

AI Triple Threat: How AI Can Improve Revenue, Outcomes, & Employee Satisfaction

Presented by:  VIVID HEALTH

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AGENDA

- Purpose
- Introductions
- Revenue
- Outcomes
- Employee Satisfaction

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TODAY'S PURPOSE

To develop an understanding of the areas where AI can **improve operational performance.**

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INTRODUCTIONS



Patrick Mobley
Co-Founder & Chief Executive Officer



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VP, Business Development



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Describe AI in one word.

Nobody has responded yet.

Hang tight! Responses are coming in.

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Forbes

MARKET & SMALL BUSINESS

The Coming AI Revolution In Home Care

Josh Klein Forbes Council Member
Forbes Business Council COUNCIL POST | Membership (Fee-Based)

Jun 9, 2023, 07:00am EDT

Josh Klein is the Founder and CEO of Emerst, Royal Care and

Home Health Care News Compliance Finance

FUTURE

HHCN

HHCN FUTURE: The Role of Data, AI and Emerging Technologies in Home Care

By Sophie Knoelke | October 2, 2023

This article is sponsored by AlayaCare. This article is based on a Home Health Care News discussion with Naomi Goldapple, SVP, Data and Intelligence at AlayaCare. This discussion took place on August 30, 2023 during the HHCN FUTURE Conference. The article below has been edited for length and clarity.

Home Health Care News: I think there's a lot of exciting technology and we're going to talk through a little bit of what's real, what's not real, what's out there right now, and what's coming in the future.

A lot of what we'll discuss relates to workforce shortages and payment challenges, which are driving technology innovation. Naomi, I want to ask you at a very high level what do you see as the two or three game-changing types of technology in home-based care right now?

Modern Healthcare

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October 17, 2023 09:50 AM

Home healthcare tapping AI to speed processes, close gaps in care

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FEBRUARY 29, 2024 NEWS

The Road Ahead: Artificial Intelligence and Home Health Care

Artificial Intelligence (AI) and machine learning – from the development of self-driving cars to the proliferation of generative AI tools – are increasingly becoming part of everyday life. AI is also poised to impact various aspects of home health care, including empowering the elderly to better manage their health in the comfort of their homes and assisting providers with internal processes.

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ARTICLE | Healthy Aging

AI in healthcare: The future of patient care and health management

Curious about artificial intelligence? Whether you're cautious or can't wait, there is a lot to consider when AI is used in a healthcare setting.

March 22, 2024 • By Mayo Clinic Press Editors

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INFLUENCE OF A.I. ON THE FUTURE OF MEDICINE

AMERICA'S NEWSROOM

Artificial intelligence is a tool to help doctors, not replace them: Dr. Siegel

The News contributor Dr. Miles Siegel weighs in on how artificial intelligence can change the patient-doctor relationship on America's Newsroom.

If you received medical care any time this year, there's a good chance you had a close encounter with artificial intelligence.

Widely regarded as the breakout year for AI, 2023 ushered in a whole crop of new and improved tech tools, many of which have impacted the health and wellness space.

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REVENUE IMPROVEMENT

Revenue creation is a function of **efficiency, thoroughness, and clinician skill level.**

Core Problems to Solve

- Throughput, throughput, throughput
- Ever changing regulation
- Windshield time
- Volume of declined referrals

What if....

- Clinicians could have a portion of OASIS responses completed pre-visit
- Without any effort, your EMR (or vendor) would ensure you're compliant with latest documentation requirements
- Clinicians could have shortened SoC/RoC visit
- Your organization saw a 30-50% increase in operating income

What We've Learned....

- Clinicians are not replaceable, need Provider-Led AI
- EMR integration is hard, but desired
- Differing viewpoints around form completion
- Ambient listening isn't always your friend
- Need to align AI with hospice as well

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OUTCOME IMPROVEMENT

Pre-visit and post-visit engagement with patients and caregivers **drive success.**

Core Problems to Solve

- Integrating caregivers into the care team is a challenge
- Clinical documentation transfer from inpatient to HHA is a challenge
- Information collection often comes at the cost of care coordination

What if....

- The care plan incorporate all known data about the patient and can iteratively change based upon new data, instantly
- You could maintain engagement with patient and their caregiver(s) without picking up a phone
- You could instantly send care plan to providers
- You could conduct upfront triage, to better determine new patient SoC priority and staffing

What We've Learned....

- EMRs rely on static rules logic to create care plans, creating consistency but not necessarily tailored to patient
- Caregivers need to have a frictionless experience when integrated into the care team
- Getting provider approval of the care plan is often a struggle
- Patient reported data is as useful as RPM data

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EMPLOYEE SATISFACTION

Employers and Employees are desperate for tools that create **retention**.**Core Problems to Solve**

- Extraordinary turnover often driven from administrative tasks (30-35% on average)
- Doesn't always feel like compensation matches level of effort
- Cannot create the impact they always want on an individual patient basis

What if...

- All admin work was automated to some degree
- The nurse was only left with task where technology cannot directly complete (ie. wound evaluation)
- Follow-up was automated and panels were prioritized based upon responses

What We've Learned....

- Turnover often exceeds revenue as the primary concern among HHAs
- Local learning models trained on lived experience can create better outputs as well
- AI seems to be the only available tool that could potentially directly resolve this issue
- Emerging AI tools and/or capabilities extend beyond paperwork to engagement and automated task completion

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CLOSING THOUGHTS

This sounds great, but where do we go from here?

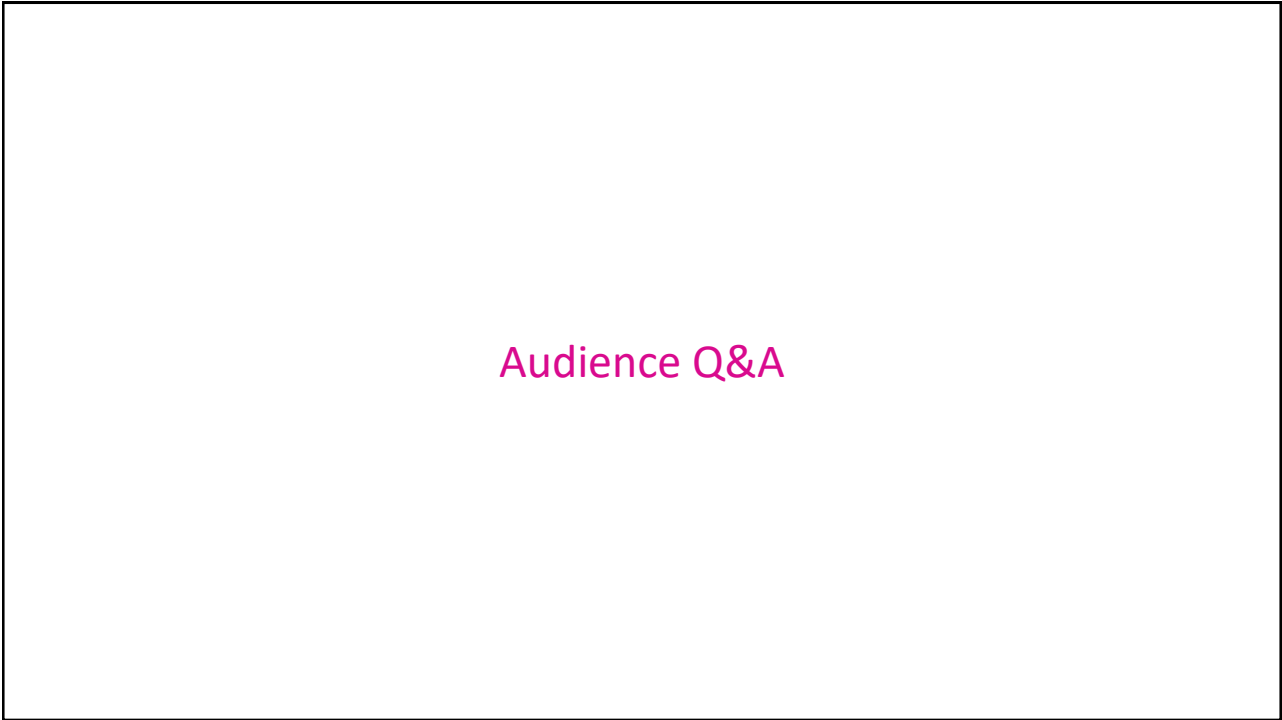
How to Learn More and Deploy AI

- Play around with the available tools (ChatGPT, Claude, Gemini, etc.)
- Create test use cases and just see what it produces
- Look for organizations that have partnered with other vendors
- Create a wish list of functions you'd like to see and make sure it's clinically relevant

What To Look Out For

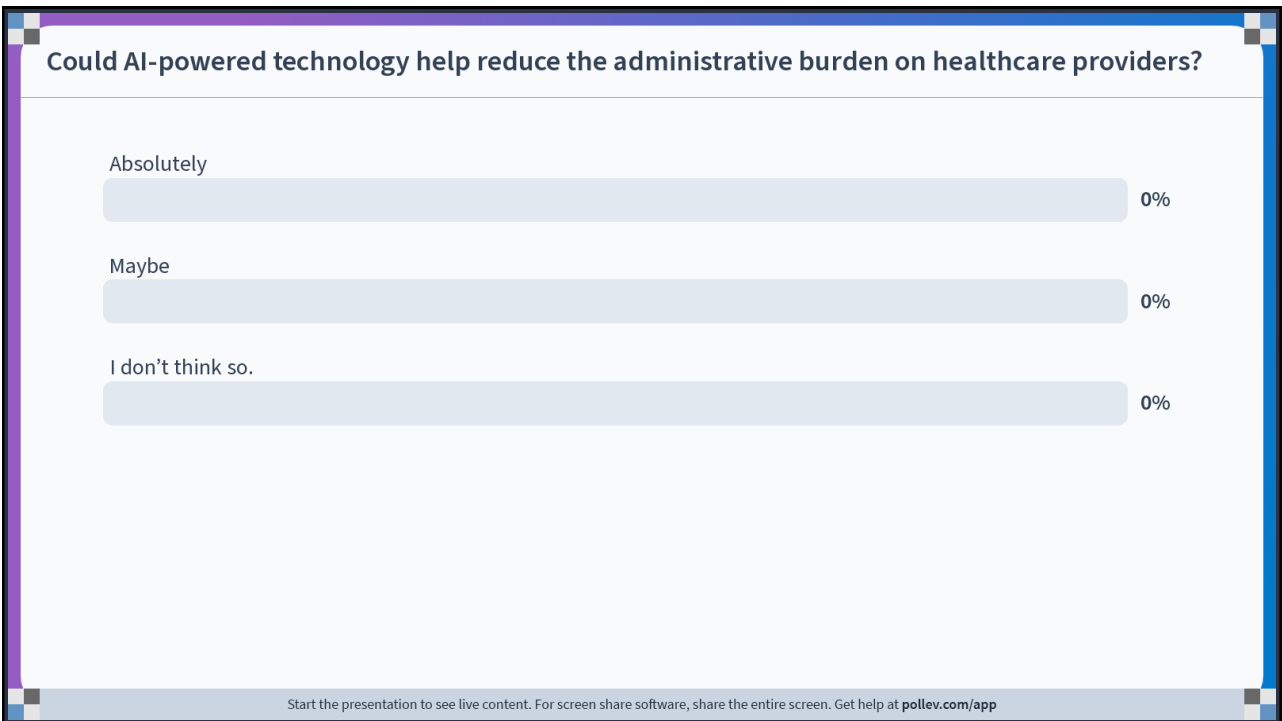
- Identify cultural fits with your partner
- Avoid AI companies that only "put a wrapper on GPT"
- Look for tools that can expand quickly across staff, lines of business, and verticals (hospice, rehab, etc.)
- Make sure the efficiency the tool provides doesn't create inefficiency elsewhere

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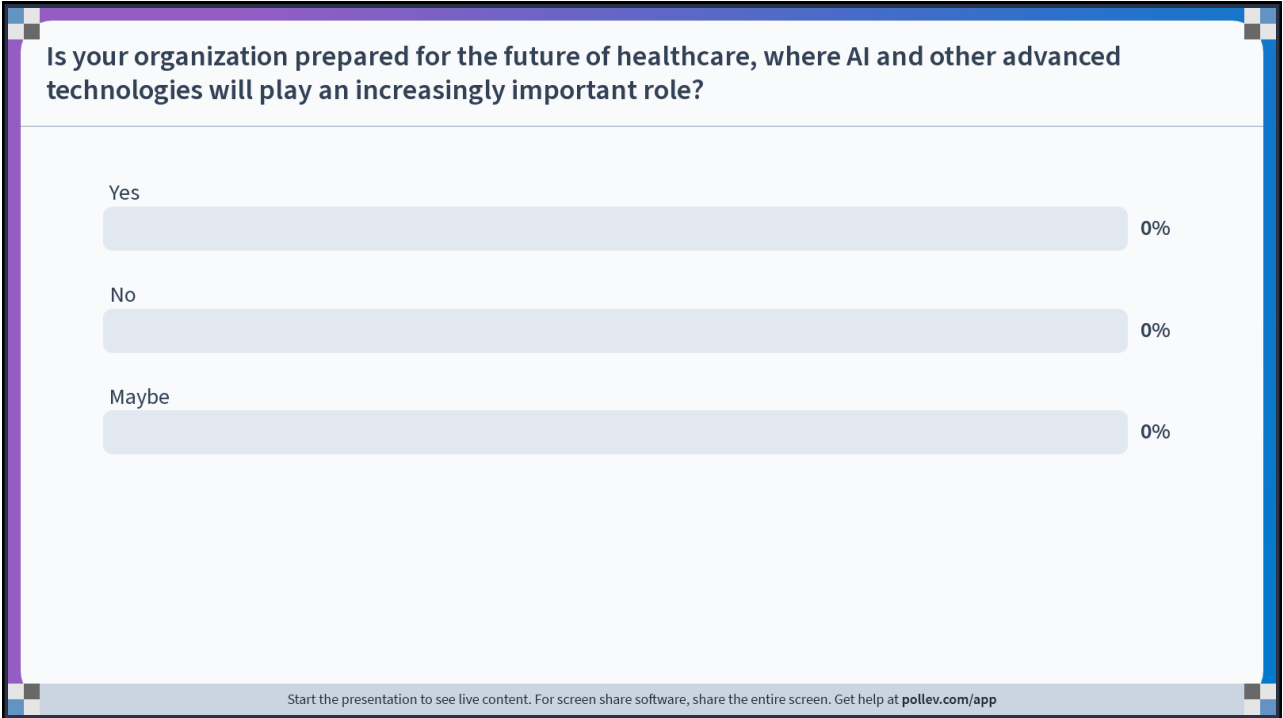


Audience Q&A

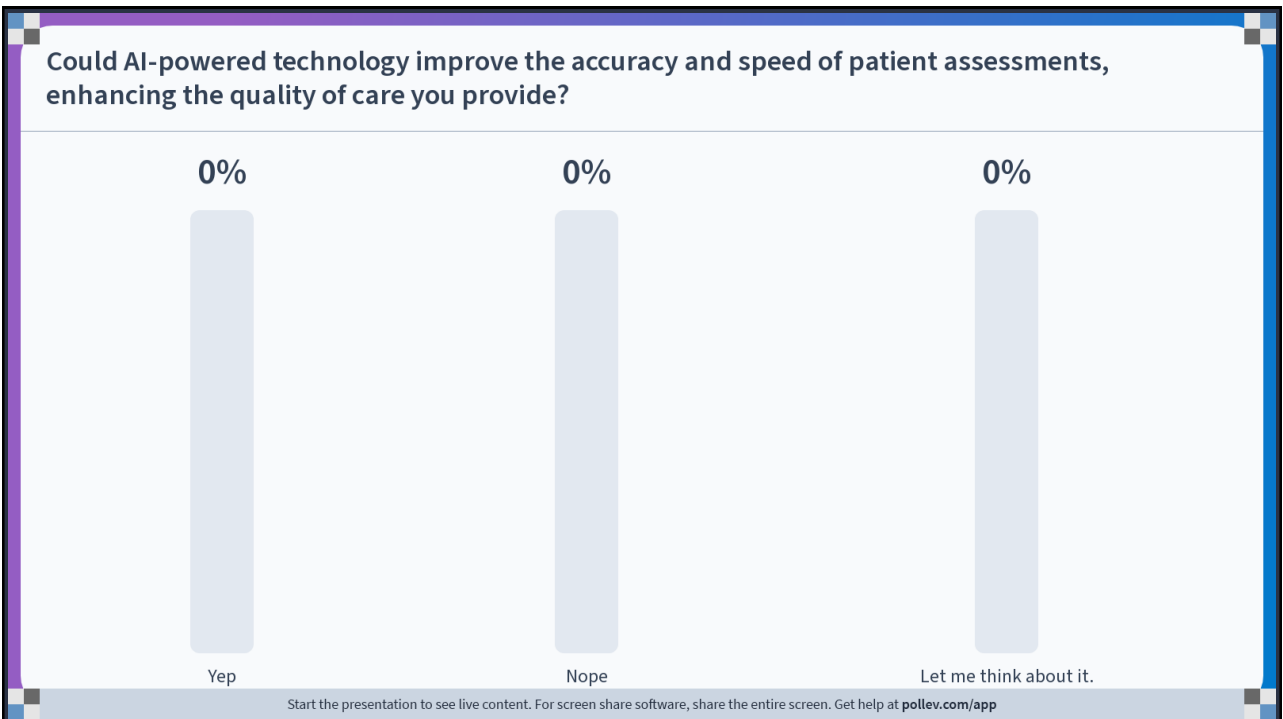
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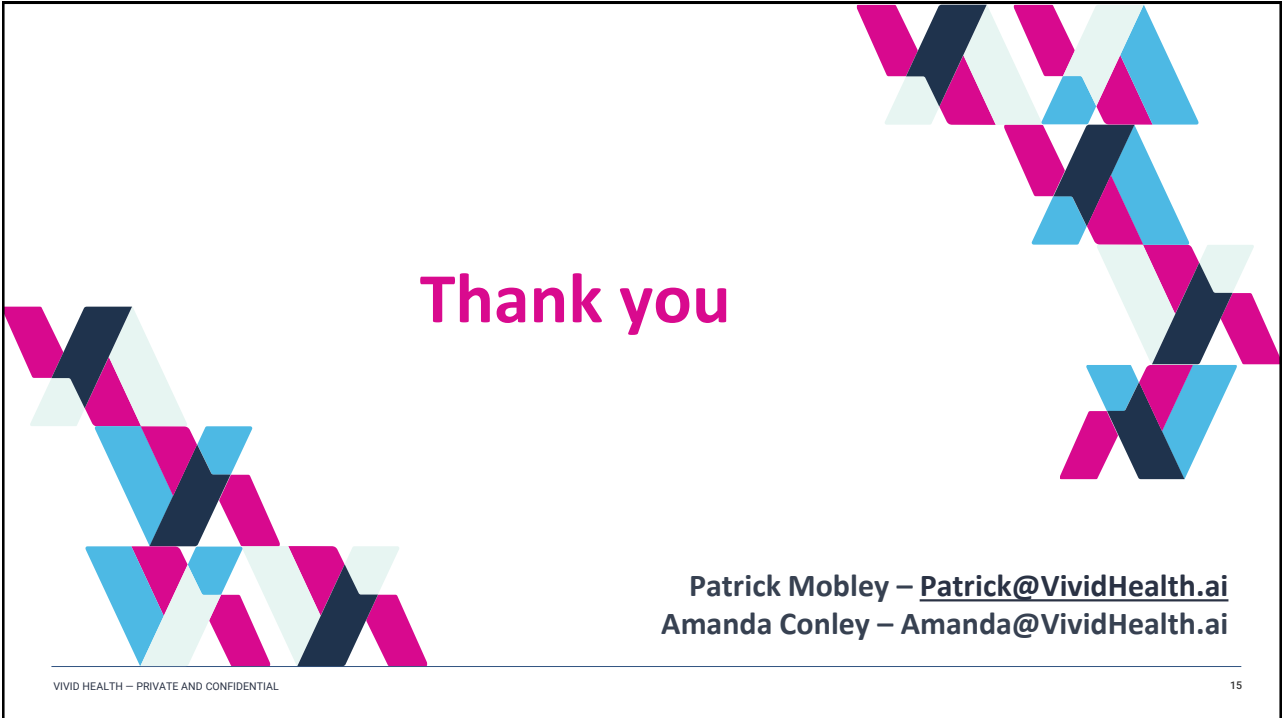
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Thank you

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