

Partnering for Success Innovative Acute Care Strategies to Enable Residents to Age in Place



Session Agenda

Introductions

Jacque Owens – SVP, Elara Caring

Sara Crate, Chief Commercial Officer DispatchHealth

Company Overviews

Elara Caring

DispatchHealth

Successful Partnerships

Pillars and Best Practices





Our Mission

We believe the best place for your care is where you live.

We exist to deliver exceptional personalized healthcare services wherever you call home.

We do this by hiring compassionate people who believe in taking care of our patients, our clients, our care providers and each other. We strive to foster personal development and empower a collaborative team approach to ensure we are delivering the **right care, at the right time and in the right place.**

Elara Caring Overview



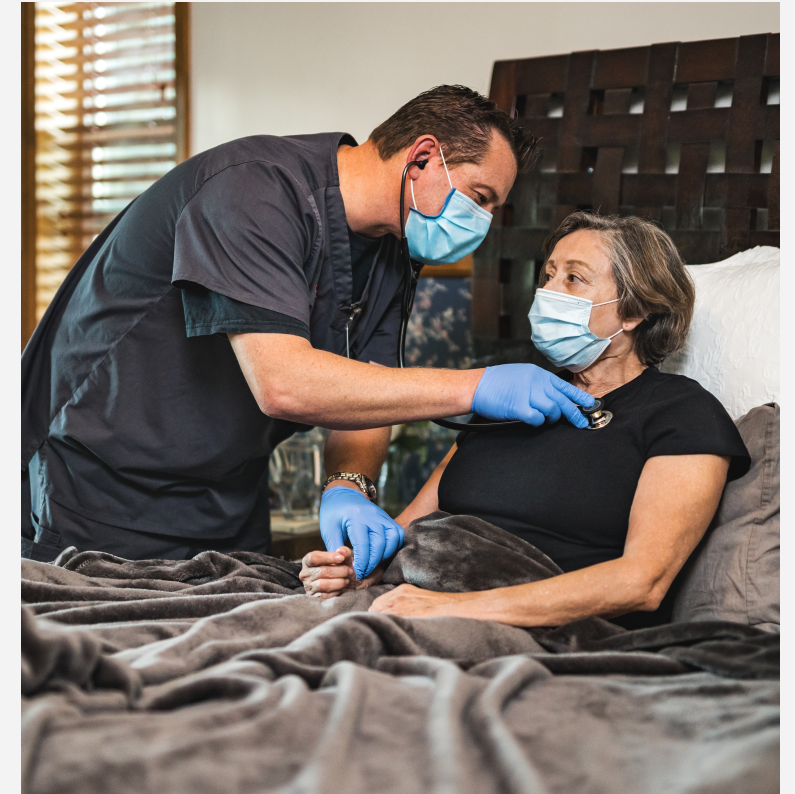
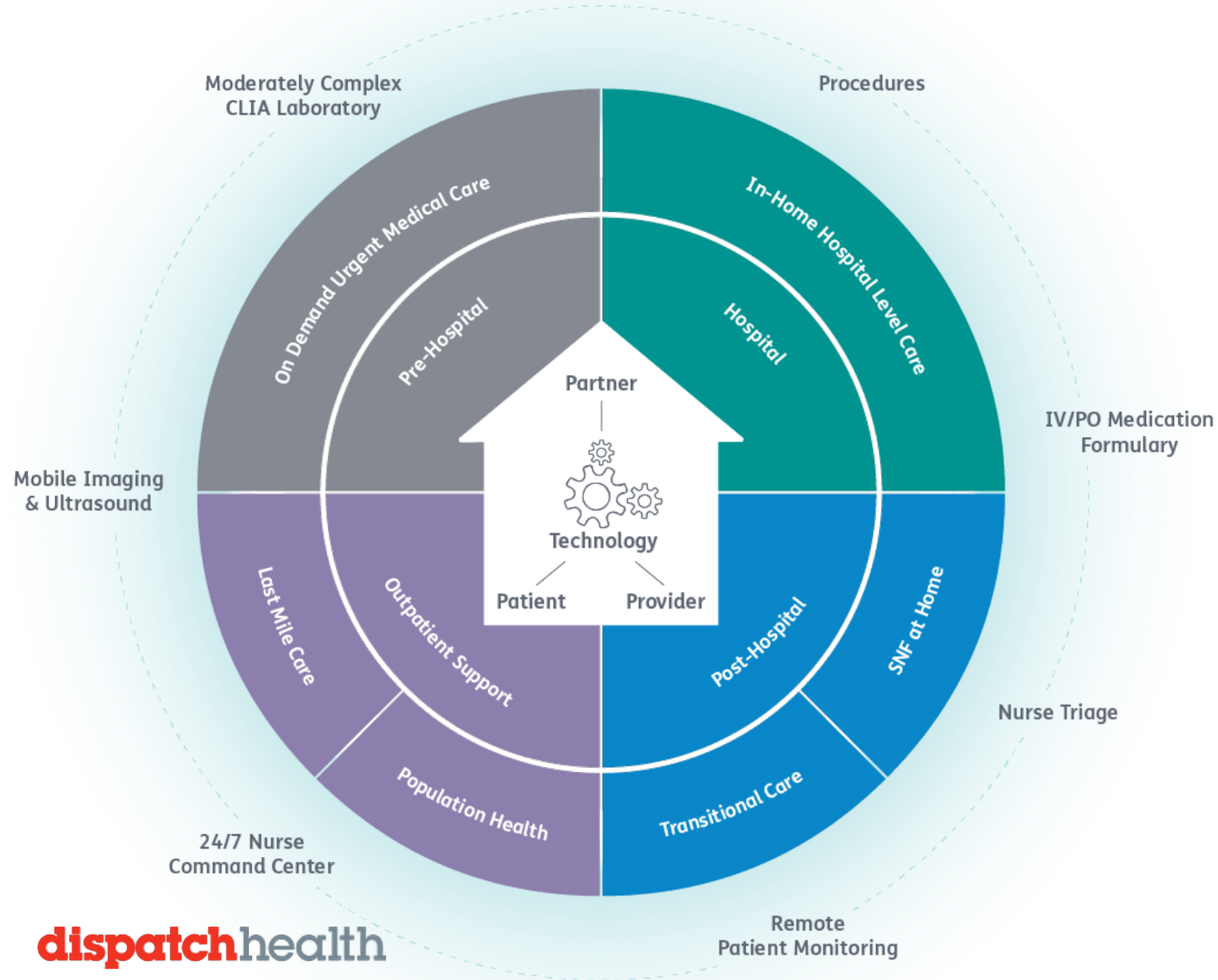
16
States

225
Offices

35,000
Team Members

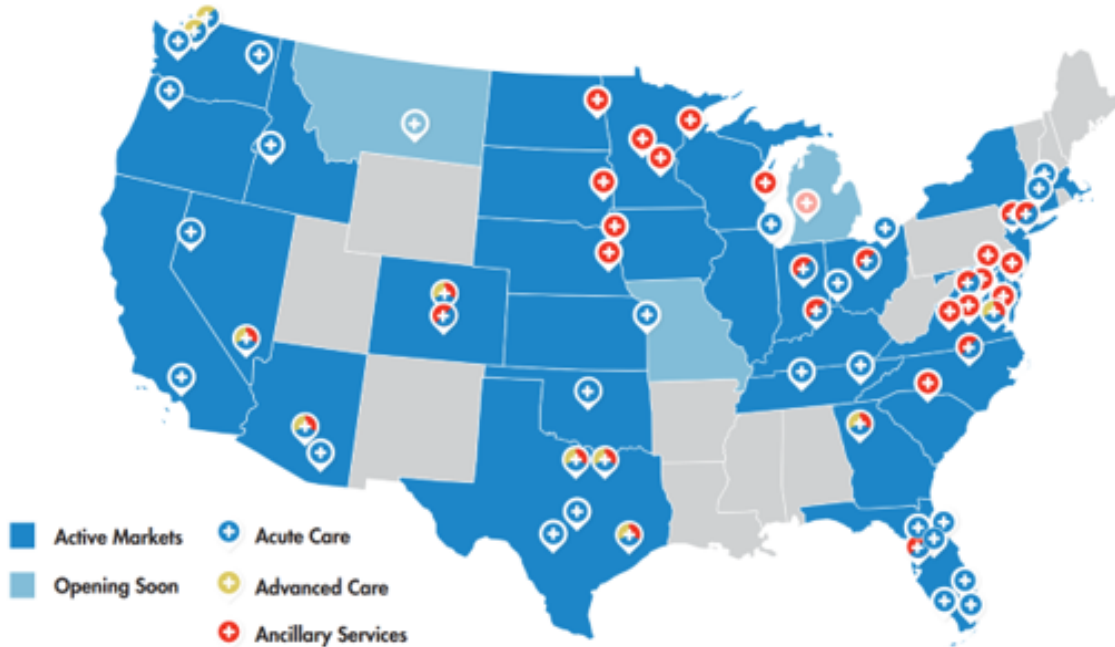
60,000
Patients

DispatchHealth Overview



We bring the power of the hospital to the comfort of home.

DispatchHealth Experience



Patient Volume

**100s of
Thousands**

Of patients treated in their home
>1200 employed clinicians

Patient Satisfaction

95 NPS

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

Medical Cost Savings

\$\$\$

\$1,100-1,500 net savings
per acute care visit
\$5,000-\$7,000 net savings
per in-home hospitalization



What happens when health situations arise that are urgent but not-life threatening, but beyond the scope of care you can provide in-house?



Typically, it's a stressful transport ...





...for a less than ideal patient experience – germs, long wait time with limited face-to-face care.



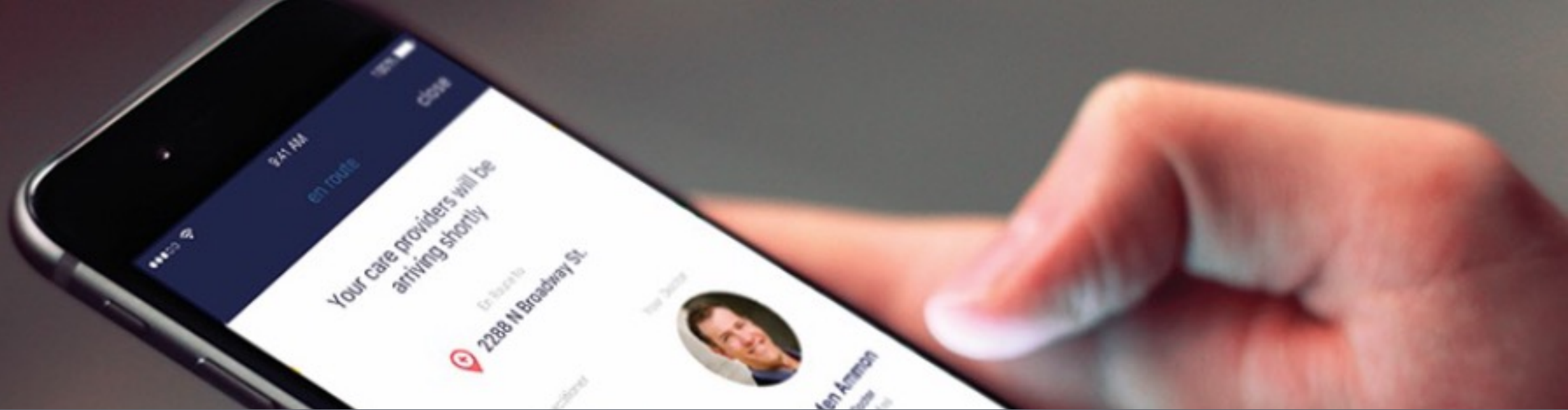


What if there was another option to get same-day complex healthcare?

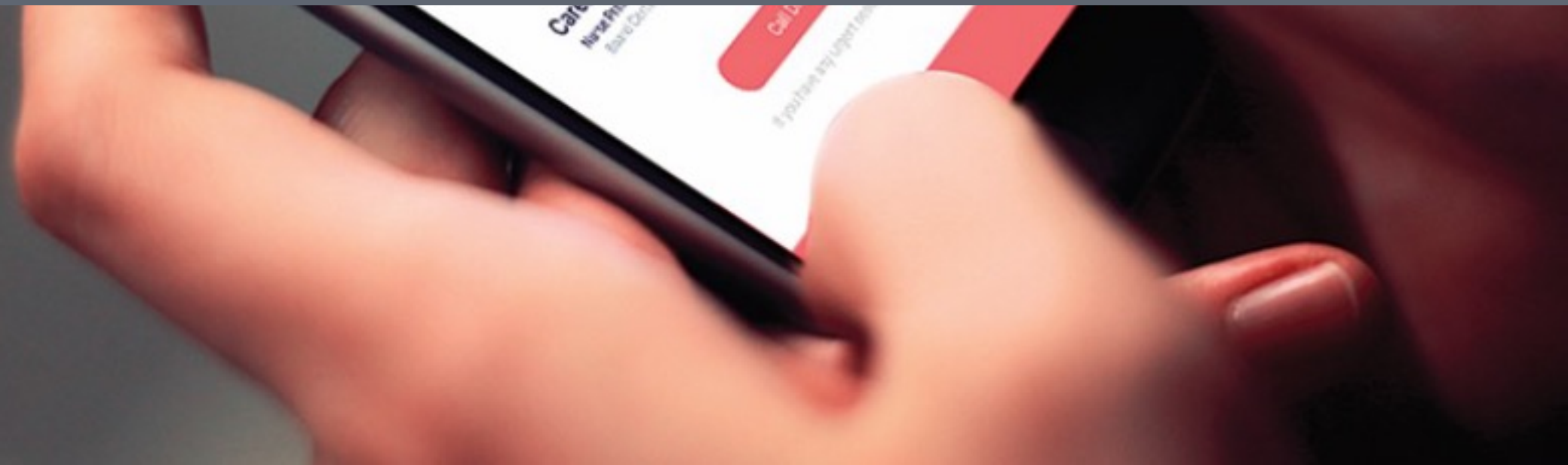


Focused on the people - the patients, providers, and the necessary tools.
Brought to a comfortable place.





Backed by powerful technology at the core to drive quality, safety, efficiency....





...and at no-cost to your organization and a fraction of the cost for patients.



Elara and Dispatch help Seniors Avoid Unnecessary ER Visits



What Defines a Successful Partnership?

Aligned Goals

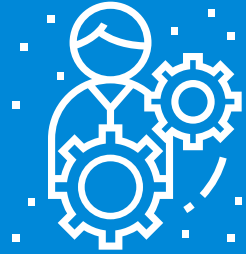


Communication

Collaboration

Innovation & Growth

Emergency Care Challenge - Billions Wasted in Unnecessary Care

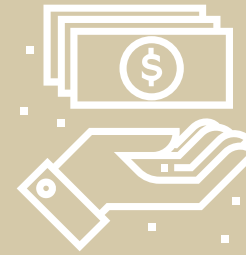


Avg 30 Day ER bounce back rate for the same complaint

20%

Potentially avoidable senior living admissions cost more than

\$4 billion annually



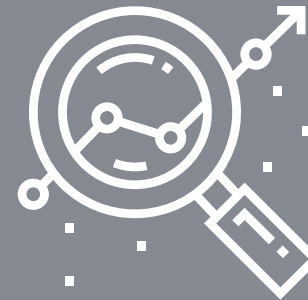
Percentage of non-urgent ER visits

40%



Percentage of discharged inpatients that bounce back to the ER

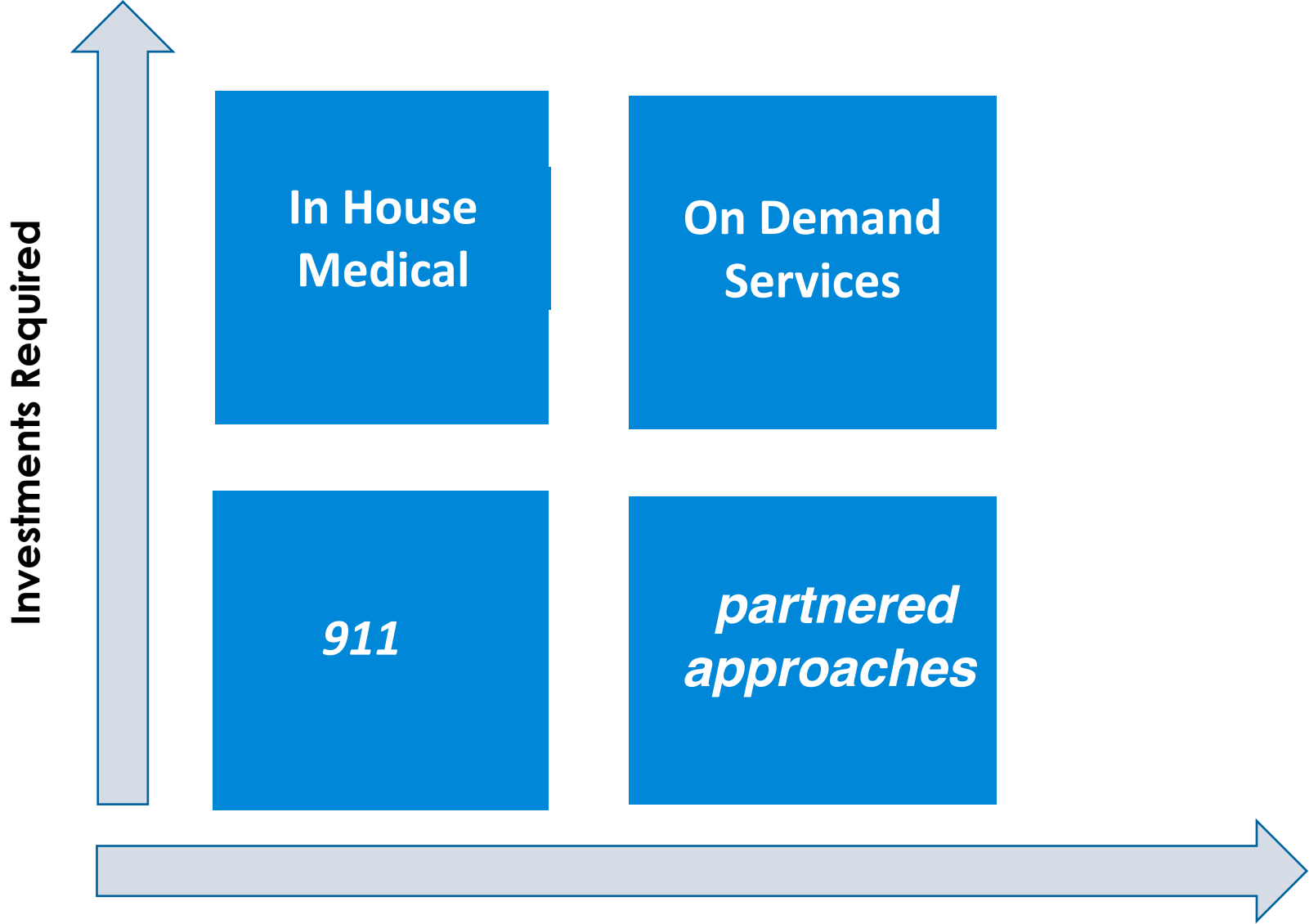
25%

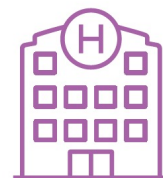
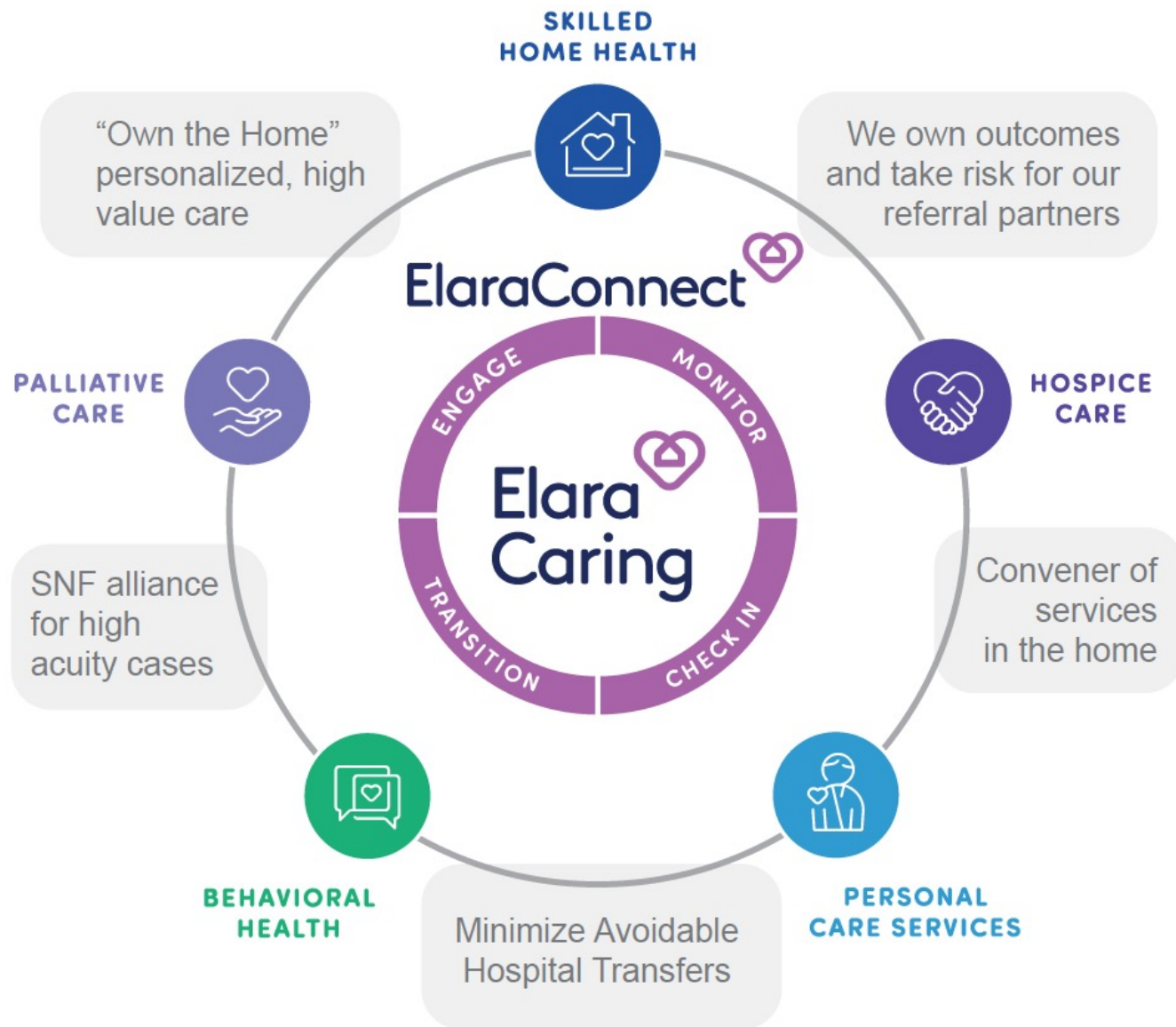


Annual 22.2 million 911 transports are unnecessary or inappropriate

17-25%

Options for Acute Care Available Today





Hospitalization Prevention

Circle of Caring

Designed to meet your patients' unique in-home care needs.

ElaraConnect

High touch and ongoing patient communications and follow-up.

Call Us First

24/7/365 Help Line for patient or caregiver questions or concerns.

DispatchHealth Team: Experienced Providers Connecting Care



Nurse Practitioner or Physician Assistant

- On-scene care delivery
- Care coordination responsibility
- Emergency room experience
- Prescriptive authority



DispatchHealth Medical Technician

- EMT trained
- Helps with procedures/labs
- Drives car, so NP/PA can document clinical notes



ER physician

- On-call
- Virtual capabilities



Collaboration

Building programs together

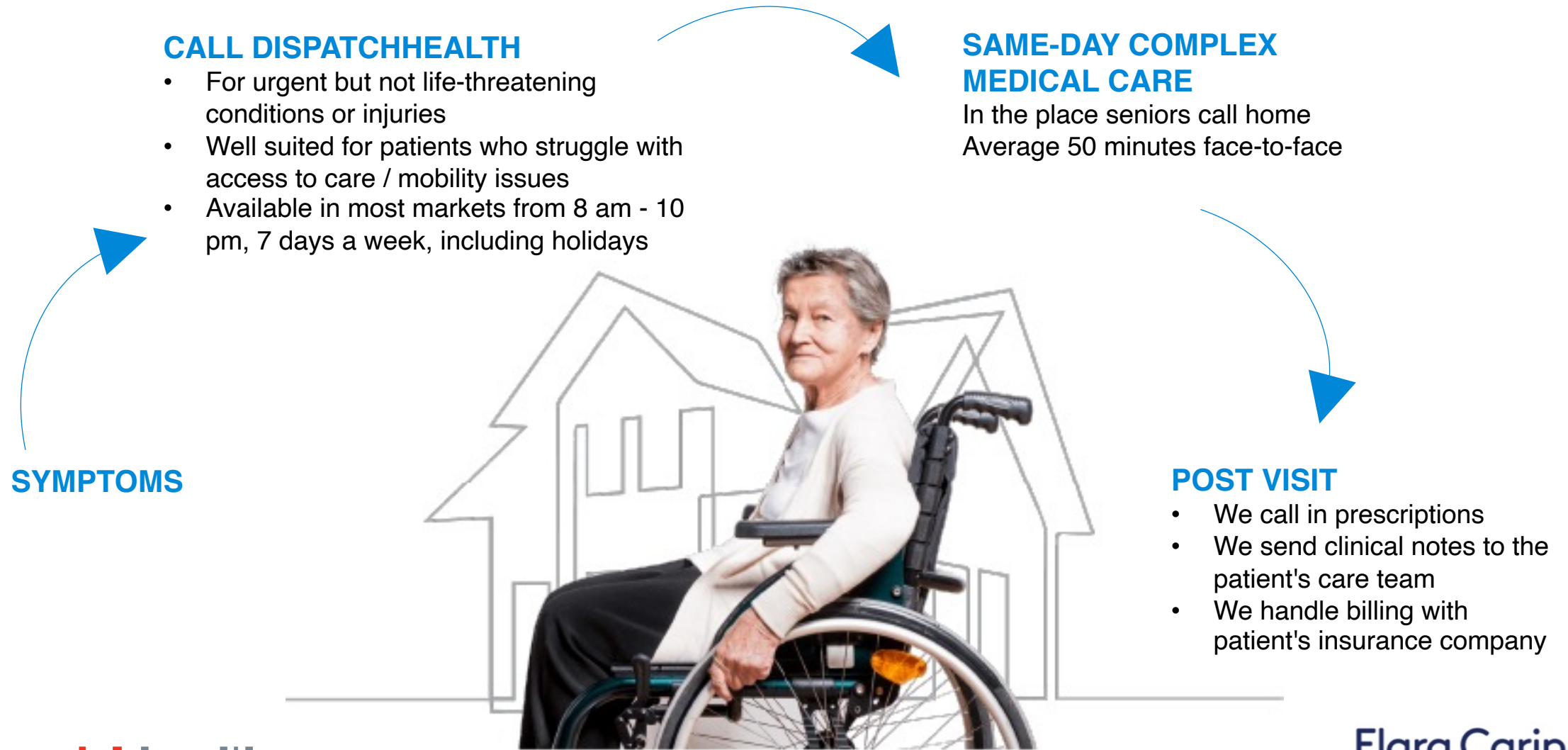
For a program to be deemed valuable to our partners, they need to align to the patients needs, the specific population care gaps, and both organizations values/missions. Those are unique to each and based on data and trends identified.

Our partners may want to customize existing programs or collaborate to build a new program. This is one of the great ways we can ensure patient needs or population needs are met.



- ✓ Let's meet! Whether in-person or over the phone, discussing what makes sense and developing a partnership is key.
- ✓ Let's share data! Analyzing, patient dx, hospital costs incurred, LOS, provider/hospital discharge trends, etc.
- ✓ Let's develop terms! We will work with you to ensure we memorialize our partnership that supports both parties intent, needs, and wants.
- ✓ Let's educate! Each party educating their respective team members on the program(s) is key to ensuring success

How the Partnership Collaboration Works



Post Care – Connecting Care back to Elara and other stakeholders in the patient’s care plan

Dispatch calls in prescriptions

We update the family doctor

And, we manage all insurance and billing

Communication

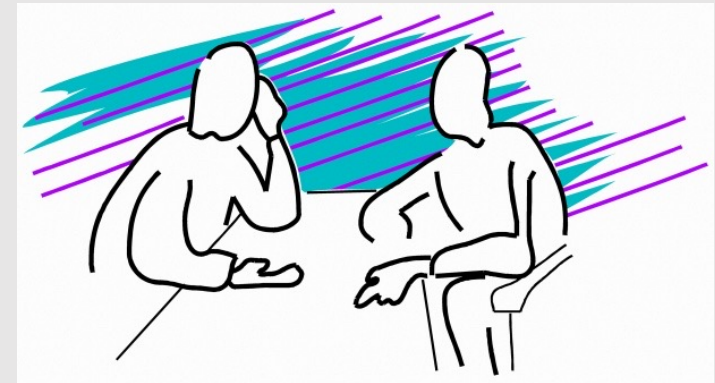
The key to successful long-term partnership

For a program or partnership to be successful, on-going communication is necessary.

Establishing a regular cadence of meetings or JOC is recommended in order to monitor the performance, navigate barriers, and identify need for change.

Data and outcome sharing is also necessary in order to determine success and fulfillment of program obligations by the parties.

- ✓ Let's determine appropriate meeting cadence!
- ✓ Let's identify the timeline for data sharing and/or data needs!
- ✓ Let's identify the proper point of contact in each organization for program needs!



Sample Partnership Communication Cadence

Meeting	Goal	Kindred attendance	DH attendance	DH lead
Monthly local branch meeting	Educate local home health staff on DH model and activation process	<ul style="list-style-type: none"> Local branch manager All clinical staff 	<ul style="list-style-type: none"> Local BDR Market manager Lead APP 	Market Team
Monthly national business development meeting	Review utilization and outcome data. Ensure processes are working...	<ul style="list-style-type: none"> Susan Prowse Lori Witt Sherri Raines Lisa 	<ul style="list-style-type: none"> Micheal Phillips 	Micheal Phillips
Quarterly JOC	Review utilization and outcome data. Identify opportunities for increased alignment and partnership	<ul style="list-style-type: none"> Susan Prowse Lori Witt Sherri Raines Lisa 	<ul style="list-style-type: none"> Micheal Phillips 	Micheal Phillips
Bi-annual regional education meetings	Education to all region teams. Update on new services and coverage area		<ul style="list-style-type: none"> Market Manager BDR Lead APP 	Micheal Phillips

Phase 1 – Local Leadership Kick-Off

District Director of Clinical Service, District Director of Operations, Executive Director, Department heads, & Visiting Providers



1

Weekly Cadence Set With DCO & Initial Intro to Leadership



2

Department Head Stand-Up, Staff Intros & Reference Guide



3

Care Team Meet & Greet

Phase 2- Local Community Launch and Education

Healthcare Delivery During the Pandemic and Beyond
dispatch

Some-Day-In-Home Urgent Medical Care

To request care, call:
123-456-7890

DispatchHealth.com

1

Resident Introduction, Events & Reference Guide

dispatch

Dear First Name Last Name,

DispatchHealth is pleased to bring our community a new healthcare option that allows our residents to get the care they need quickly, and right from the comfort of home. DispatchHealth delivers on-demand medical care from acute, 1-hour, weekend days a week, including holidays.

DispatchHealth can treat a wide range of common to complex illnesses and injuries, such as urinary tract infection (UTI), respiratory infections, flu, migraines, dehydration, asthma and more. The medical staff DispatchHealth brings to a patient visit screen nearly all of the tests and technologies found in an ER, allowing the medical team to perform a variety of advanced tests and treatments.

How It Works

- Request Care**
DispatchHealth's house call services can be requested by calling 888.908.0553, via their mobile app or by visiting their website at dispatchhealth.com.
- Explain Your Symptoms**
When called, the care team will be asked to provide a few details about their illness or injury and some information like their primary care provider's name, as well as their address.
- Receive Care in Home**
On average, DispatchHealth arrives within a few hours. Each medical team consists of either a physician assistant or nurse practitioner, along with a medical technician and on-call ER physician.
- DispatchHealth Takes Care of the Rest**
DispatchHealth will call in any prescriptions needed, update their patient's record and schedule the visit for billing.

We think our community will appreciate getting the care they need, right from home when an unexpected illness or injury occurs. To learn more, visit DispatchHealth.com. DispatchHealth is an in-network provider with Medicare and major health insurance. The cost is the same as a walk-in urgent care visit.

Sincerely,
[Executive Director for Wellness Division Name]

DISPATCHHEALTH.COM | 888.908.0553

2

Family Letter & Engagement



3

Visiting Provider Event/Dinner

Phase 3 – Ongoing Partnership Management

- ✓ Regular quarterly KPI reporting
- ✓ Case review, feedback loop – what's working, what's needs improvement?
- ✓ Continued education sessions
- ✓ Ongoing resident & family events
- ✓ Collateral refresh

dispatchhealth

dispatchhealth
Affordable In-Home Medical Care for All
How to make your health...

dispatchhealth
Visit Dashboard

Markets:
Denver
Colorado Springs

Date Range:
March 1-31st, 2021

<p>Conditions Treated</p> <p>Extremity Injury Extremity Swelling Confusion Pain w/ Urination</p> <p>Wound Evaluation Cough/URI Back Pain</p>	<p>Number of Care Requests</p> <p>19</p> <p>Number of Patients Treated</p> <p>11</p>	<p>Unfulfilled Care Requests</p> <p>Required a higher level of care through:</p> <p>Phone Triage - 4 On-scene - 4 Canceled by Patient - 2 Capacity/Scheduling - 2</p>
<p>Average Cost to Patient</p> <p>\$3.54</p> <p>XX% pay \$0</p> <p>\$450 Average Ambulance Out-of-pocket (Health Affairs, 2020) \$1,389 Average emergency room cost (Health Care Cost Institute, 2017)</p>	<p>Average Time</p> <p>51 Minutes</p> <p>Face-to-Face With Our Care Team</p>	<p>Current NPS Score (Patient Satisfaction)</p> <p>100</p>

September 22, 2020 1 PM ET, 10 AM PT

FREE WEBINAR

Navigating Health Care Now with Dr. Ammon

ABOUT DR. STEFEN AMMON, MD

Dr. Ammon is a board certified emergency medicine physician and medical director of DispatchHealth. He is a contributing member of the DispatchHealth COVID-19 Task Force, designed to keep patients and providers safe from contracting/spreading COVID-19 through education and the development of safety and treatment protocols.

ABOUT DISPATCHHEALTH

DispatchHealth specializes in providing urgent medical care in the comfort and safety of one's own home.

For every home visit, we send two medical professionals, including a physician assistant or nurse practitioner along with a DispatchHealth medical technician. An ER physician is also available at all times via phone.

We can perform a variety of advanced treatments and tests on-scene to address complex cases. To learn more, visit www.DispatchHealth.com.

dispatchhealth

Elara Caring
We care where you care.

Innovation

Creativity fuels long-term SUCCESS

As our partnership evolves, we can identify, analyze, and evaluate ways to improve or modify a program in order to bring value and improved outcomes to you and our mutual customers.

Innovation is necessary to ensure continued success. As more data is gathered, health policies change, the healthcare landscape changes, and the health of the population changes, we can work together to once again develop value programs that continue to meet the needs of the population.

- ✓ Let's evaluate member/patient data!
- ✓ Let's develop new metrics!
- ✓ Let's create new payment methodologies!
- ✓ Let's develop new programs!



Telehealth and Added Care Support Programs

ElaraConnect 



We proactively identify, connect and engage patients with the appropriate care they need.

Elara Caring 
We care where you are.

Engage

Our Engage program provides personalized and interactive automated phone calls paired with timely manual calls that assess for significant changes in health status and alert appropriate professionals to contact the patient.

Monitor

Our Monitor program is for the top 10% at-risk population. It utilizes specialized devices and offers a mobile app for timely remote monitoring of vital patient health parameters and status.

Check In

Our Check In program starts after discharge from Skilled Home Health to provide personal follow up. This program bridges the healthcare gap to help patients get the care they need in a timely fashion.

Transition

Our Transition program works closely with the Skilled Home Health team to assess patients for decline and identify patients who could benefit from and be eligible for hospice to ensure an easy transition.

Elara Caring 
We care where you are.

833.GoElara
Elara.com/refer

2021 ElaraConnect Outcomes

Monitor Program



5% Improvement in 30-Day Hospitalizations

Program averaged **12.0%** 30-day readmissions compared to risk-adjusted **12.6%** projection from SHP, resulting in fewer hospitalizations



1000+ High Risk Patients Impacted as Program Scaled

Program impacted more than 1000 high-risk patients in 2021, an increase from prior years.



20.1% More At-Risk than Non-Monitor Groups

Program averaged **3.55** average SHP risk scores compared to the **2.95** non-Monitor group, indicating Monitor took on more risk in 2021.

Check-In Program



100k+ Conversations with Discharged Patients

Highest level of engagement on record in history of program, improving **48%** from pre-COVID levels



10k+ Needs Identified with 5k+ Needing Skilled Care

Over 50% of community needs identified qualified for skilled care in their home



3k+ Successful Admissions for Skilled Care

2nd highest level of home health admissions in history of the program

Engage Program



30% Total Census Coverage and Impact

Increased census impact by **39%** year over year from end of 2020, reaching more of our high-risk census



45k+ Alerts Identified and Triage Successfully

30% increase in alerts identified and sent to the branch, outpacing 2020 service levels and increasing interactions with high-risk patients



98.8% Alerts Triage within 30 Minutes

Great results done fast, with massive improvement in speed of alert triage compared to 2020 service levels near **17%** in 30 minutes

Question & Discussion

If you'd like more information on our approach , contact:

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Dispatch Health
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Jacque Owens
Elara
SVP of Managed Care
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jowens@elara.com

