

The value of INPATIENT VIRTUAL CARE

How to use video-enabled care to drive operational efficiency, reduce healthcare disparities, and improve staff and patient safety.



Challenges

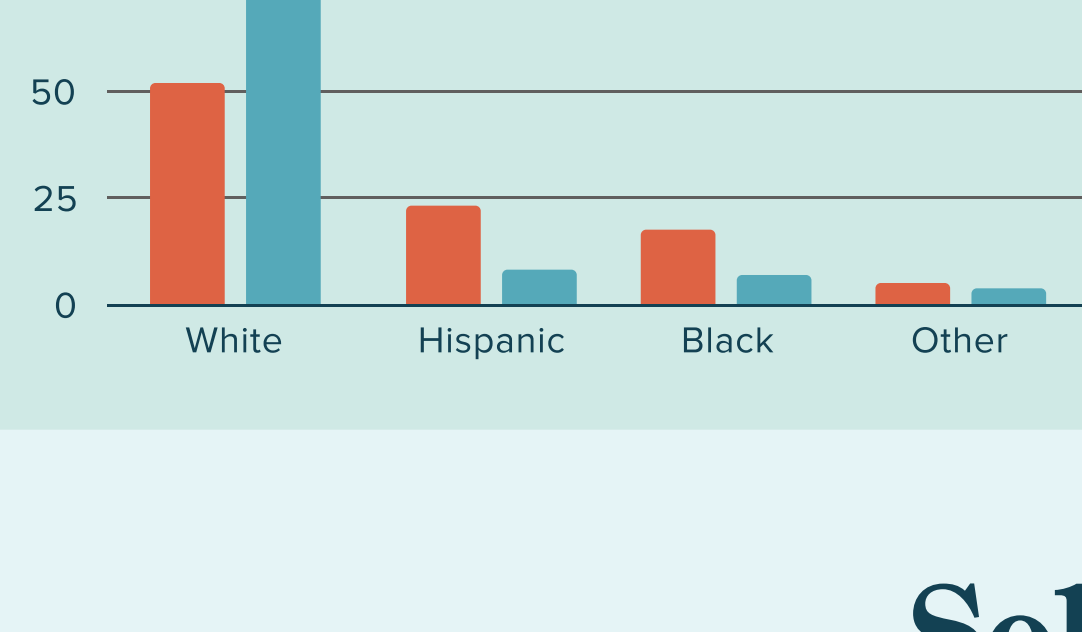
COVID-19 exposed the following needs in patient care

- 1 Provide Safety for Care Teams
- 2 Bridge Healthcare Disparities
- 3 Enable Access to Family Members
- 4 Expand Inpatient Telehealth

Disproportionate share of Covid-19 Deaths in minority and limited English proficient (LEP) populations

COVID-19 Deaths in the US by % Population

Data sources for this diagram: CDC Morbidity and Mortality Weekly Report (October 23, 2020) and the US Census Bureau Quick Facts - Race and Hispanic Origin



25.1 million

8% of the U.S. population or 25.1 million people are considered limited English proficient (LEP).

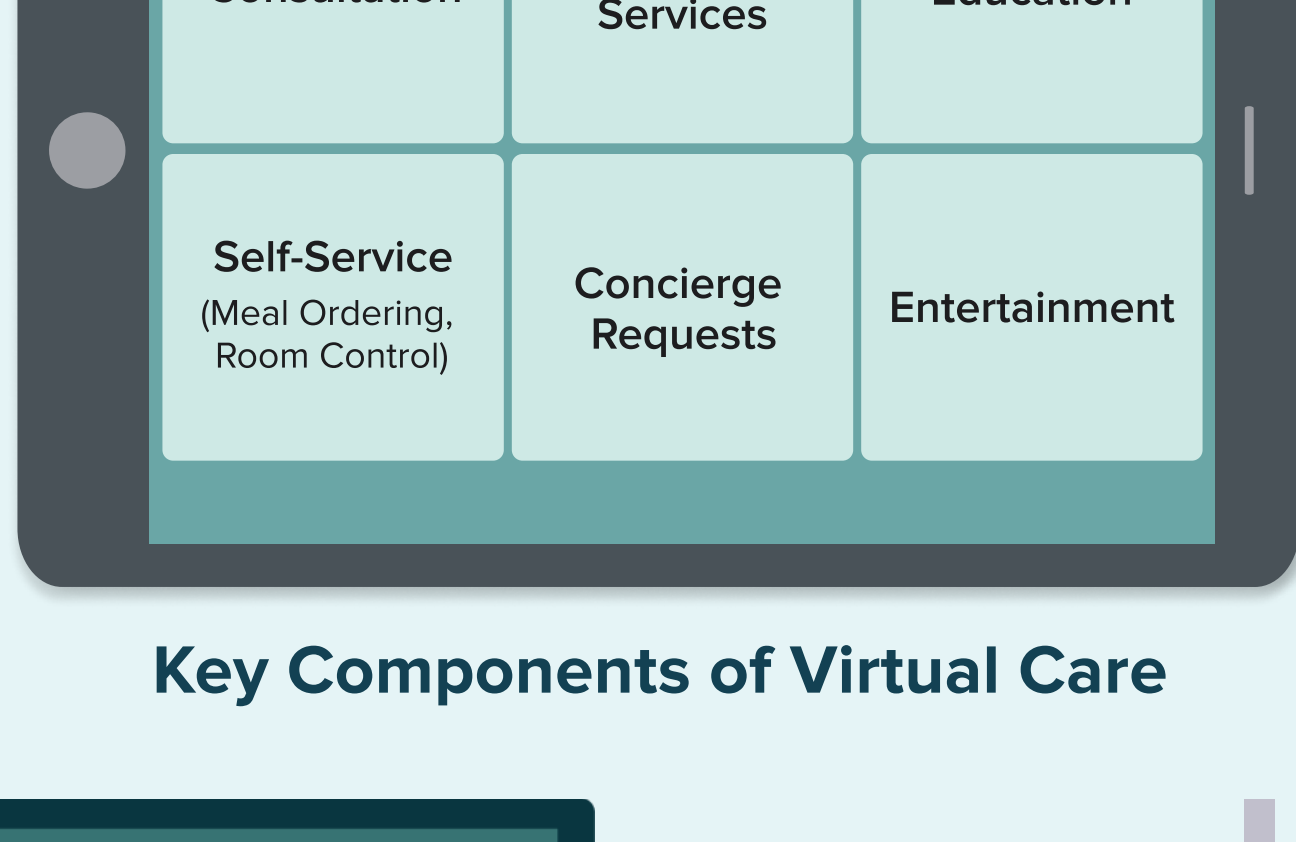
LEP map as of 2015



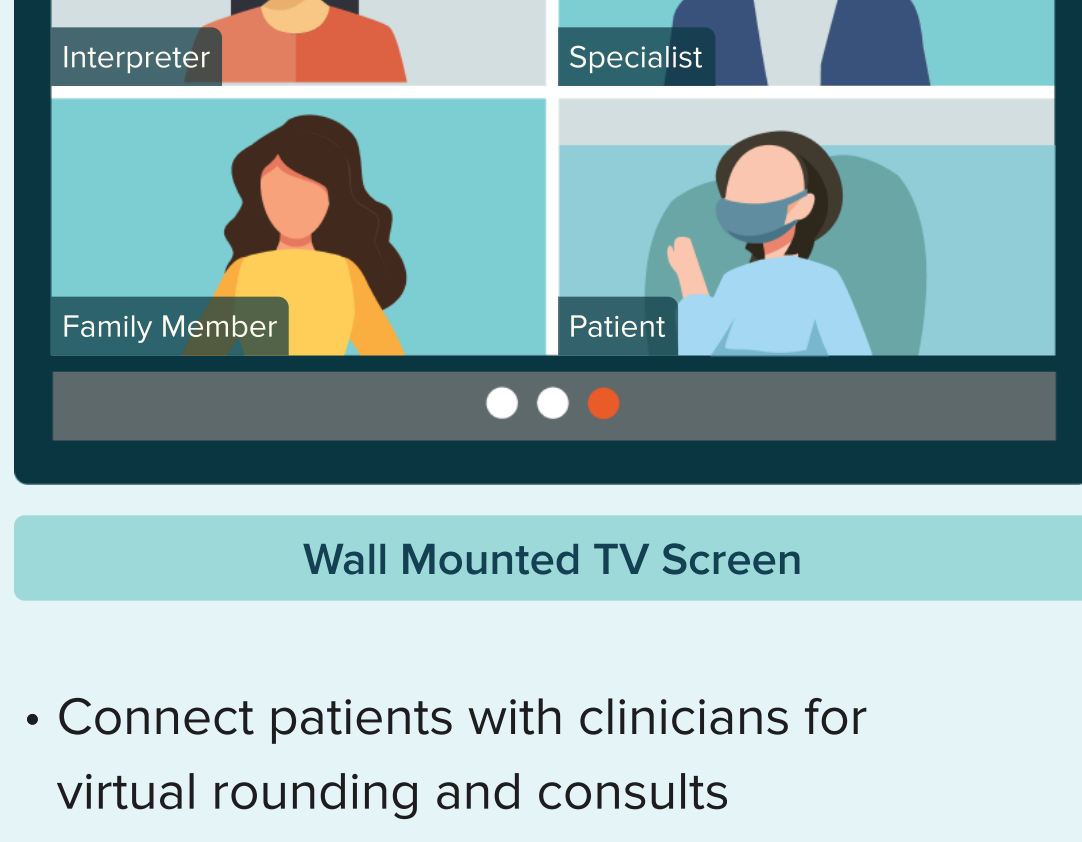
Solution

Inpatient Virtual Care Room

The care room of the future improves patient care by delivering easy-to-use technology to the bedside, empowering patients, and increasing their satisfaction.

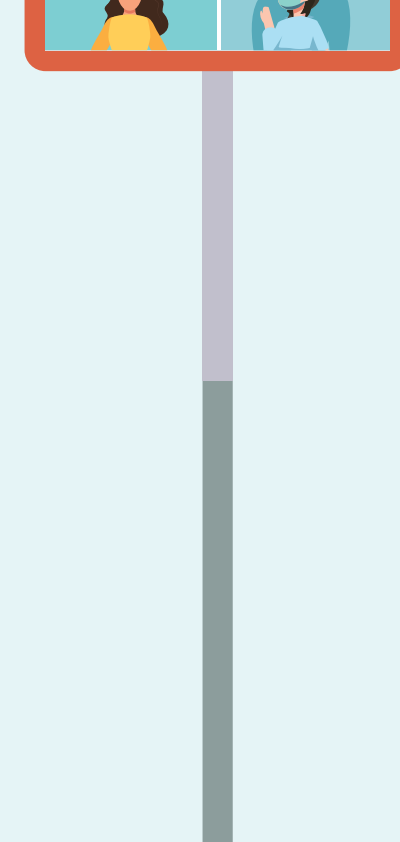


Key Components of Virtual Care



Wall Mounted TV Screen

- Connect patients with clinicians for virtual rounding and consults
- Connect patients with family for virtual visitation
- Connect patients with remote interpreters
- Engage patients with information and education

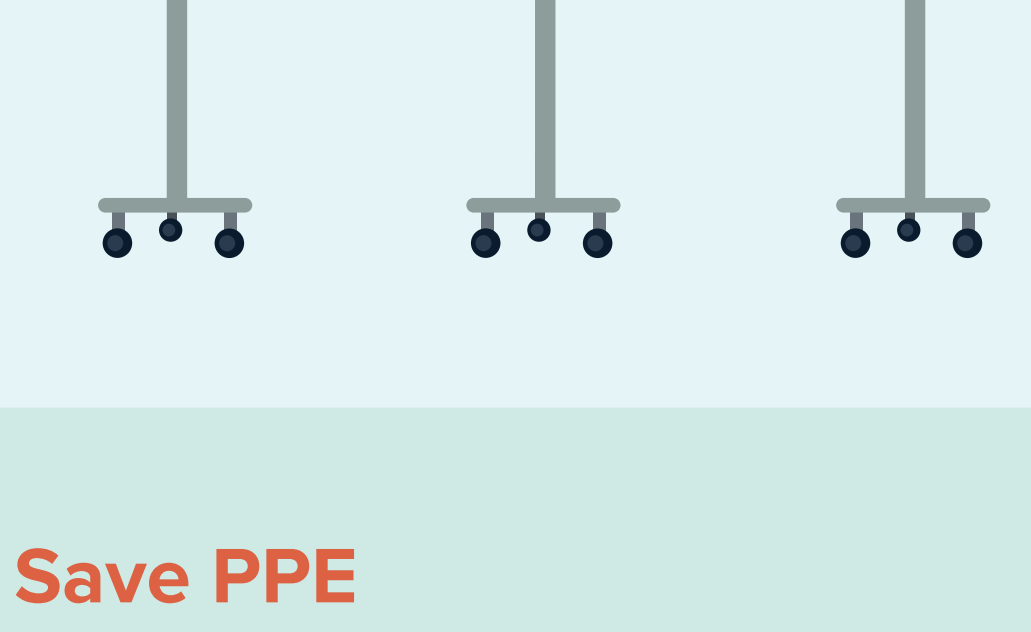
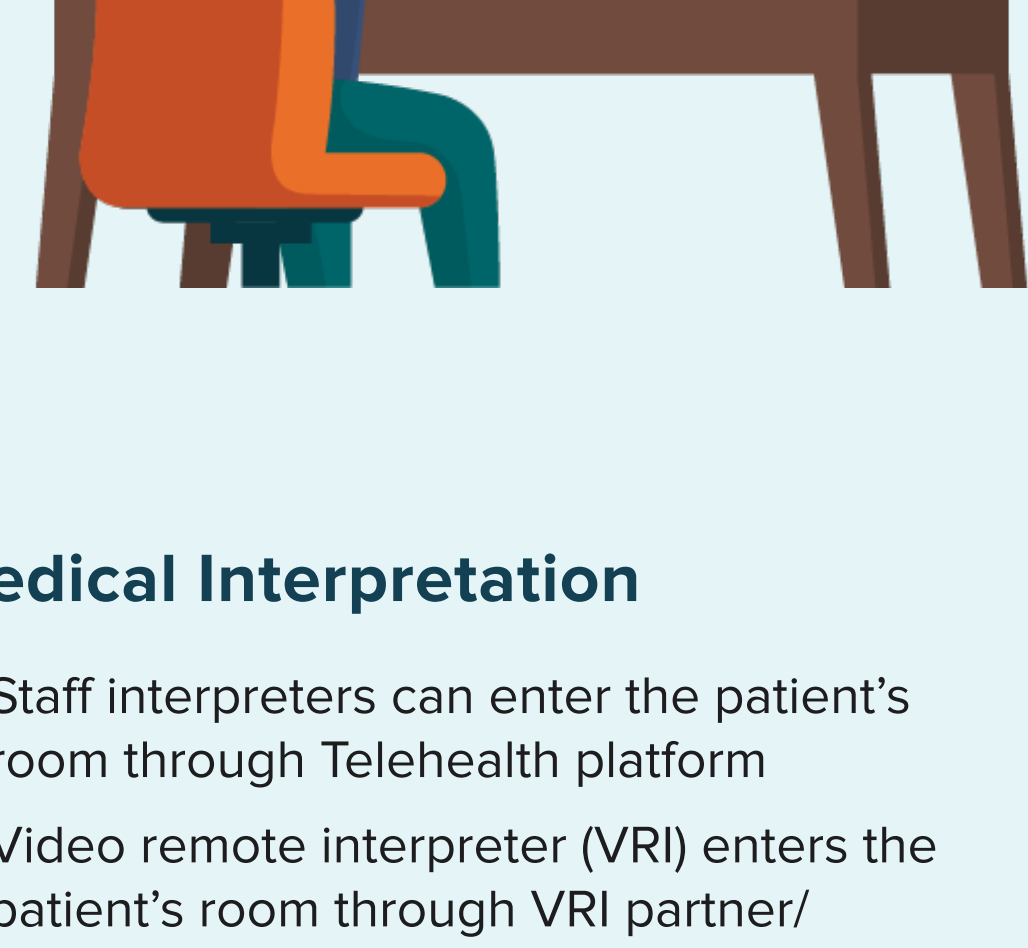


Mobile Cart

1 Provide Safety for Care Teams

Consultations

Care team members and specialists enter the patient's room virtually through a Telehealth platform



Medical Interpretation

- Staff interpreters can enter the patient's room through Telehealth platform
- Video remote interpreter (VRI) enters the patient's room through VRI partner/ Telehealth integration

Save PPE

Shortages of personal protective equipment (PPE) during the pandemic required creative ways to preserve supplies. Inpatient Virtual Care minimized the use of PPE while protecting care team members.



2 Bridge Healthcare Disparities

Patients can be cared for in their own language



Language Access - Video Remote Interpreting (VRI) Interpreters

- Immediate access to a qualified medical interpreter
- Multiple languages available at the touch of a button
- Better communication leads to increased satisfaction

3 Access to Family Members

- Patients have access to their family members through virtual visits
- Family members can participate in critical clinical discussions
- Patients feel connected and not alone



4 Expand Inpatient Telehealth

Telehealth adoption skyrocketed

11% in 2019 46% in 2020

11% of U.S. consumers used telehealth in 2019 by April of 2020 that increased to 46%

\$3B Pre-COVID \$250B Post-COVID (potential)

McKinsey & Company's COVID-19 consumer survey conducted in April, 2020



Seamless and immediate connection at the bedside

30 seconds to connect to an interpreter 20 seconds to connect to a clinician 0 seconds spent finding a mobile cart

50% of HCAHPS directly relate to Communication

8 Domains of HCAHPS Survey of patients' experiences

- ✓ Nurse communication
- ✓ Doctor communication
- ✓ Responsiveness of hospital staff
- ✓ Communication about medicines
- ✓ Discharge information
- ✓ Care transition



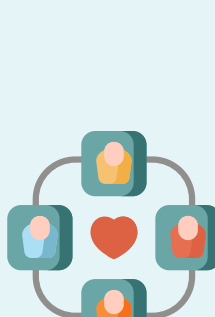
Benefits of Inpatient Virtual Care



Create more time for the care team through enhanced efficiency



Better experience for the patient



Protect team and family members



Give patients more control over their care



Eliminate healthcare disparities with language access



Help family members participate in the patient's care

Key Requirements for Virtual Care

- ✓ Interoperable
- ✓ Scalable
- ✓ Reliable
- ✓ User Friendly
- ✓ Reduces Work
- ✓ Accessible

How to Measure Success

- Patient experience and satisfaction (HCAHPS scores)
- Length of stay
- Discharge readiness
- Care teams satisfaction
- Readmissions
- Adherence to care plan (post-discharge)
- Outcomes



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