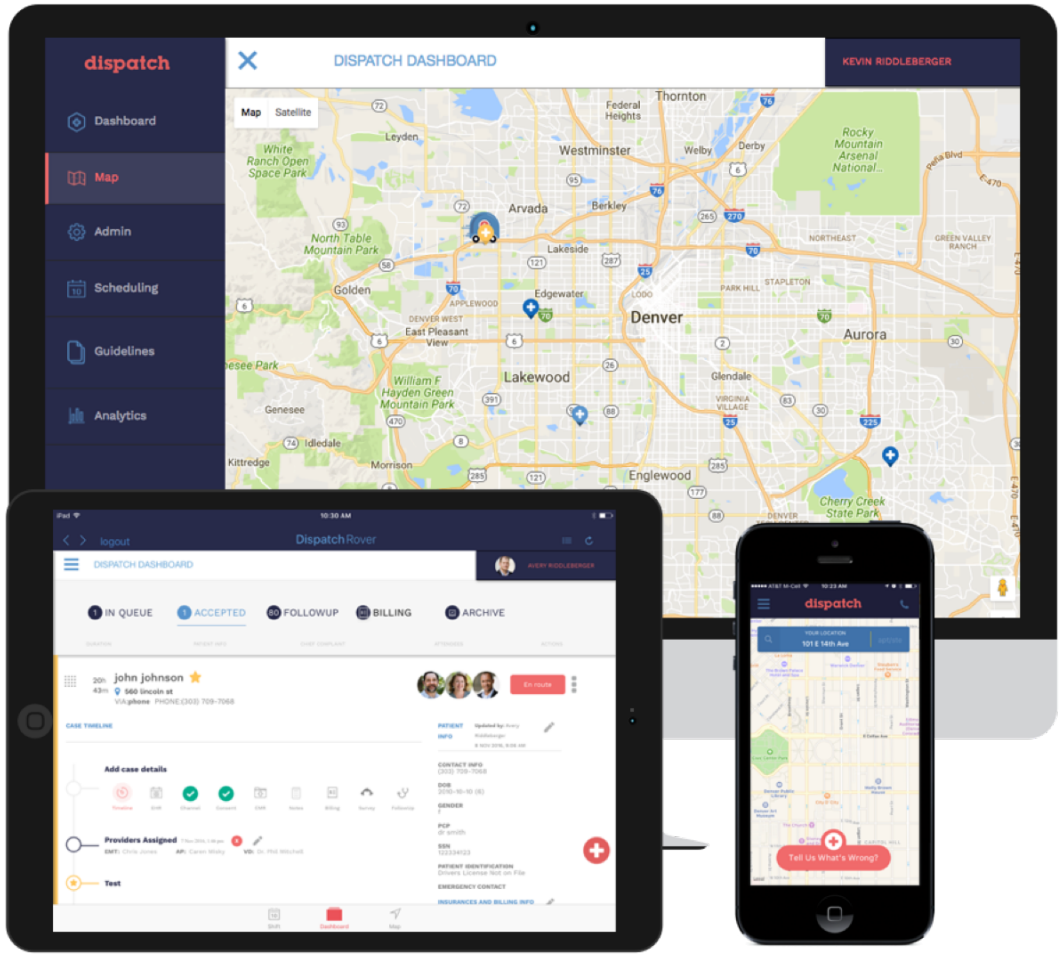
Technology Platform

Practice Management Platform for Home-based Care Delivery



- Logistics
- EHR Integration
- Community Medical Record Integration
- Business Intelligence
- Network Integrity
- Patient Access
- Provider Feedback
- Customized Care Planning
- Predictive Analytics

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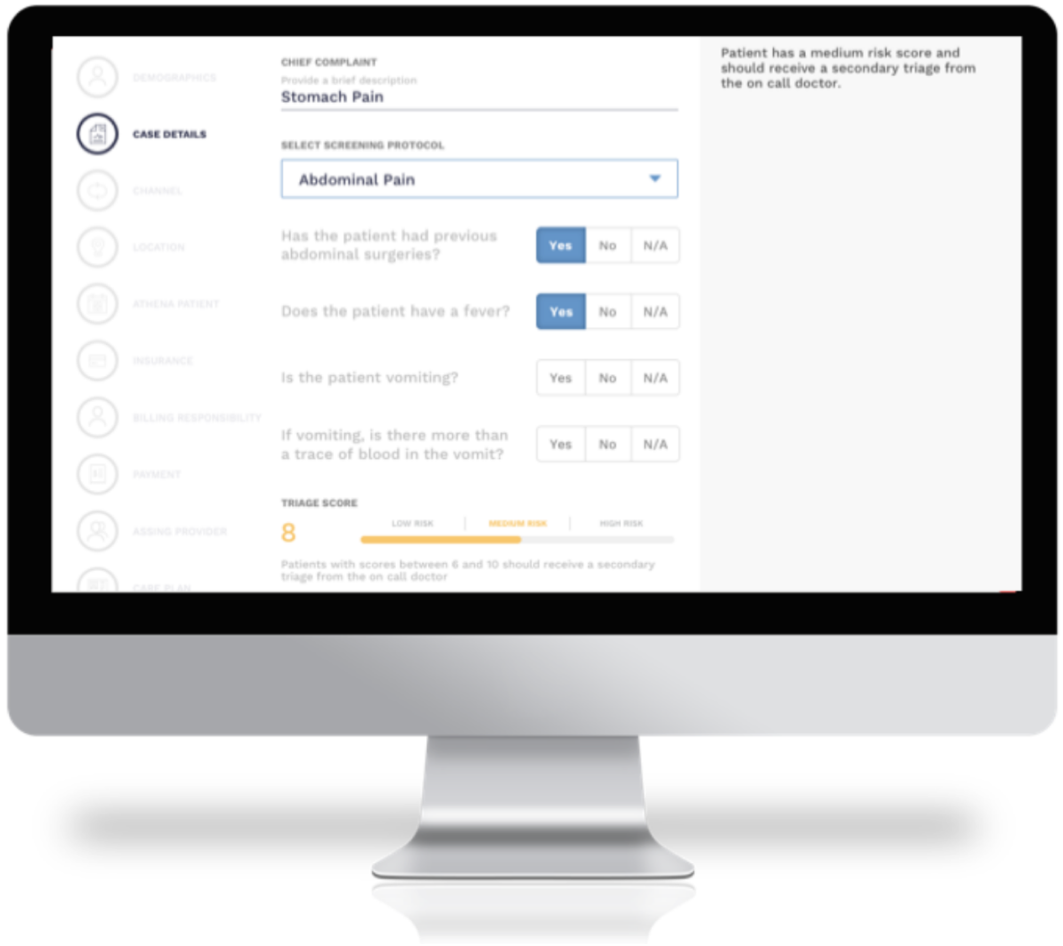
Risk Stratification: Right Care, Right Time



What is it?

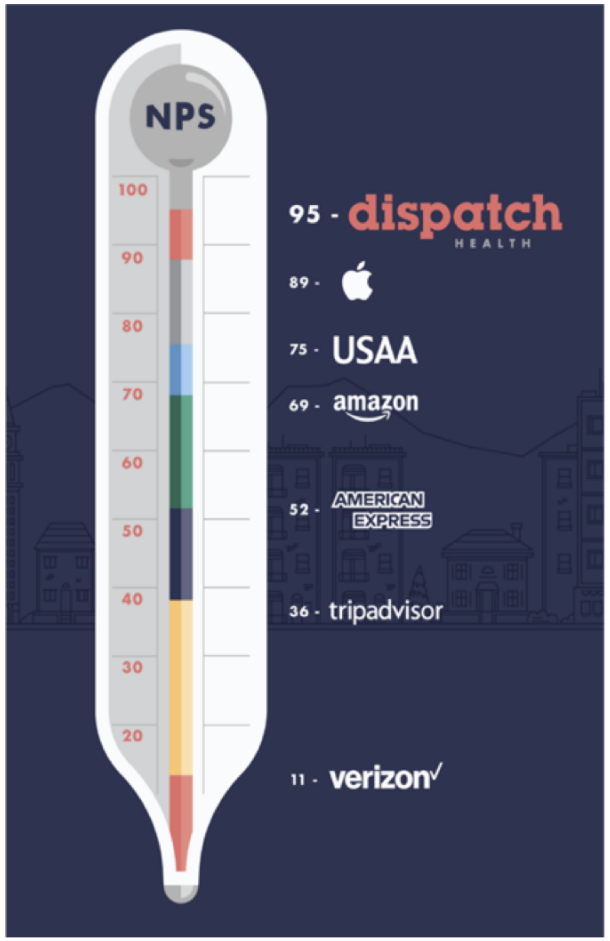
- Patent-pending proprietary tool that right-sizes acute care delivery
- 50+ risk protocols to guide decision-making for pre-acute and post-acute patients

How does it work?

- Every patient that requests care is risk stratified
- Based on the patient's chief complaint we apply natural language processing to pick the appropriate risk protocol to screen the patient
- Based on the patient's age and gender, appropriate follow up questions are presented to the DispatchHealth clinical support center staff for review with the patient
- Once all questions are answered a final "risk score" is developed, which guides next steps:

Green: Continue onboarding patient for a visit
Yellow: Secondary screening with DispatchHealth NP/PA or MD
Red: Safely escalate the patient to closest ER

High Patient and Provider Satisfaction



- **Patients are surveyed** at the end of each visit
- **Consistently high NPS score** (above 90) across more than 27,000 patient visits
- Public reviews **validate consumer understanding**
- 353 reviews call out **outstanding care, comfort and convenience**

Net Promoter Score = % Promoters - % Detractors

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Key Performance Indicators

Patient Satisfaction

Net Promoter Score **95**
(Healthcare average <30)

Medical Cost Savings

2018 Cost Savings: **$70.8m**

Patient Volume

32,000 in 2018

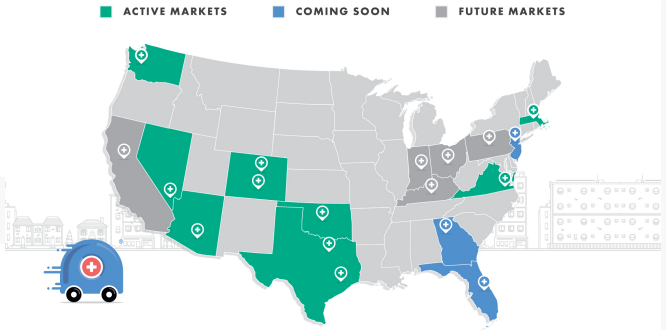
On-scene Time

Commercial: **42 minutes**
Senior: **54 minutes**

Care Integration

94% of visits result in clinical note transfer to PCP or Specialist

Market



10 Markets and growing

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