skypoint

Industry AI Platform
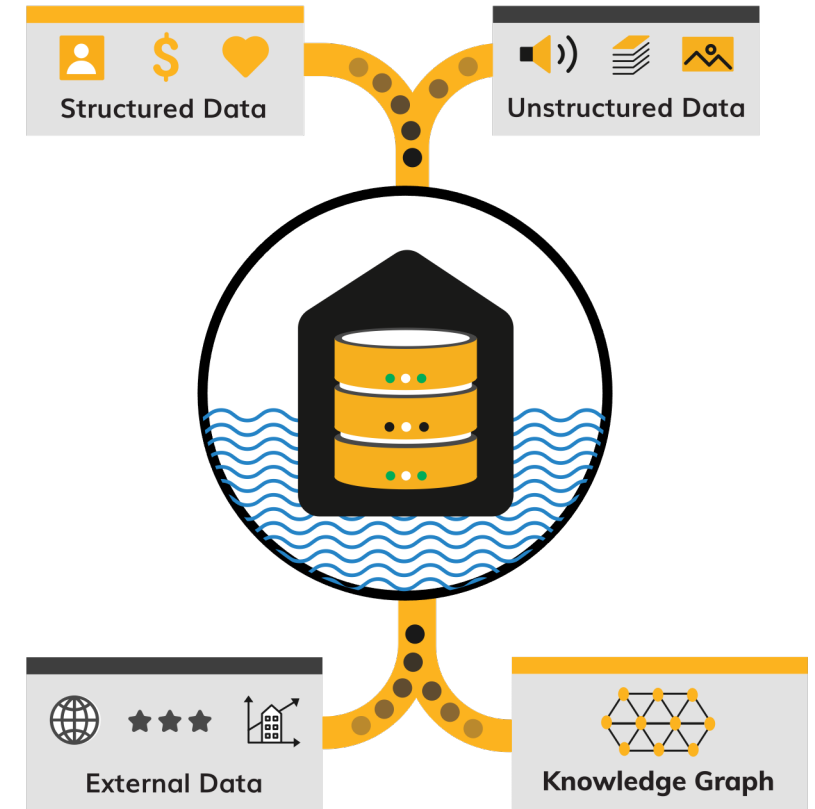
AI-Ready Data + Industry-Ready AI

Home Health

About

Leading organizations use Skypoint to unify disparate **data**, utilize the power of industry-specific AI stack and activate powerful **insights** to increase productivity and drive operational efficiency.

- **What We Do:** Industry AI Platform and Copilot to "*Chat with Your Data*"

- **How We Do It:** Industry focused capabilities for Copilot, your everyday AI companion

- **HQ:** Portland, Oregon *(Founded 2020, 45 employees, 100+ customers)*

- **Licensing:** Microsoft Marketplace or Direct

Structured Data

Unstructured Data

External Data

Knowledge Graph

Now available on
Microsoft Azure MARKETPLACE

r2 RISK-BASED 2-YEAR
HITRUST CERTIFIED
HITRUST r2 Dec 23

AICPA SOC
aicpa.org/soc
Formerly SAS 70 Reports

HIPAA

CCPA

PCi DSS

Problem: Siloed systems and operations impedes contextual and user-friendly access to data

Best of breed CRM, marketing and engagement applications.

Payroll, staffing, temp agencies, operations and related applications. Accounting, ERP, and financial systems, 3rd party apps

Clinical systems (EHR), Claims, RX, SDOH and related applications

File shares, SharePoint, OneDrive, Documents, Audio, Images, Videos, Spreadsheets, PDFs etc.

Data providers, external data from 3rd party sources (review sites, listing sites, government etc.)

CRM / Engagement   **Staff / Ops / Financial**   **Clinical / RX / Payer**   **Unstructured Data**   **External Data**

Vision – Healthcare / Senior Care

U.S. Healthcare System

Self-Pay	Employer	Private Insurance	Government	**Payers**	**Providers**	Med Devices	Primary Care	Hospitals/ Clinics	Pharma

Expansion Opportunity   *Expansion Opportunity*

Senior Care

Target Market

25+ Subindustries of Senior Care serving 65M seniors, consolidated into **4 Unique AI Stacks / Operating Systems (High Level):**

Each Stack Has Unique Requirements to Achieve "Industry-Ready Status":

- ✓ AI Interface (Copilot)
- ✓ AI-Ready Data
- ✓ Industry Context
- ✓ Human Feedback

Each Stack Has Unique Needs - "The 4 P's":

- ✓ Personas (users)
- ✓ Pain Points
- ✓ Prompts (Use Cases)
- ✓ Programs (systems & Integrations)

Value-Based Care
30M seniors

- • Accountable Care Organizations (ACOs) and other VBC partnerships
- • Medicare Advantage, LTC Plans
- • MSOs, ACO Reach

Personas: Brokers, CM, QM, Member Services, FP & A

Pains: Staffing, Margins, Quality, Payments

Prompts: *"Client has COPD, lives in Clark county, with physicians at OHSU, what are the 3 best MA plans?"*

EHRs / Claims: *EPIC, Cerner , Ez-Cap*

Long Term Care
1.5M seniors

- • Skilled Nursing Facilities (SNFs)
- • Post Acute Care Facilities
- • Post-Acute / Rehabilitation Facilities

Personas: Operators, REITs, QM , RNs

Pains: Staffing, Margins, Care Quality, Payments

Prompts: *"Based on Andrew's known conditions, create a custom care plan."*

EHRs: *PCC, GeriMed, MatrixCare*

Home Care / Home Health
9M seniors

- • Skilled Nursing @ Home
- • Post-Acute / Rehabilitation
- • Palliative Care
- • Hospice Care

Personas: Operators, QM, RN, CM

Pains: Staffing, Margins, Quality, Payments

Prompts: *"provide the optimal daily schedule for RN <name>"*

EHRs: *Homecare Homebase*

Senior Living
1.5M seniors

- • Independent Living
- • Assisted Living
- • Memory Care

Personas: Operators, REITs

Pains: Occupancy, staffing, Margins, Sentiment

Prompts: *"What is my current occupancy rate compared to last quarter?"*

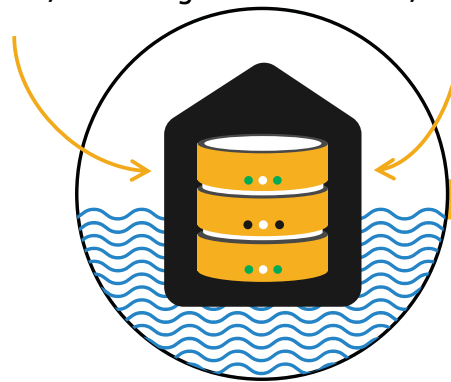**EHRs / CRMs:** PCC, *YARDI, Aline*

AI Platform for Home Health

Skypoint connects fragmented data into complete data models accessed through a natural language interface and reasoning engine to boost productivity.

1. Unify Your Data Sources

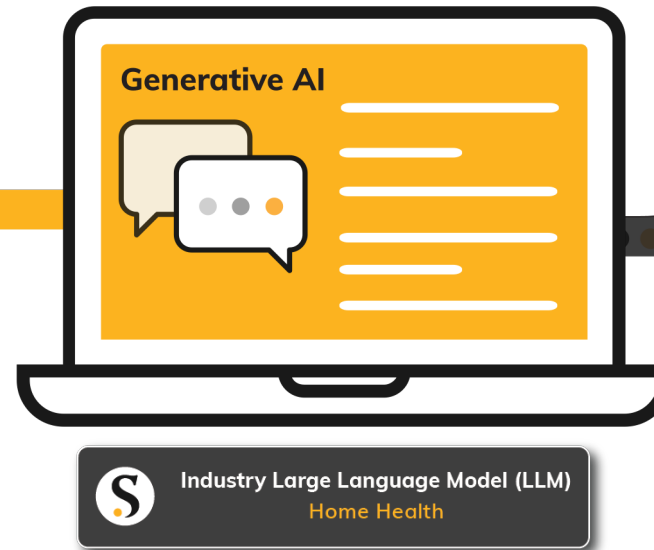**Consolidate** data sources like CRM, EHR, ERP, audio, video, documents and more to truly **own your data.**

- ✓ Yardi / PCC / Sage
- ✓ Aline Sherpa / WelcomeHome
- ✓ TELS / Asset Mgmt.
- ✓ Policies / State Regs
- ✓ Market Intelligence
- ✓ Salesforce
- ✓ Eldermark
- ✓ UKG / Payroll
- ✓ Docs / Files

Other system sources available.

2. Chat With Your Data

Elevate generic off-the-shelf AI solutions with **higher privacy and security standards**, for instant answers in plain language, grounded in **industry-specific context**.
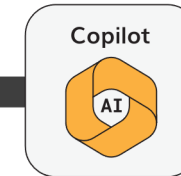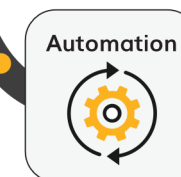
Generative AI

Industry Large Language Model (LLM)
Home Health

3. Boost Your Productivity

Engage private AI copilots for **key use cases**:

Analytics

Copilot
AI

Automation

Personalized Patient Care: Customize care and wellness plans for each resident based on data insights.

Operational Efficiency: Enhance scheduling, staffing and instant resident info with AI-powered insights to reduce time and costs.

Regulatory Compliance: Streamline regulatory adherence through effective data handling and reporting.

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Family Engagement: Strengthen family communication with frequent, tailored updates on patient wellbeing.

skypoint.ai | (503) 922-3099

Skypoint AI Use Cases:

Sales & Marketing
- Avg. % of closed sales by facility
- Highest # of initial home visits across all facilities
- Top 5 visitor-to-visitor conversion rate by facility

Clinical Knowledge Mgt.
- Discharge Criteria for Alzheimer's and Dementia Program
- Rules for residents' use of prescription & nonprescription medications

Resident/Patient Clinical Data
- insurance details for Sheila Carter
- Most recent vital signs for resident ID 65132
- List all allergies for Andrew, S.

Compliance Knowledge Management
- Explain how our facility ensures compliance with state regulations for skilled nursing or assisted living.

HR Knowledge Management
- What are our insurance benefits?
- How many Vacation Days do I have left?

Clinical: Population Health Data
- Compare vital sign trends between different facilities
- Vital signs during periods of elevated pain to understand physiological responses

Operational / Financial Data
- Avg. community occupancy rate
- Overtime hours by job role
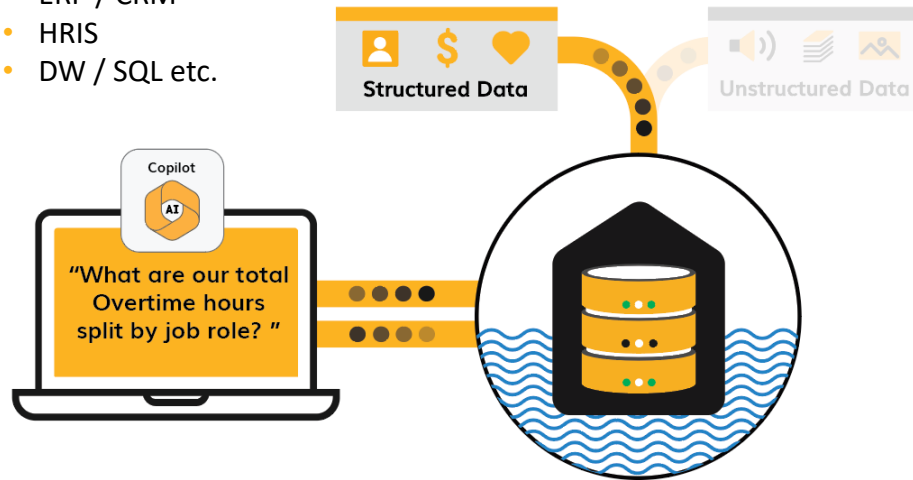- Resident count by living type

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Within the interface:

skypoint ai — AI Chat

Chat History

Pinned
- OT Hours by Job Role — 8 Jan

History
- Care Plan for Andrew S. — 01:48 pm
- Vital Signs for resident 65132 — 01:46 pm
- Our Compliance Policy — 04:24 pm

Care Plan for Andrew Based on Known Allergies
- The care plan for Andrew based on his known allergies is as follows:
- Acetaminophen
- Codeine
- Lisinopril
- Penicillins
- Opiate derivatives

`sql` Copy code

1 S

Ask copilo

Structured, Unstructured and Combo Prompts

Structured:

Data that **is organized** in a pre-defined format from common systems and solutions – primarily SQL or API based:

- EHR
- ERP / CRM
- HRIS
- DW / SQL etc.

Structured Data

Unstructured Data

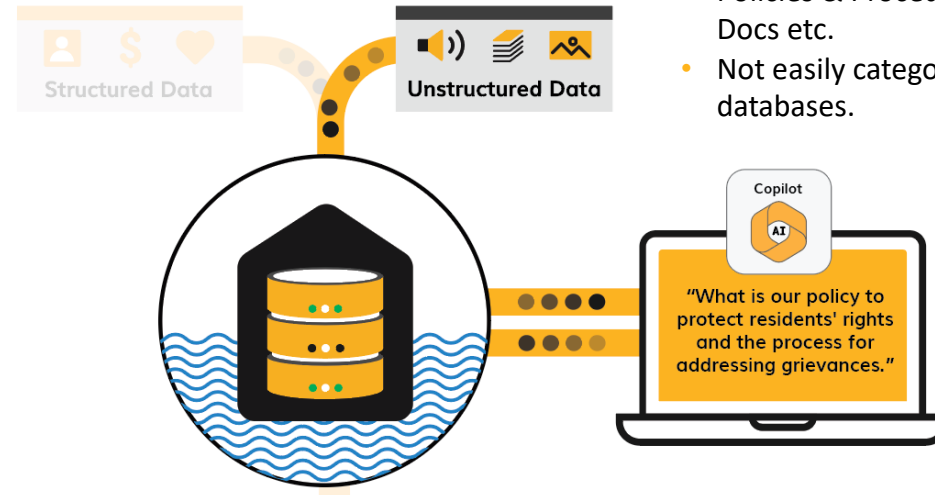*"What are our total Overtime hours split by job role?"*

VS.

Structured data is well-organized and follows a predefined structure, making it suitable for traditional data analysis methods.

Unstructured:

Data that is **not organized** in a pre-defined manner or does not have a specific format:

- Text documents, Emails
- Videos, Audio recordings
- Policies & Procedures, Compliance Docs etc.
- Not easily categorized into traditional databases.

Structured Data

Unstructured Data

"What is our policy to protect residents' rights and the process for addressing grievances."

This unstructured data often contains valuable insights and information about your organization's practices, policies, and procedures.
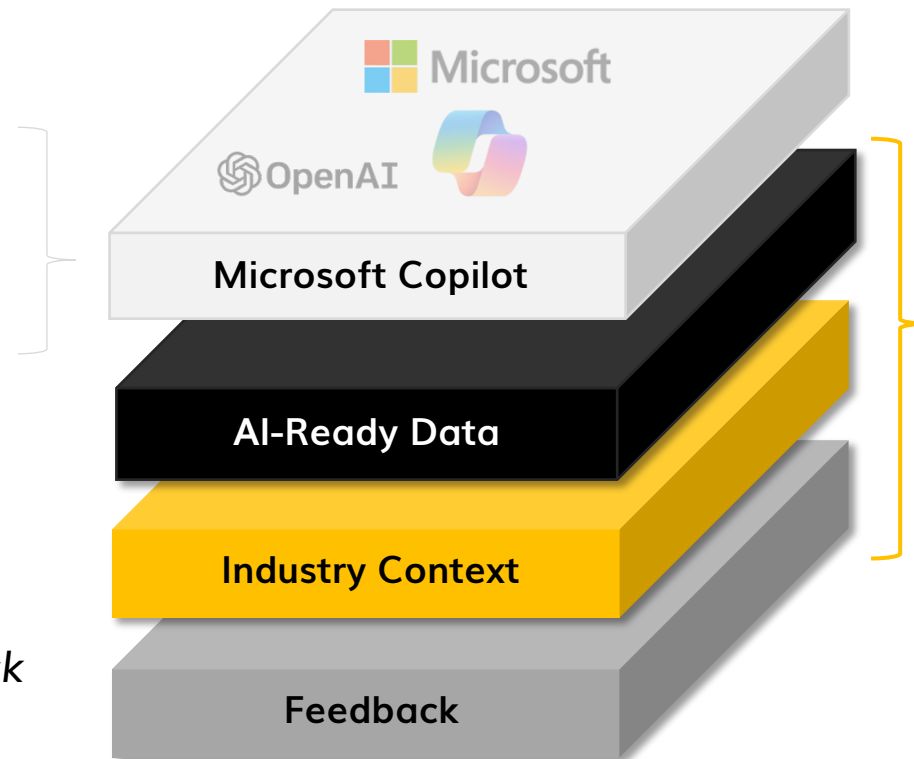
Better Together:
Microsoft Copilot + Skypoint Industry-Ready AI

Microsoft Copilot:

- Generic Large Language Models
- Limited Industry Context
- Low accuracy and hallucinations if you add your business data
- Expensive DIY model evaluation & fine-tuning
- Per user fees

Generic Copilots will help you with basic tasks, but can be supplemented with data, industry context, and feedback (RLHF) mechanisms to be "industry-ready."

Microsoft

OpenAI

Microsoft Copilot

AI-Ready Data

Industry Context
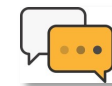
Feedback

Accelerate, Enhance & Supplement:

Your Unified Data Sources
AI-ready united data with Tags, Labels & Rules

Industry-Specific Context
AI's reasoning engine must be equipped with context - LLM fine-tuning and industry-specific embeddings.

Multiple Fine-Tuned Models
Multiple Industry, job role and use case-specific models and context with RLHF (Reinforcement Learning from Human Feedback) orchestrated and tailored to senior care.
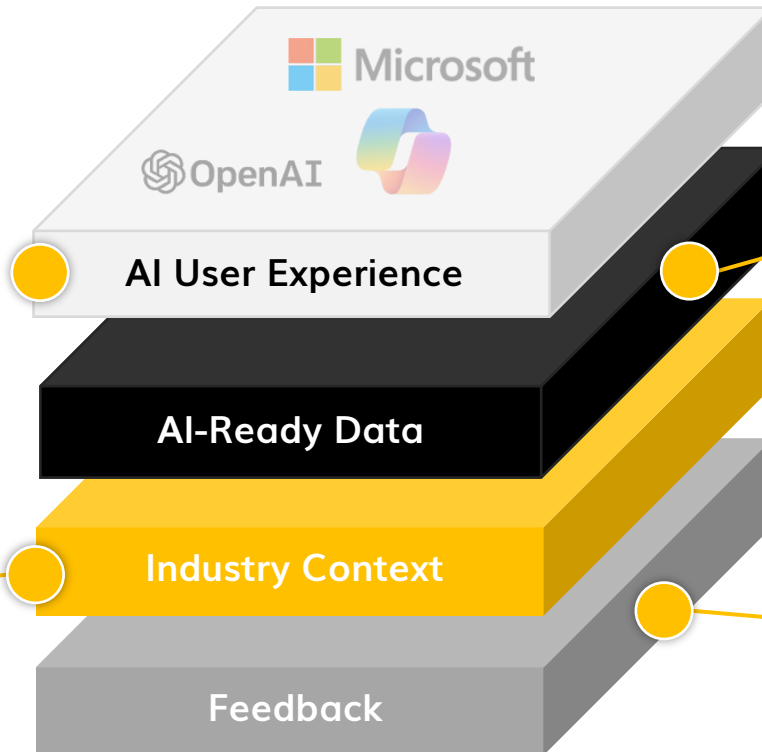
"Industry-Ready" AI Copilots

Industry Ready AI: What Each Layer of the Stack Needs

AI Agent User Interface
The user interface (UI) through which humans interact with their data through Skypoint.

Tools used:
- ✓ ChatGPT GPTs
- ✓ Microsoft M365 Copilot
- ✓ Microsoft Copilot Studio
- ✓ Skypoint Private Copilot

Add Industry Context
AI's reasoning engine must be equipped with context.
- ☐ LLM fine-tuning and orchestration (Mixture of Experts)
- ☐ Industry-specific embeddings (phrases and terms) and thought traces (tree of thoughts)

Tools used:
- ✓ OpenAI, OSS Models (Skypoint)
- ✓ Astra DB
- ✓ Cosmos DB
- ✓ Databricks

Add Unified Data Sources
AI-ready unified data:
- ☐ Tagging
- ☐ Labeling
- ☐ Rules

Tools used:
- ✓ Databricks Unity Catalog
- ✓ Cosmos DB
- ✓ Astra DB

Feedback & LLM Fine-Tuning
- ☐ Multiple Industry, job role and use case-specific models and
- ☐ context with RLHF (Reinforcement Learning from Human Feedback)
- ☐ orchestrated and tailored to senior care
- ☐ Human supervision of AI

Tools used:
- ✓ OpenAI, OSS, Databricks, Azure AI Studio
- ✓ Astra DB / Cosmos DB
- ✓ Azure Monitor

Microsoft
OpenAI

AI User Experience

AI-Ready Data

Industry Context

Feedback

Our Privacy-First Approach to Generative AI

Skypoint's CoPilot / Plugin ensures HIPAA-compliant, secure, and efficient management of sensitive data. We ensure that data never leaves your organization, providing an additional layer of security and compliance.
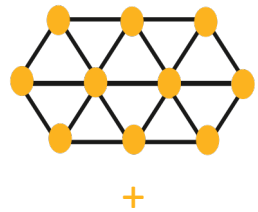
Skypoint's stringent privacy control measures:

- ✓ **Data Encryption**: In transit and at rest
- ✓ **Secure APIs**: For all data transmissions
- ✓ **RBAC**: Role-Based Access Control
- ✓ **MFA**: Multi-factor authentication
- ✓ **Audit Trails**: Comprehensive logging
- ✓ **Data Masking**: For sensitive information
- ✓ **Data Isolation**: Prevents cross-tenant leakage
- ✓ **Continuous Monitoring**: Continuous security checks
- ✓ **Data Backup**: Regular backups and recovery
- ✓ **Employee Training**: On HIPAA and security
- ✓ **Frequent Compliance Audits**: Internal and external - *(HITRUST certification expected by Jul 2024)*

Why Skypoint

First to market with a privacy-first industry LLM, built on best-in-class AI infrastructure, with secured compute resources to survive AI's demand.
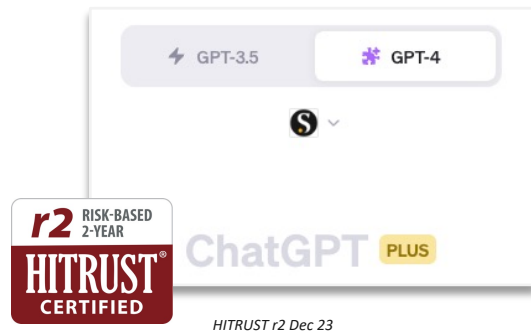

Industry Large Language Model (LLM)

Addressed Gen AI's Privacy Concerns

Proprietary, Privacy-first Copilot, built on Azure and OSS, fortified by HITRUST security.

Domain Expertise
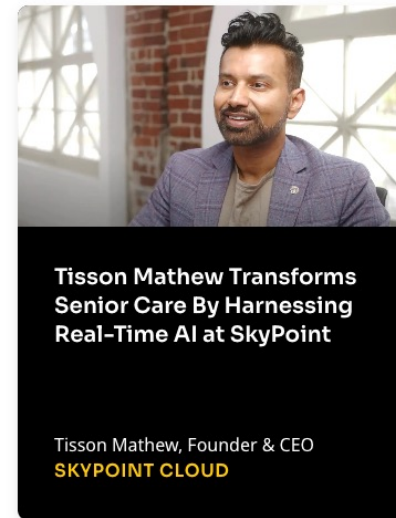Industry Domain Knowledge + Industry LLM

GPT-3.5   GPT-4

ChatGPT PLUS

r2 RISK-BASED 2-YEAR
HITRUST® CERTIFIED

HITRUST r2 Dec 23

Tisson Mathew Transforms Senior Care By Harnessing Real-Time AI at SkyPoint

Tisson Mathew, Founder & CEO
SKYPOINT CLOUD

We've Secured AI Compute

We took proactive measures late last year to secure leases for GPUs and AI services. This foresight allows us to continue offering Skypoint AI at competitive prices.

Aligned With AI Leaders:
- Microsoft AI Partner
- DataStax Digital Champion
- Databricks AI Partner

Business Model: Platform Pricing & Signup

Monthly Subscription

$2,995 / mo

Starting price includes:

- ✓ Managed Data Lakehouse
- ✓ Industry-Specific LLM / AI Stack
- ✓ 500 Monthly AI Compute Hours
- ✓ Data Integration (Common Sources)
- ✓ Built-in Data Catalog & Lineage
- ✓ Onboarding & Training
- ✓ Break-Fix & Maintenance
- ✓ 3 Hours / mo Professional Services

Find Your Plan

Offers for: Senior Living, Value-based Care, Retail, Hospitality, Government, and general industry.

We offer simple pricing models with everything you need to effectively embrace generative AI.

- 500 hours of Skypoint compute credits included
- 1 hour of professional services included per $1K subscription fee
- Additional credits are $7.50 / unit, per minute billing
- Optional Private Copilot available for @ $1995 / month (unlimited users)
- Additional Professional Services quoted based on requirements

Sign up Channels:

Skypoint Website (Direct)

Azure Marketplace (Microsoft Billing)

Support & Services: What's Included

Professional Services Hours:

For every $1,000 of your subscription, you gain access to **1 hour** of our professional services. This means a minimum of 3 hours per month* of expert support to assist with your specific needs, including:

- ✓ Weekly Stand Ups

- ✓ Customer Success (training and adoption / data strategy / estimation and scoping)

- ✓ Minor Enhancements (E.g., Prompt engineering, Few shot trainings, customizing a report, Skypoint studio configuration etc.)
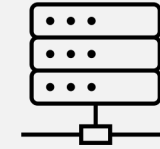
- ✓ Additional professional services rate is $250/Hour

Unused Professional Service hours do not roll over from month to month.

Break-Fix & Maintenance:

Your subscription covers all break-fix and maintenance needs.

- A "Break-Fix" pertains to resolving issues or malfunctions that hinder the platform's existing functionality, ensuring it works as intended.

- Any issues or malfunctions with the platform will be resolved promptly by our team at no additional cost.

Data Integration:

We facilitate the integration of your raw data from various sources, with a nightly refresh.

- Integration costs are covered by us, provided we already support the integration method.

- If the data integration sources are not currently supported, or the method of integration changes, additional fees may apply.

Thank You - Stay in Touch!

✉ sales@skypointcloud.com

▶ youtube.com/c/SkyPointCloud

in linkedin.com/company/skypoint-cloud

🐦 @skypointcloud