



## Solution Overview

April 2021

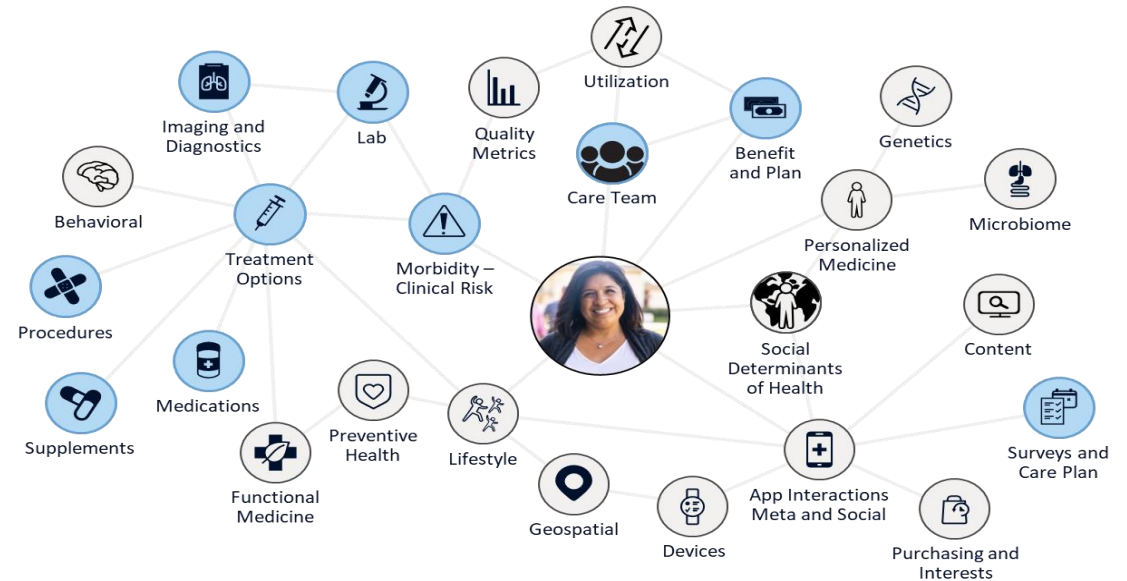


# HealthPointe Solutions at a Glance...

*HealthPointe Solutions is a Rapidly Growing Leader in Actionable Data and Cloud-Based, AI-Driven Applications Enabling Healthcare Organizations to Achieve Measurable Improvements*

- HealthPointe is a transformational global healthcare technology company serving health systems and government entities
- Positioned to address the significant inefficiencies in today's healthcare system while simultaneously improving care quality, increasing revenues and streamlining administrative burdens
- Offers a one-of-a-kind cloud-based data platform to normalize the immense structured and unstructured data across numerous information silos throughout the entire healthcare ecosystem
- Leading cognitive artificial intelligence applications leverage the Company's powerful data platform enabling insights and solutions that drive client operational improvements
  - Module-based use cases span clinical, financial and administrative solutions for Providers, Payors, and Consumers
- Delivers industry-leading Software Development Kit (SDK) leveraging products, analytics, modules and knowledge framework in a cloud-enabled, interconnected environment
- Flexible next-generation mesh architecture supports entire technology platform and enables several broad go-to-market products including clinical interoperability, data analytics, value-based care, among others

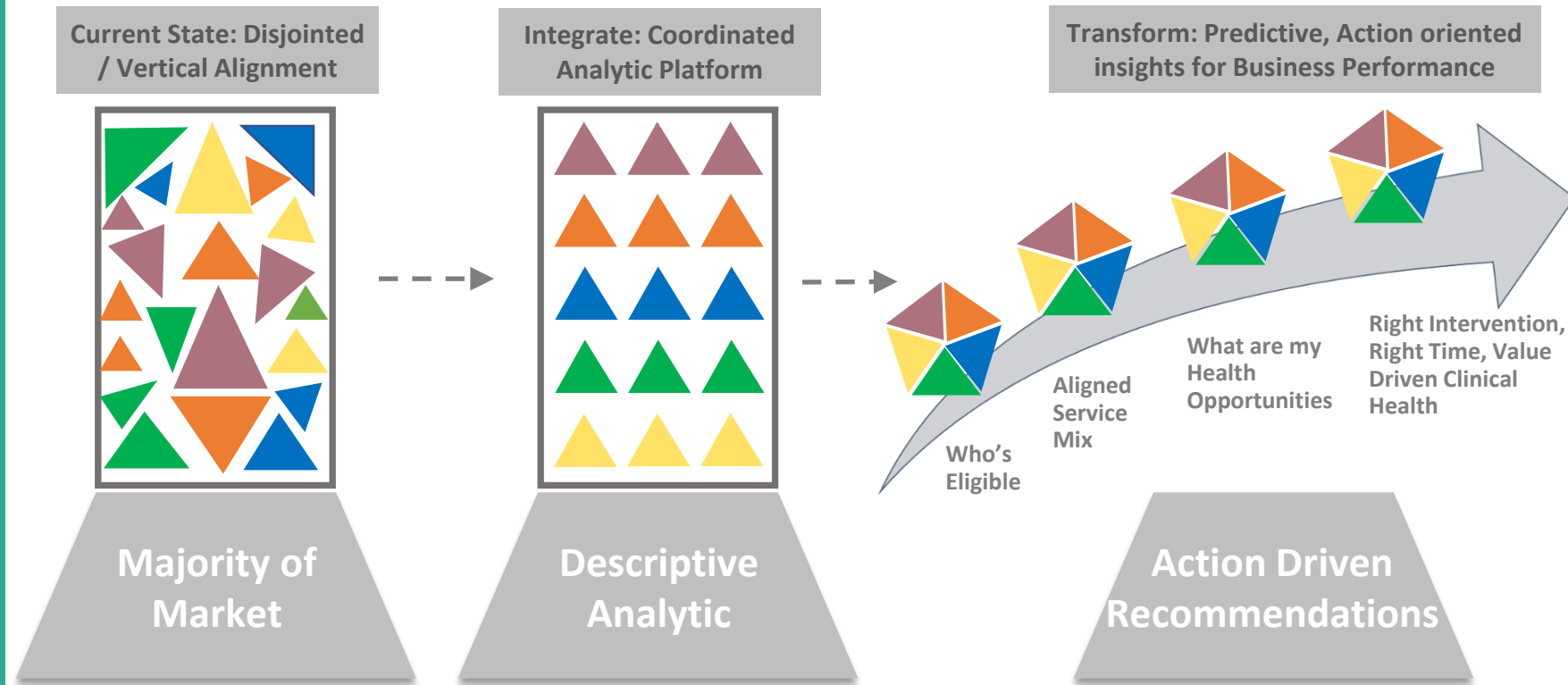
## AI-Enabled Knowledge Cloud for Advanced Personalization



# Implications of Digital Transformation

## Today's Struggles...

- High degree of difficulty in aggregating, matching, analyzing, and extracting value from data
- Limited re-use of existing data environments, IP, methods or analytic calculations
- Reliance on point fixes versus enterprise strategic solutions which support operating leverage
- Effective migration to cloud solutions and system interoperability



# Modernizing healthcare for a digital future

## Digital Hospital

Right Care at the Right Time

- Connected Care Coordination
- Emergency Department Mgt
- Referrals
- Transition of Care (IP/Subacute/Home Health/PT)

Clinical excellence and reducing administrative burden

## Digital Care

Understand & Take Action

- Productivity & Capacity Analysis
- Clinical treatment patterns
- Risk Adjustment & Quality Gaps
- Organize/prioritize VBC program rules

Actionable recommendations of quality, cost, utilization

## Digital Health

Empower the Patient

- Care planning
- Telehealth
- Remote Patient Monitoring/IoT
- Personalized Decision Support
- Education and Resources

Enable the health and wellness of your population

## Clinical Performance Insights

Prescriptive & Action-Oriented Messages

# Common Health IT IDN Challenges

## Distributed Data & Applications Constrain Innovation

*Where are you on your journey?*

### 1: Data



### 2: Applications







### 3: Business Demands



# Healthpointe Solutions Clinical Performance Analytics

Dynamic dashboards that support measuring and monitoring the overall value of business and clinical processes through Cognitive Artificial Intelligence



-  Integrates with all workflows to support overall value creation through the advanced use of clinical decision sciences
-  Supports automation and identifies problems early with real-time, dynamic dashboards
-  Highlights a complete profile of health for the target populations
-  Brings actionable intelligence to all stakeholders
  - Provides workflow AI driven alerts and recommendations
  - Establishes benchmarks by facility for active performance improvement



## End User and Key Highlights

### Healthcare Practices

- ✓ **Convenient**
  - Works within existing analytics process or dynamically with Cognitive AI
  - Supports data trends and program performance
  - Knowledge library expansion creates more dynamic value

### Providers

- ✓ **Efficient**
  - Faster creation of dashboards
  - Both structured and unstructured data sources are supported
  - Data-driven insights alone do not give an accurate picture of workflow effectiveness

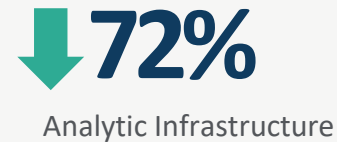
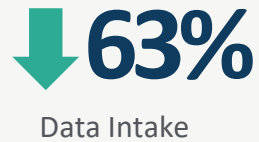
### Patients

- ✓ **Supportive**
  - Moves value creation from insights alone to actions and accountability
  - Transparent business process
  - Aligns clinical monitoring to approved treatment pathways

# Quick, return of value over solution investment

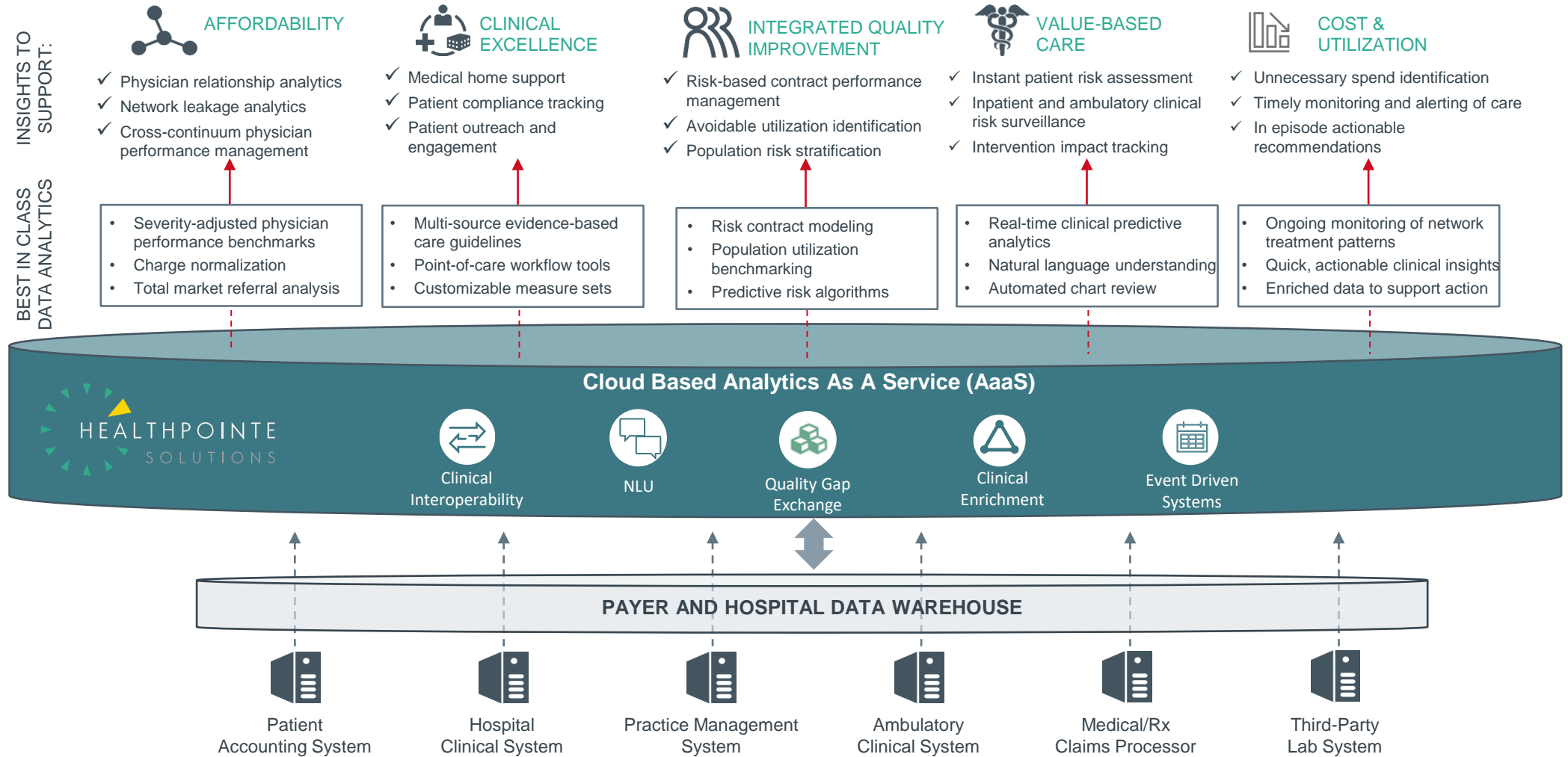


Value achieved by implementing Healthpointe Solutions



# Integrating data from across the health care ecosystem...enlarging and enriching

## Our Data Approach





# Quick Launch Plan– Iterative Value at each Phase

## *Launch Guiding Principles*

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Minimal upfront investment



Value achieved from previous phase funds the next phase.



Modular allowing quick path to value



Low Impact to Existing Operations

# Meeting You Where You Are

*Align to your organization's desired pace of change...*

Start Anywhere  
on the spectrum

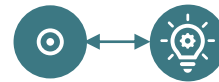
Where does your  
organization want to  
enter?



### Opportunity Assessment

- Retrospective Insights

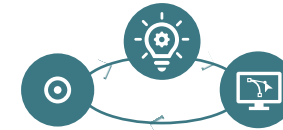
Where are the "hot spots"?  
What actions are needed?  
What goals should be set?



### Analytics As A Service (AaaS)

- Incremental Refresh of Updates
- Measurement Scorecard
- Messaging and Data Exchange

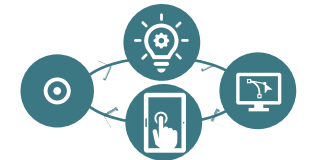
What impact am I having on the stated goals?  
What areas should be tackled next?



### AaaS with Visualization & Cognitive Insights

- Prospective Insights
- Report Visualizations & UX
- Near-real time actionable recommendations

What impact am I having on the action?  
What areas should be tackled next?  
What clinical actions are needed to stay "on-track"?



### AaaS with Visualization & Insights w/in Workflow

- Real-time "In Workflow" actionable recommendations at point of care
- Mobile and web experiences
- Dynamic plug-ins
- Operational process alignment

What impact am I having on the action?  
What areas should be tackled next?  
What actions to stay "on-track"?  
Within stream of care, what clinical actions are needed to stay "on-track"?

# Modernization Approach: Performance Insights Program

## Two Phases of Launch:

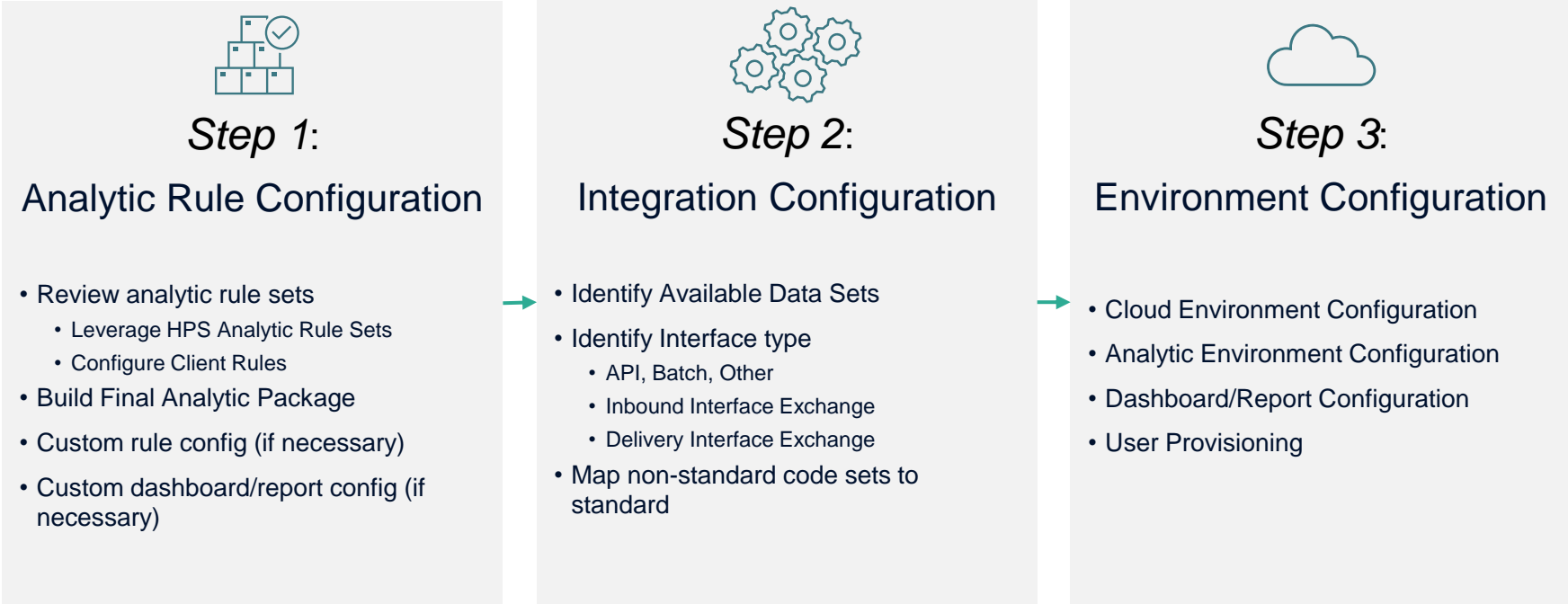
**Targeted Deployment: ~90 Days** →

- Target 3 High-Value Programs
- Intake  
(Clinical systems, Medical record, Provider Demographic)
- Finalize selection of Analytic Package
- Build Analytic Package
- Build Interfacing
- Deploy

**General Rollout: 90+ Days** →

- Onboarding of Remaining Programs
- Integration (Intake & Delivery)
- Analytic Package
- Identify customized EBM metrics
- Ongoing Deployment of Programs

## Provider Onboarding Steps



# Performance Analytics

Move from informative analytics (counts, sums, trends) to true business performance management

Healthpointe Solutions can digitalize the identification, organizing, enriching and connecting across the by providing tools that take the burden out of administrative and financial management.



## Clinical Interoperability

Integrates with all workflows to support overall value creation through the advanced use of clinical decision sciences



## Actionable Insights

Brings actionable intelligence to all stakeholders  
Provides workflow AI driven alerts and recommendations



## Monitor

Establishes benchmarks by facility for active performance improvement



## Problem Identification

Supports automation and identifies problems early with real-time, dynamic dashboards



## Enriched Patient Profile

Highlights a complete profile of health for the target populations

# Digital Care



# As Cost Pressures and VBC programs expand, the administrative burden on the provider increases.

# 33%

Spent On patient direct care

"If we look at the total clinic day, less than a third of that time a physician is actually giving direct patient care."

- Christine Sinsky, Vice President of Professional Satisfaction, American Medical Association\*

Impact of administrative burden:



**Patient Care Suffers**  
Only 27% of time\*



**Providers Burn Out**  
Use after hours & 'pajama time' to catch up



**Reimbursement Declines**  
Missed opportunities

\* Advisory Board, The Daily Briefing, 09/08/16  
07/15/20 Page 14  
Proprietary and Confidential. HealthPointe Solutions, Inc. All Rights Reserved.

# Challenge: VBC Administration Burden...manual, complicated and time consuming.



# What makes up the 2/3<sup>rd</sup> of administration?

Physician Day in the life of a single VBC attributed patient...

2

Hrs per patient

For a single patient, significant administrative time is required to support an attributed patient!

1000s

Hrs annually

Across a practice attributed patients, *1000s of hours annually* are taken away from patient care

20 minutes

20 minutes

15 minutes

5 minutes

0 minutes

30 minutes

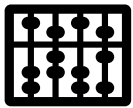
45 minutes

15 minutes

Endless



Review of Patient Plan & Health Record



Review of Quality Rules



Identify gaps that must be closed



Outreach to Patient



Patient Schedules Appointment



Perform Care



Create evidence of Closure



Transmit evidence



Support Inquiries and Audits

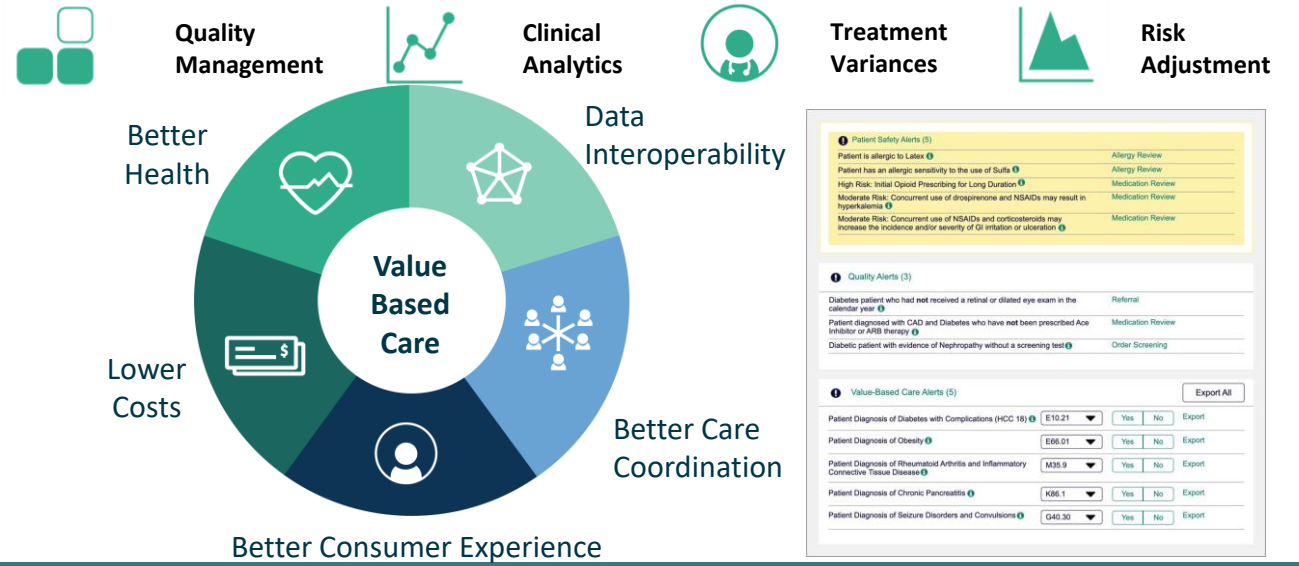


# Healthpointe Solutions Digital Care

An effective solution suite powered by Cognitive Artificial Intelligence that allows organizations to seamlessly transition to a value-driven processes



- Value Based Care solutions provide a pathway to clinical decision sciences through seamless analytics and messaging services in your workflow
- Integrates with all systems and EMR, so that practitioners can access all their care gaps to improve overall transparency
- Real time gap management simplifies overall administrative burden
- Program transparency provides performance management across cost, utilization, quality and risk adjustment, with financial monitoring



Patient Safety Alerts (5)	
Patient is allergic to Latex	Allergy Review
Patient has an allergic sensitivity to the use of Sulfas	Allergy Review
High Risk: Initial Opioid Prescribing for Long Duration	Medication Review
Moderate Risk: Concurrent use of drospirenone and NSAIDs may result in hypokalemia	Medication Review
Moderate Risk: Concurrent use of NSAIDs and corticosteroids may increase the incidence and/or severity of GI irritation or ulceration	Medication Review
Quality Alerts (3)	
Diabetes patient who had not received a retinal or dilated eye exam in the calendar year	Referral
Patient diagnosed with CAD and Diabetes who have not been prescribed ACE Inhibitor or ARB therapy	Medication Review
Diabetic patient with evidence of Nephropathy without a screening test	Order Screening
Value-Based Care Alerts (5)	
Patient Diagnosis of Diabetes with Complications (HCC 18)   E10.21	Yes No Export
Patient Diagnosis of Obesity   E66.01	Yes No Export
Patient Diagnosis of Rheumatoid Arthritis and Inflammatory Connective Tissue Disease   M35.9	Yes No Export
Patient Diagnosis of Chronic Pancreatitis   K86.1	Yes No Export
Patient Diagnosis of Seizure Disorders and Convulsions   G40.30	Yes No Export

## End User and Key Highlights

Healthcare Practices

### ✓ Convenient

- Makes sense of EMR documentation in one place
- Works in collaboration with EMR system through a clinical information exchange
- Consumer's medical record is part of a connected experience from gaps in care-to-care plans

Providers

### ✓ Efficient

- Reduces administrative burden
- Easier and faster check-in
- Workflow management gives an accurate picture of clinical risks to assure quality and outcome

Patients

### ✓ Supportive

- Automated reminders and alerts
- Personalized educational resources
- Integrates with population health strategies for durational monitoring and performance attainment



# 5 Pillars of Digital Care

## Ongoing Drive to VBC Clinical & Administrative Excellence



### VBC Program Management

#### Seamless analytics embedded in your workflow

- Identify, organize & prioritize VBC program rules and related gaps to improve patient visit
- Simplify documentation and distribution of numerous formats
- Support Payer/Regulatory Inquiries and Audits

#### Reduce the Administrative burden

- Monitor multiple payer program rules
- Actionable recommendations
- Automate intake of disparate program data
- Automate delivery of program documentation



### Risk Adjustment

#### Continuous evaluation of patient current health print

- Improve initial identification of patient risk
- Establish ongoing risk adjustment certification ensuring risk moves with patient health
- Consistent clinical recommendation

#### Ensure the right care at the right time

- Data enrichment to improve decision support
- Speed of return to insight
- Actionable and documented patient risk identification



### Quality Gap Management

#### Incomplete financial picture leads to missed expense forecasting

- Improve productivity organizing care to maximize the patient visit
- Avoid multiple patient visits and redundant services
- Reduce ER, Complications and Re-admits with focus on preventative actions

#### Simplify the identification and document of quality-of-care delivery

- Identification of program quality gaps in care
- Organized and Actionable Gap closure recommendations
- Ongoing Monitoring



### Clinical Interoperability

#### Many incoming medical record data formats and structures

- Reduce the IT burden of managing many incoming unstructured data formats
- Increase percentage of electronic medical records received.
- Deliver summarized and enriched data to multiple downstream entities

#### Streamline Technical Maintenance

- Increase percentage of automated intake of records
- Diminish the burden of data teams managing integrations.
- Reduce development, integration and maintenance costs of IT team.
- Return focus of IT to strategic initiatives



### Medical Record Optimization

#### Unstructured Data to Useable, Structured Data

- Convert unstructured data (PDFs, Faxes, etc.) to useable data
- Highlight key phrases using clinical knowledge base of health.
- Reduce the administrative pain of data teams
- Reduce & clinical reviews identify key

#### Streamline Operational Maintenance

- Go beyond hyper-texted identification of NLP to provide clinical context
- Summarized, actionable clinical enrichment
- Allow focus on clinical teams to drive to complex and outlier cases.

# VBC Quality Gap Management



# Where does Healthpointe Solutions find the efficiencies?

## Provider VBC Needs

Raise  
understanding  
of the  
population

Efficiently  
identify  
patients that  
need care

Organize &  
Streamline  
Gap Closure

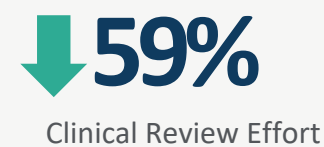
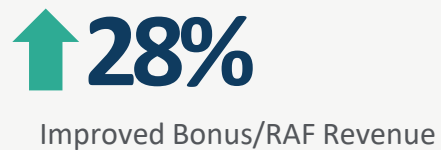
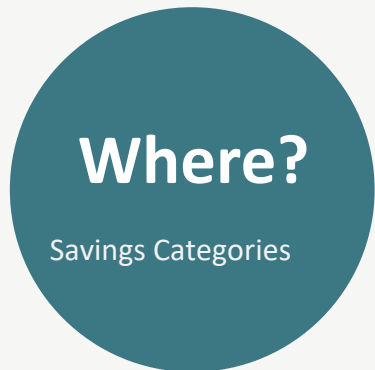
Maximize VBC  
Revenue

Simplify Payer  
Documentation

# Quick, return of value over solution investment



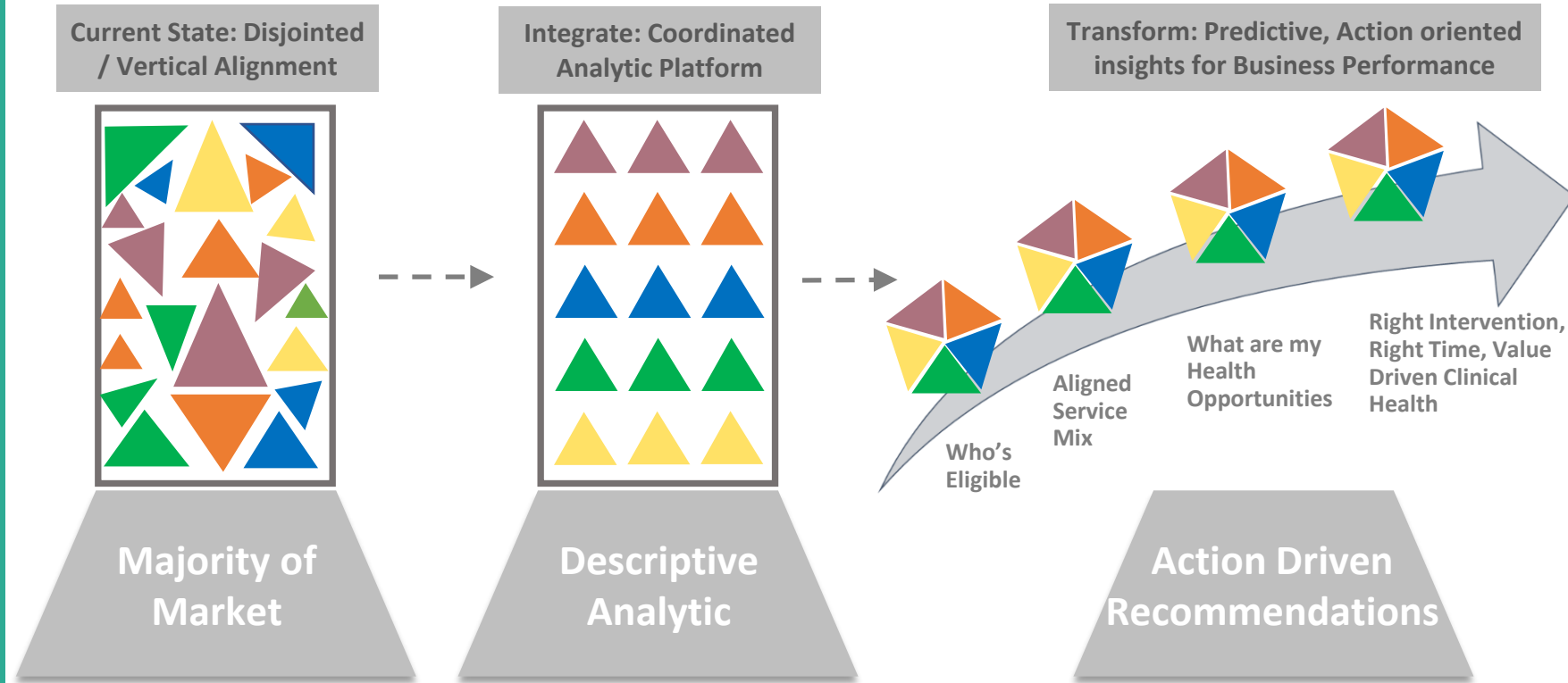
Value achieved by implementing Healthpointe Solutions



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# How does Healthpointe Solutions solve provider needs?

## Reduce Time chasing medical record

What?

Seamless retrieval and conversion to electronic format of Medical Record without disrupting provider operations.

How?

Connectivity to clinical exchanges. NLU converts, documents and clinically summarizes medical record without minimal provider operational disruption.

## Quality Gap Identification

What?

Enriched data using Cognitive analytic insights about your attributed population and their diagnosis plan

How?

A mature, robust analytic engine supports a wide variety of standard & proprietary analytic packages.

## Maximize Patient Interaction

What?

Identify and Organize patient gaps for more efficient closing of gaps

How?

Enables a provider to see a prioritized and organized list of gaps for a member that allow for efficient use of a members visit closing multiple gaps with one visit.

## Reduce time to gather clinical data.

What?

Quick, advanced data processing

How?

APIs provide near real-time processing and reduces the delays of reliance on claim and batch processes.

## Automation of program gap reporting

What?

Automated submission of gap submission to payer

How?

Use existing APIs to package, submit and document delivery of provider's gap evidence.

## Maximize VBC Revenue

What?

HPS helps identify and organize gaps resulting in gap closure enabling additional reimbursement

How?

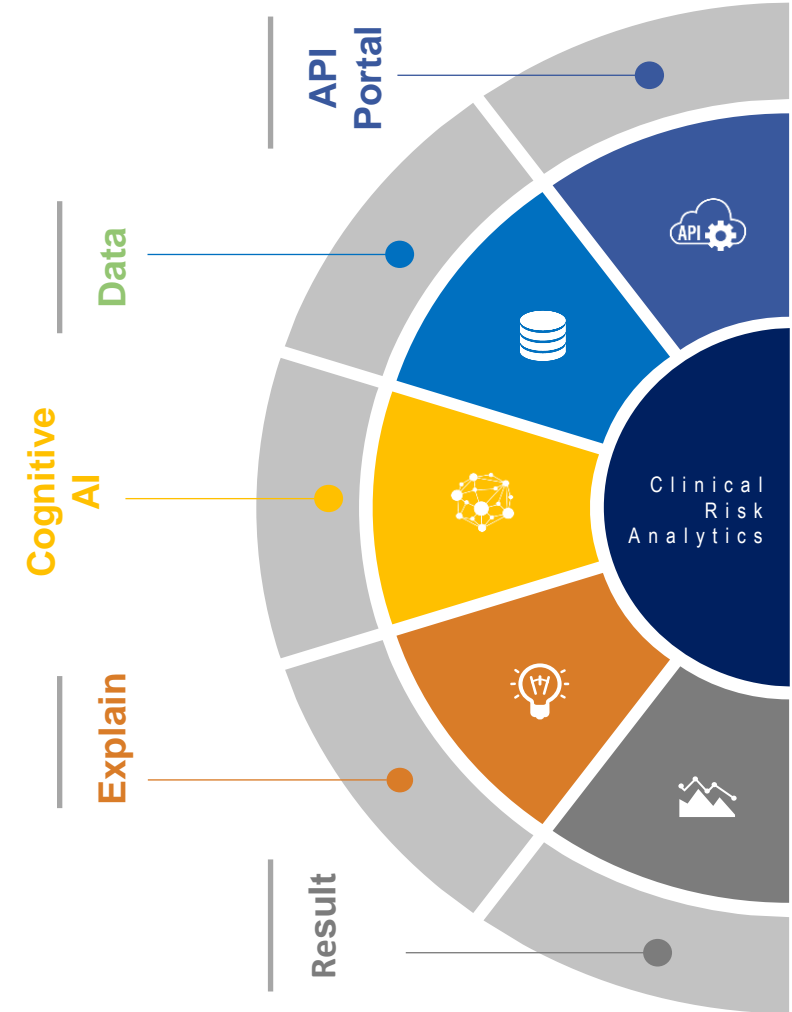
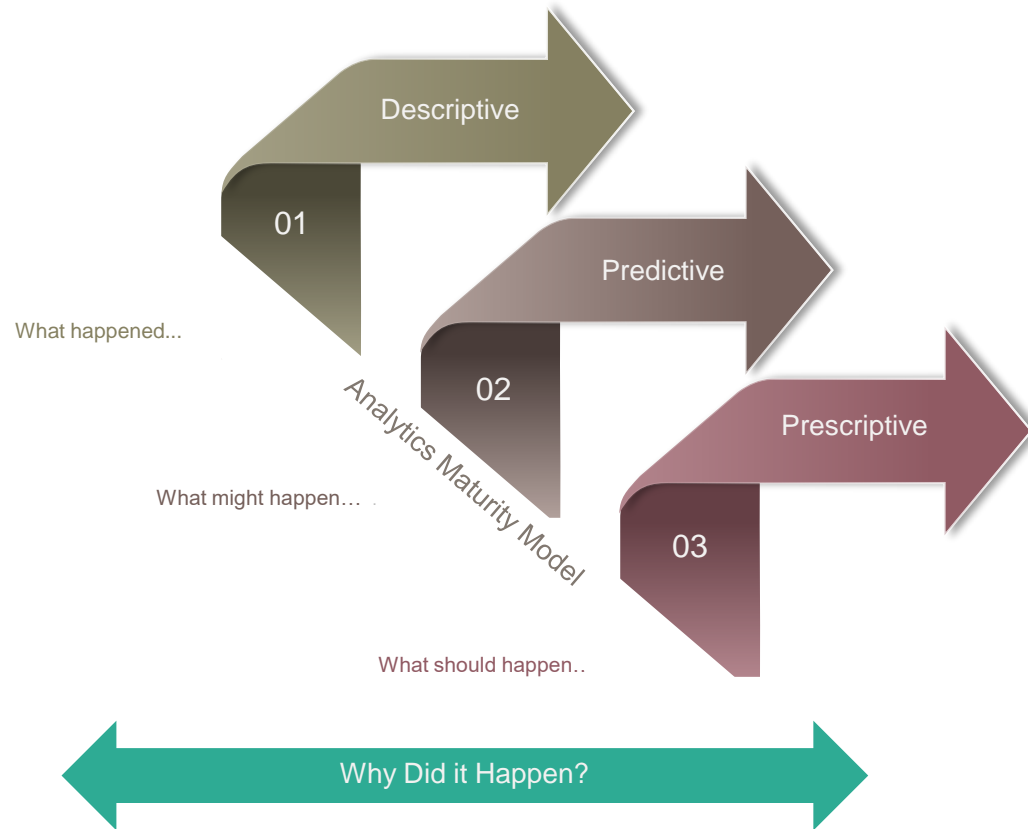
Identify reimbursable, appropriate value-based patient care services needed. Improve percentage of bonus realized from VBC incentives.

# Healthpointe Solutions Clinical Knowledge of Health

Knowledge is the foundation of true clinical decision sciences

## Advanced Analytics Framework: End to End Lifecycle Management of Metric Development

Migration from informative analytics (counts, sums, trends) to true business performance management





# Challenge: Fragmented Clinical Data

Our Health Cloud Solution can source data from anywhere

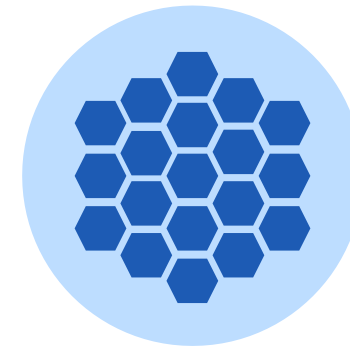
## The Challenge

High-cost patients see many providers annually with data spread across care settings



## The Objective

Unified, Normalized Clinical Data Ready for Analytics



# Data Administration

Standardize/Organize, Enhance and Deliver

Our experience and existing API connections to common data/technology platforms make implementation easy for providers.

1

## Get Data

Leverage existing industry APIs to gain access to critical data

Minimize provider involvement in data delivery

2

## Enrich Data

Process with our standard and proprietary analytics packages

Create expanded and organized clinical insights

3

## Deliver Gap Evidence

Electronically package and send evidence of gap closure to payer

Store documentation of gap closure for easy retrieval

# Quick Launch Plan– Iterative Value at each Phase

## *Launch Guiding Principles*

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Value achieved from previous phase funds the next phase.



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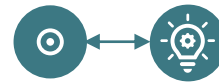
Where does your  
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### Opportunity Assessment

- Retrospective Insights

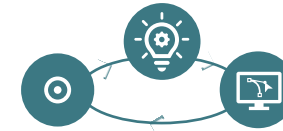
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### Analytics As A Service (AaaS)

- Incremental Refresh of Updates
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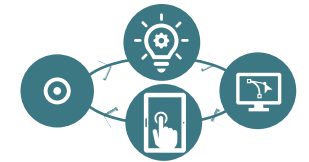
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# Implementation Approach: Onboarding Quality Program

## Two Phases of Onboarding:

### Targeted Deployment: ~90 Days

- Target 3 High-Value Programs
- Intake  
(Clinical systems, Medical record, Provider Demographic)
- Finalize selection of Analytic Package
- Build Analytic Package
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- Deploy

### General Rollout: 90+ Days

- Onboarding of Remaining Programs
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## Provider Onboarding Steps



### Step 1:

#### Analytic Rule Configuration

- Review analytic rule sets
  - Leverage HPS Analytic Rule Sets
  - Configure Client Rules
- Build Final Analytic Package
- Custom rule config (if necessary)
- Custom dashboard/report config (if necessary)



### Step 2:

#### Integration Configuration

- Identify Available Data Sets
- Identify Interface type
  - API, Batch, Other
  - Inbound Interface Exchange
  - Delivery Interface Exchange
- Map non-standard code sets to standard



### Step 3:

#### Environment Configuration

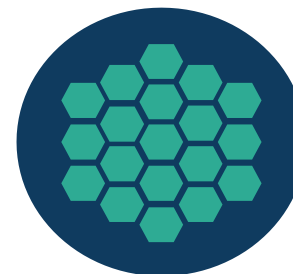
- Cloud Environment Configuration
- Analytic Environment Configuration
- Dashboard/Report Configuration
- User Provisioning

# Value: How does Healthpointe Solutions solve?

Healthpointe Solutions can transform the administrative burden for VBC programs by providing tools that take the heaviness out of non-patient facing activities.

## A Solution Impact

Automated and Expanded Clinical Insights earlier enabling increased personalized care



- ↑ Early identification of patient risk to ensure supported care pathways are assigned to patient
- ↑ Get the most out of patient visits thru organized visits
- ↑ Maximize revenue by aligning care given to Payer VBC programs
- ↓ Ops: Reduce organizations effort to support justification of risk and patient care pathway

# Next steps / Soft Close







# Appendix

# Value-based Care – Risk Assessment

**Problem:** The lack of identification of a patient condition leads to deviations in the ideal care path and can reduce reimbursement required to manage to the patient's current health.

**Solution:** Healthpointe Solutions helps identify and perform ongoing monitoring the patient's health ensuring the right care is plan and incentives are assigned to the patient.

**Value:** Every point a risk score increases results in an additional \$800 in revenue a month associated with that patient. A provider group which has under assessed 100 patients increases a provider's revenue by \$960,000 annually.



## Challenge / Objectives

- **Identification of new patient's risk score** is misaligned and limits revenue for that patient.
- **Existing patient's must have their risk assessment re-certified** or revenue will revert to a lower risk score.
- **Existing patient's that move from one risk score to another risk score** are not identified and revenue is not aligned to the patient's care needs and services.
- **Document and Deliver** gap closure evidence in the payer's desired format metric gaps that have been successfully closed.
- **Support** payer audits and reconciliation of quality gap review



## HPS Solution

- **Expanded analytic insights** which allowing patient to be assigned to the right risk category enabling the right care pathway to be assigned.
- **AI population risk assessment** that go beyond standard algorithms with proprietary rules that enable advanced personalized risk scoring
- **Provide seamless** ongoing evaluation of risk score against VBC quality contract rules
- **Expand clinical data:** Retrieve more clinical chart and historical clinical data to help support identification of risk score.
- **Automated delivery of payer documentation** of gap closure in payer's desired format.



## Results

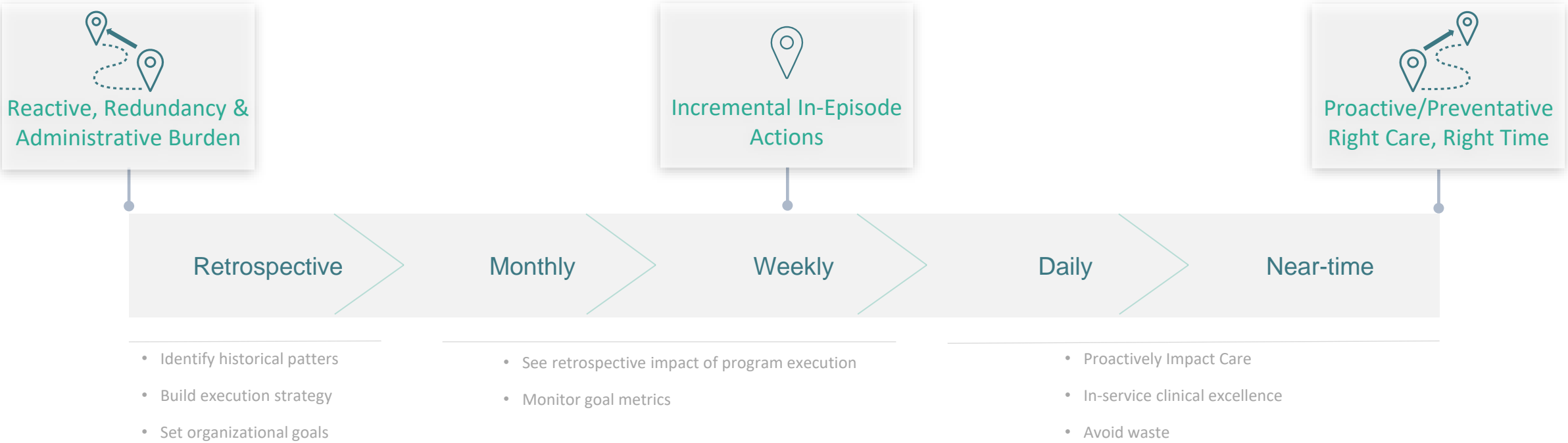
- **Increase revenue:** With each point increase of risk score, \$800 a month in revenue is received by the provider.
- **Improve speed to identify risk score** ensuring the patient revenue is realized earlier in the year.
- **Reduce** operational costs through seamless risk assessment identification, documentation and delivery of data to the payer.

# Performance Analytic Administration



# Ongoing Analytic Evaluation enables program success

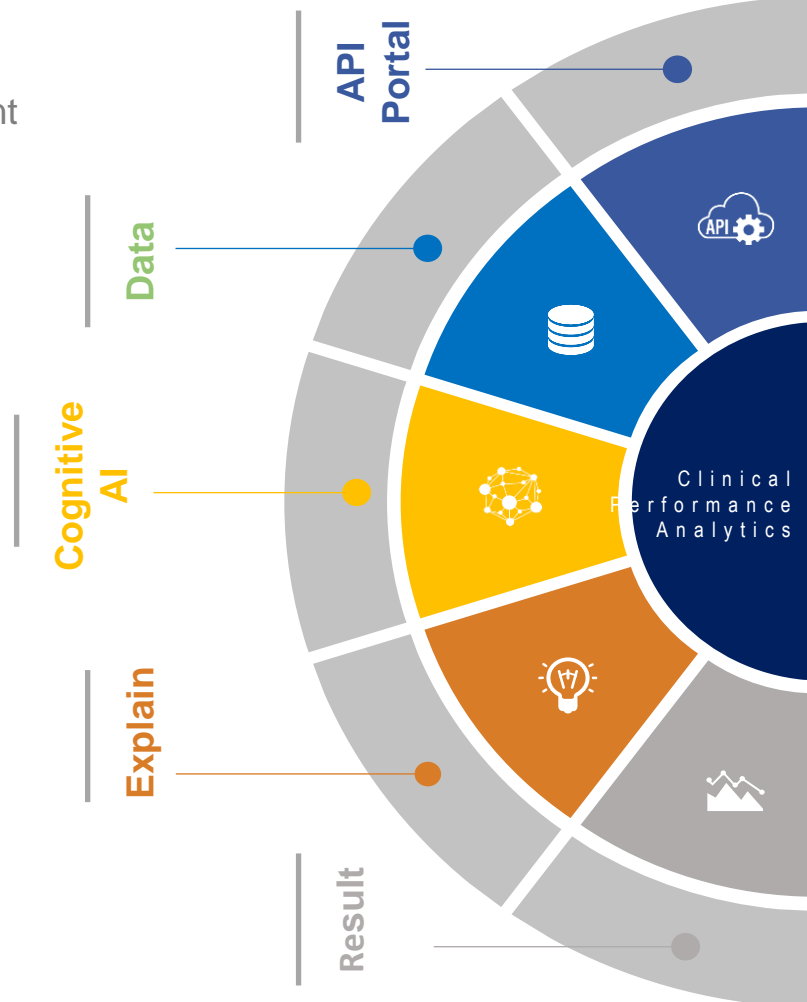
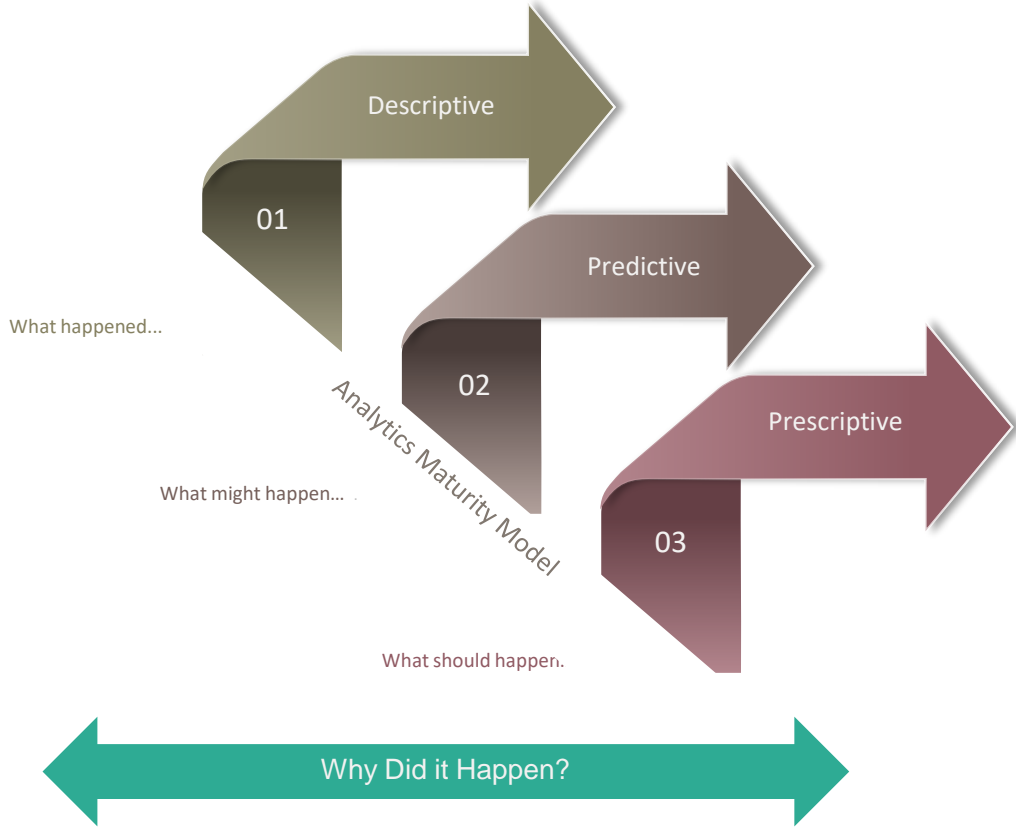
*Frequency of analytic processing has a direct impact on quality of insight*



# Healthpointe Solutions Clinical Knowledge of Health

Knowledge is the foundation of true clinical decision sciences

**Advanced Analytics Framework:** End to End Lifecycle Management of Metric Development  
Migration from informative analytics (counts, sums, trends) to true business performance management



# 5 Pillars of Clinical Performance Analytics

## Ongoing Drive to Administrative Excellence



### Affordability

#### Incomplete financial picture leads to missed expense forecasting

- Drive and improve major budget decisions
- Minimize budget variance across departments
- Improve productivity driving care to the right providers

#### Understand if budget & expense aligned to the work

- Identification of Problem
- Actionable Recommendations
- Ongoing Monitoring
- Benchmark Comparison



### Clinical Excellence

#### Identify Key Clinical Insights

- Connect care coordination systems
- Emergency Department
- Referrals and Transplants
- Enriched clinical data
- Transition of Care (IP/Sub-acute/Home Health)

#### Right care at the right time

- Enrichment to improve decision
- Speed of return to insight
- Actionable Recommendations
- Ongoing Evaluation



### Integrated Quality Improvement

#### Improve Patient Engagement

- Telehealth
- IoT integration
- Care Planning
- Patient educational resources
- Personalized Decision Support
- Remote Patient Monitoring

#### Empower the patient

- Symptom checking for self/family using micro-survey
- Actionable recommendations
- Patient educational resources
- Findings delivered in clinical workflow



### Value Based Care

#### Seamlessly connect disparate systems

- Improve initial & ongoing risk adjustment certification
- Organize & prioritize program rules and related gaps to improve patient visit
- Support Payer/Regulatory Inquiries and Audits

#### Reduce the Administrative burden

- Monitor multiple payer program rules
- Actionable recommendations
- Automate intake of disparate program data
- Automate delivery of program documentation



### Cost & Utilization

#### Reduce Waste & Align to Clinical Best Practice

- Manage unnecessary treatment
- Avoid duplicated services
- Reduce ER, Complications and Re-admits with focus on preventative actions
- PMPM Trending & Cost Drivers

#### Manage Unnecessary Services

- Near real-time monitoring cost, quality and utilization
- Identify network treatment patterns requiring attention.
- Quicker actionable recommendations
- Enriched Clinical insights



# Case Studies



We Are  
**HealthPointe Solutions**

# Digital Health

Modernizing healthcare for a digital future