



Population Health Management

Lower Costs | Higher Revenues | Better Outcomes

Introduction to eCaring

The Essential System to Meet Current Payment Challenges

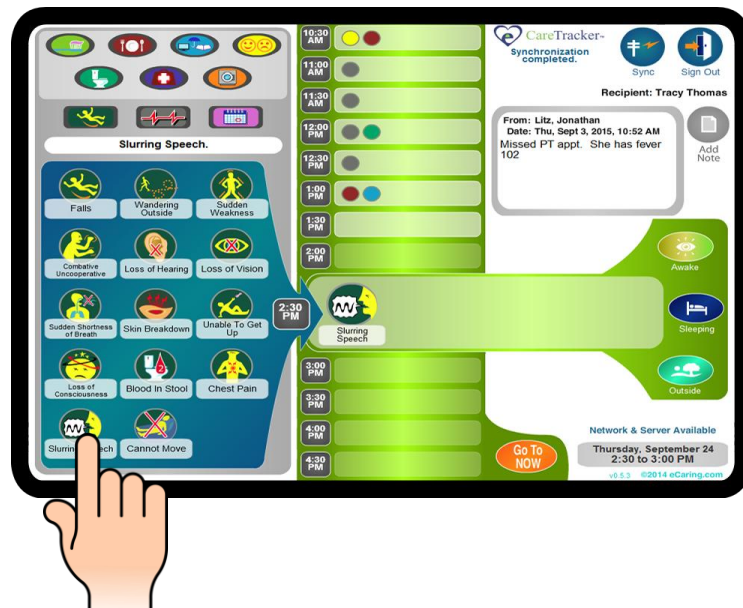
- Designed for the Home Care Worker, Patient and Caregiver
- Captures unstructured, real-time data from the home
- Easy-to-use, intuitive icon-based system
- Real-time actionable alerts provide early interventions



Behavioral, clinical and meds
adherence data



Two-way Notes for Communications between
Care Managers and in-home Caregivers



Proven to Cut Costs, Drive Revenues



40%

Reduction in annual
hospital and ED visits



54%

Reduction in
hospital length of stay



17%

Reduction in
medical expenses (MLR)



60%

Decrease in readmissions
for CHF patients



98%

Use eCaring supplied tablet
and Internet connection

>\$4,000 Annual Savings Per Patient

70 Quality data points PMPMRelated to UAS for quality ratings

>500 Observations PMPMExtensive actionable data

2 - 3 Alerts PMPMManageable scale

Meet Mrs. Gonzales

A 72 year old female, enrolled in Medicare Advantage Program (MAP)

No broadband in home | Two ER hospital visits in the past year

Challenging Chronic Conditions:

- COPD
- High Blood Pressure
- Diabetes

Costs 2x average beneficiary



Meet Susan, her daughter

Worried about her mother's condition and can't get good information

Overwhelmed by emotional and logistical stress

Seeks peace of mind

Caregiver stress costs
over **\$35 billion** a year



70 million family and
friend caregivers

Meet her Home Health Aide



Spanish is 1st Language

Limited computer skills

Knows a lot about the patient

Could enhance care if empowered

Meet Her Care Manager



- Manages 150 patients, often overwhelmed
- Oriented towards fee-for-service
- Spends most of time on administrative tasks
- Gets no real time information on patient unless calls
- Often does not hear from patients until after they're in the hospital

How eCaring Works



Caregiver entered “Confused.” Care Manager immediately called home, informed by caregiver who had been working with patient for three years that patient didn’t remember her.

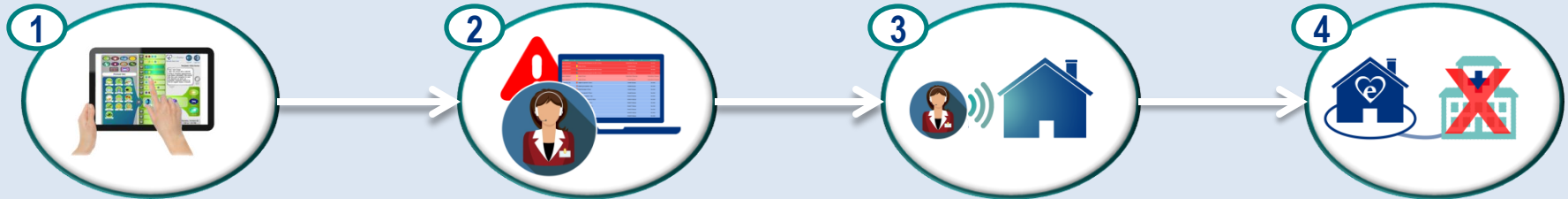
INTERVENTION: Care Manager sent visiting nurse into home to perform lab work, discovered patient had a UTI, treated in the home, avoiding ER visit

Caregiver / Patient enters information in eCaring.

Pre-determined alerts sent to Care Management team.

Alerts enable immediate intervention to prevent escalation.

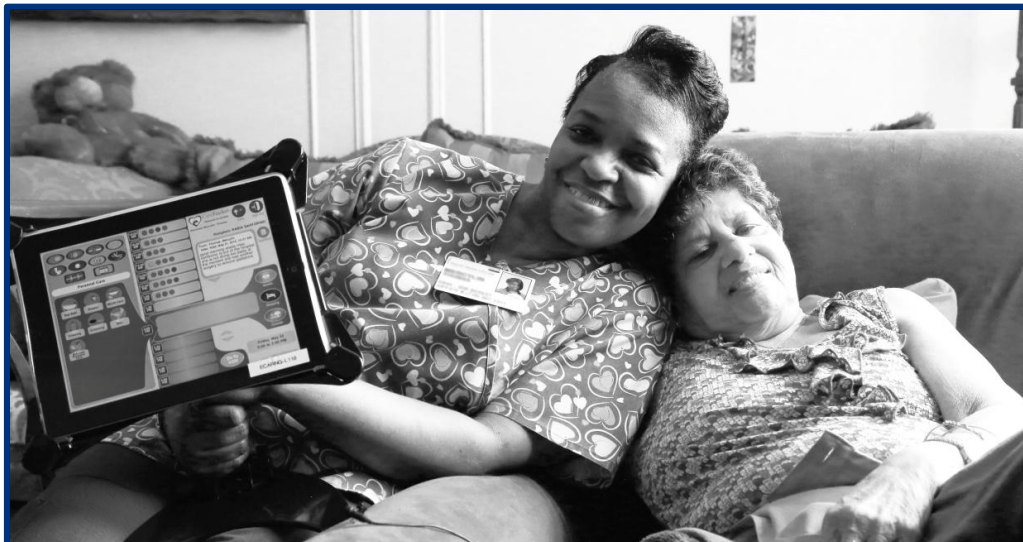
Quick responses reduce ER / hospital use and lower medical expenses.



The best way to deal with a crisis is to avoid it in the first place!




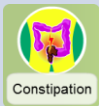

Early Intervention Avoids ER / Hospital Visit

Avoided ED visit | Permanently saves \$2500 | Keeps patient at home



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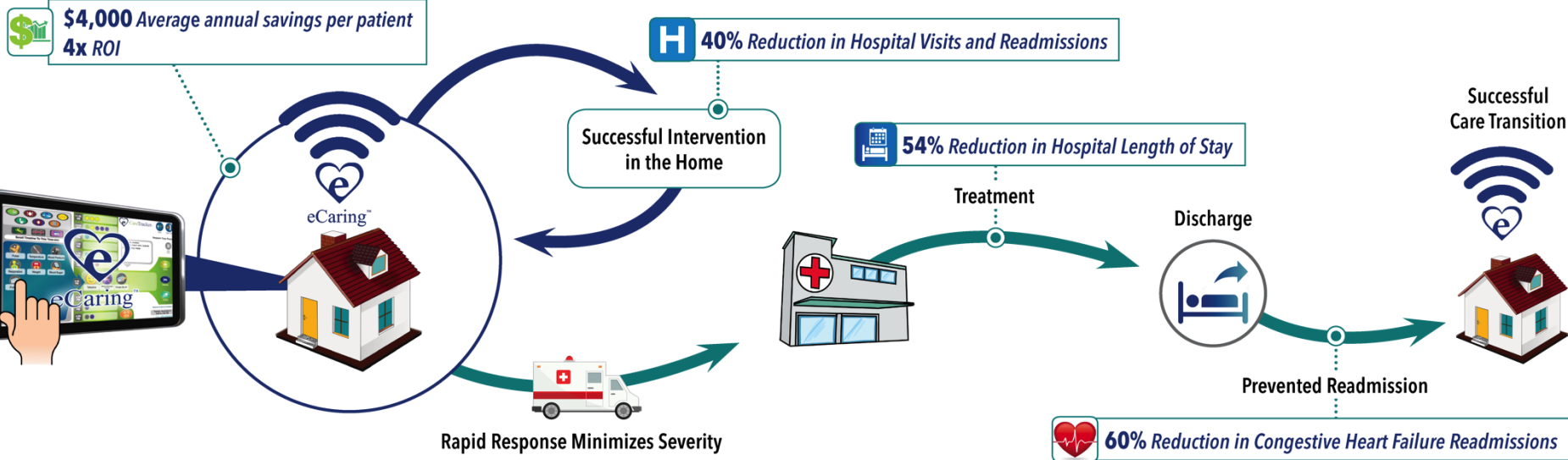
Avoided Costs/Better Outcomes: Actual Use Cases

Alert	Intervention	Outcome
<p>Blood Sugar Below 70, patient with diabetes crashing</p> 	<p>Care Manager called into home immediately, forestalling typical response of ED visit. Told aide to have patient drink a glass of orange juice.</p>	<p>Blood sugar rose to 106 in half an hour, patient felt better, and avoided an ED visit.</p>
<p>Aide entered the icon for slurred speech</p> 	<p>Care Manager immediately called into the home and learned the patient's blood sugar was extremely high. Care Manager ordered a nurse to visit the home and administer insulin.</p>	<p>The patients blood sugar was returned to normal range, avoiding a trip to the ED.</p>
<p>Short of Breath</p> 	<p>Patient had cold for approximately 5 days, suddenly became short of breath. Aide was diligent in inputting patient's deteriorating condition. Care Manager dispatched home visit physician to see patient. The patient was given a nebulizer x2 per day.</p>	<p>Patient treated in her home and stabilized. Prevented hospital admission.</p>
<p>Aide entered note that patient woke up with lip and facial swelling</p> <div data-bbox="131 751 434 838"> <p>From: Caregiver</p> <p>Woke up with lip and facial swelling.</p> </div>	<p>If swelling increases, it can be a threat. Care Manager called home, assessed situation, dispatched a doctor on call. Doctor determined patient was having allergic reaction to new medication and made adjustments.</p>	<p>Patient was treated in her home, stabilized and avoided an ED visit.</p>
<p>Aide entered the icon for constipation</p> 	<p>Patient was in severe pain. Care Manager alleviated the problem by recommending a stool softener and exercise.</p>	<p>The constipation was relieved, patient was out of pain and stress.</p>
<p>Patient fell in shower</p> 	<p>The water turned cold and she moved quickly to avoid the water and fell. Patient didn't seek medical attention, despite having unsteady gait. Alert led to referral to further services.</p>	<p>Patient has not fallen since.</p>

Real-time Home Health Care Information Transforms Care Management at All Stages of Patient Care

eCaring™

Impact Across the Care Continuum



Savings Across the Continuum!