



AI Platform For Social Services

Unified Data | Analytics | Multimodal AI Copilots & Agents

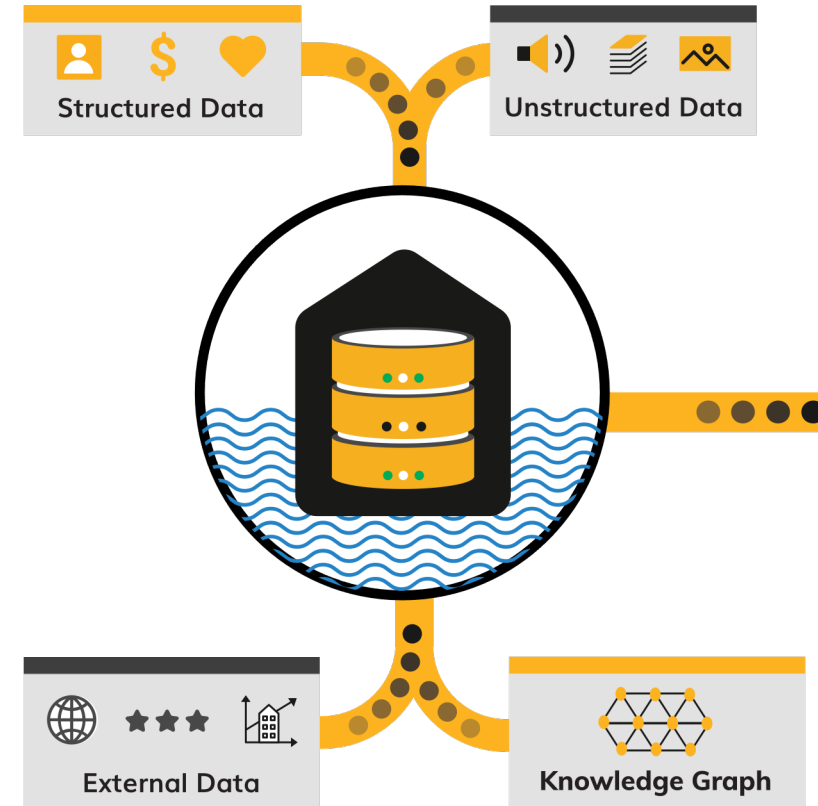
Mental Health | Addiction Recovery | Housing Services



About

Leading senior living organizations use Skypoint to unify disparate **data**, utilize the power of industry specific Large Language Models (LLMs) and activate powerful **insights** to increase productivity and drive operational efficiency.

- What We Do: AI Platform (AIP) For Regulated Industries
- How We Do It: Industry focused capabilities for Data Unification, Analytics, AI Copilots and Agents
- HQ: Portland, Oregon (*Founded 2020, 65 employees, 115 customers*)
- Licensing: Microsoft Marketplace or Direct

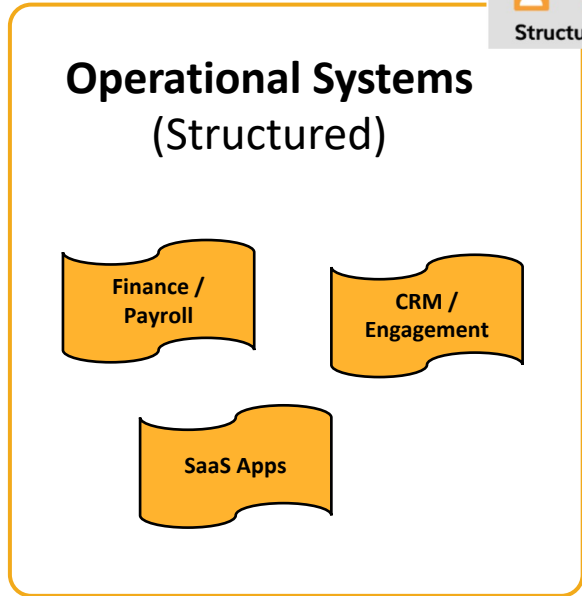


HITRUST r2 Jul '24

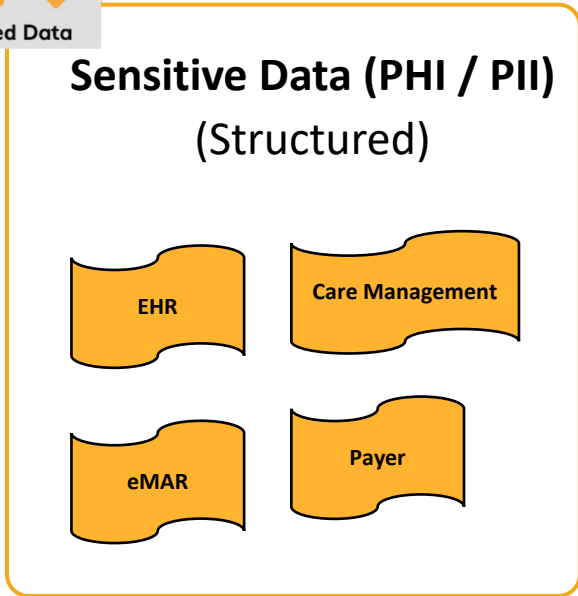




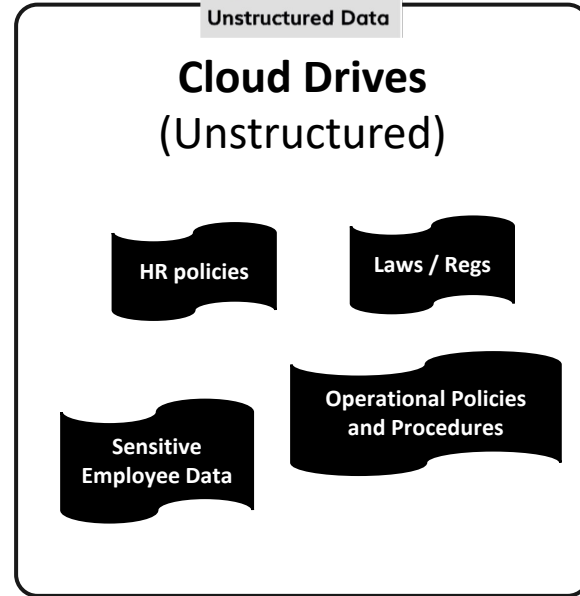
Problem: Data Silos + Integrating AI into workflows



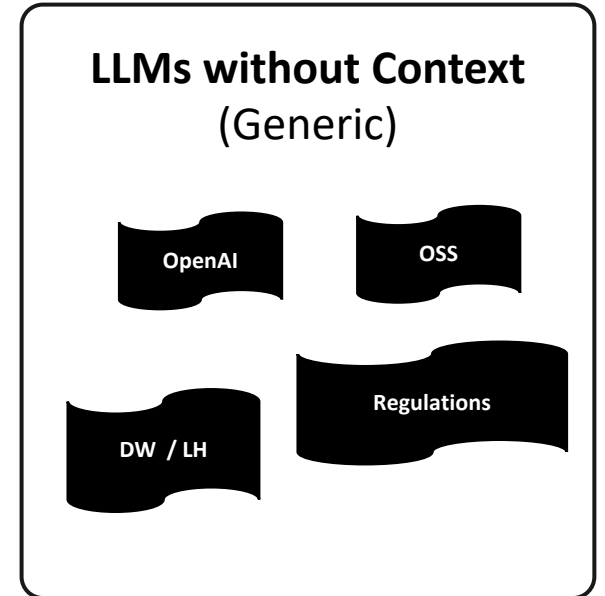
Lack of unified AI-Ready Data



Highly sensitive data with significant regulatory overhang



Laws, regulations, internal documents – 80% of enterprise data has “no voice”



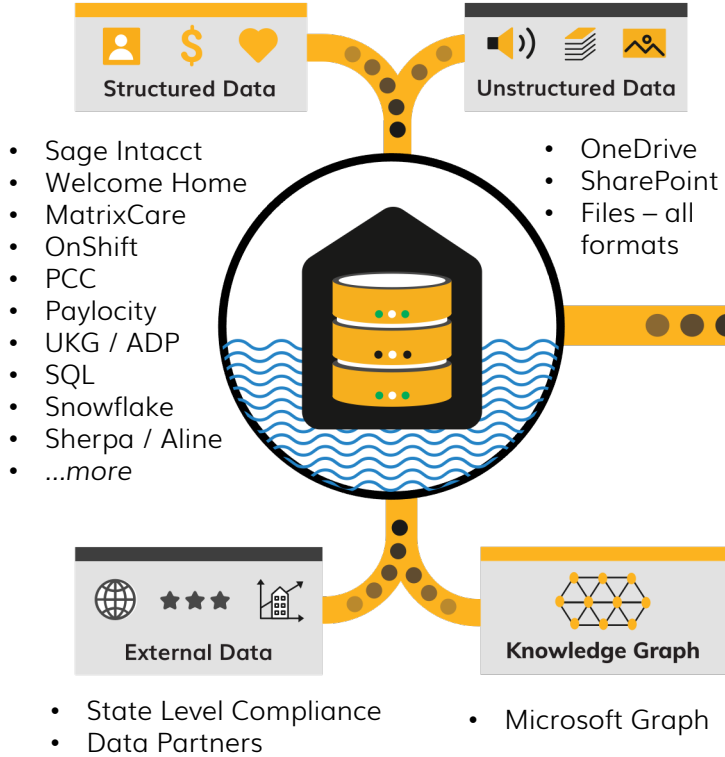
LLMs are not senior living industry specific and not context aware



Social Services AI Platform

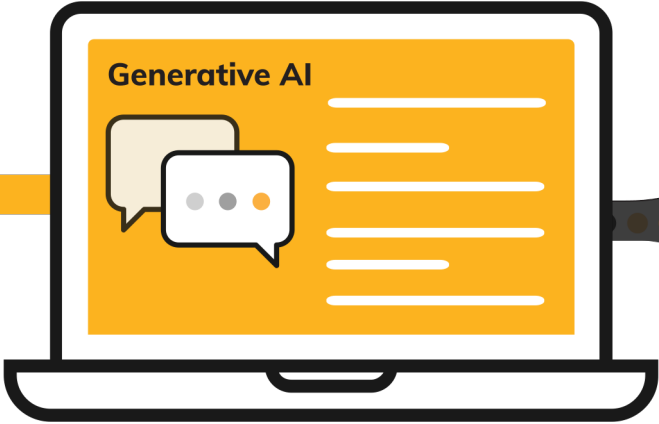
Skypoint connects fragmented data into social services specific ontology, AI copilots and agents using an open architecture ("AI stack per instance") to boost organizational productivity and efficiency.

1. Unify Your Data Sources



.... 200+ more integrations

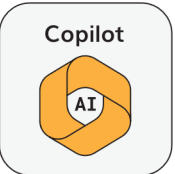
2. Training & Inference



3. Boost Your Productivity



Risk Management: Identify potential health risks and safety hazards, allowing for proactive measures to enhance resident care and safety.



Personalized Resident 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.

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

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

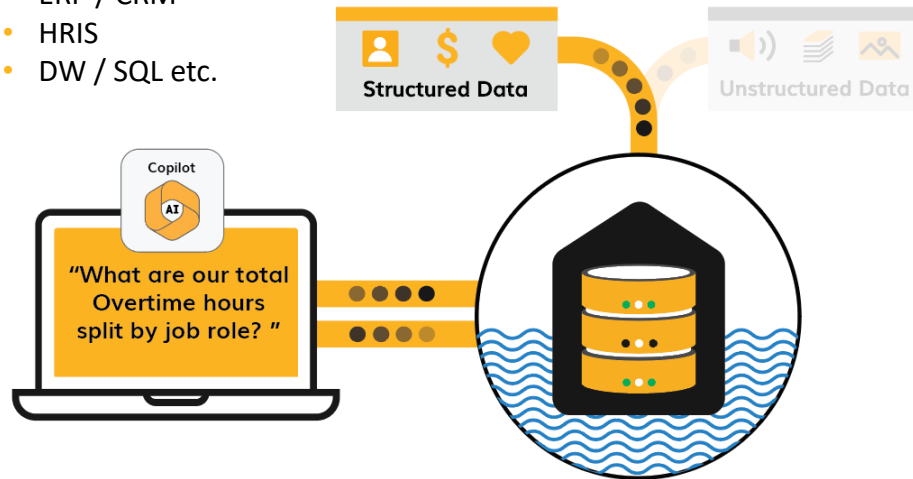


Structured, Unstructured and Combo Prompts

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.

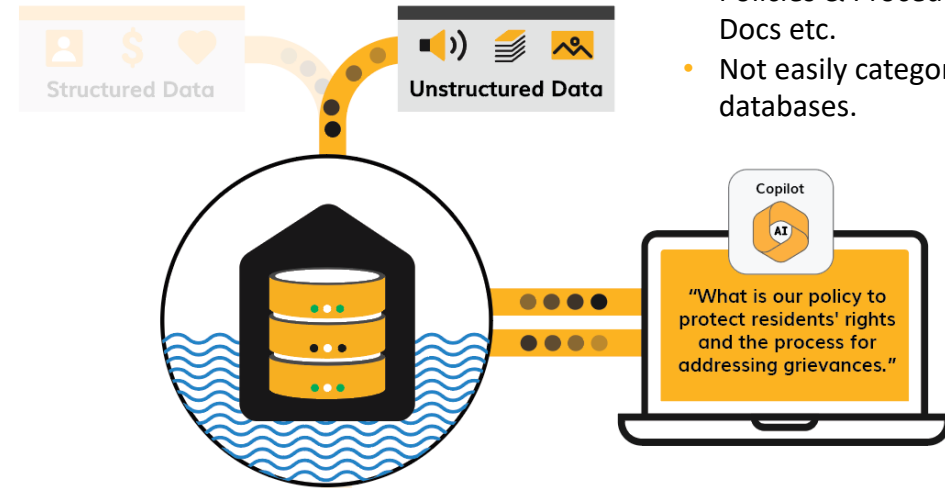


Structured data is well-organized and follows a predefined structure, making it suitable for traditional data analysis methods.

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.



VS.

This unstructured data often contains valuable insights and information about your organization's practices, policies, and procedures.



Industry Ready AI: Each Layer of the AI Stack

AI Agent User Interface

The user interface (UI) through which humans interact with their data through Skypoint.

Tools used:

- ✓ Skypoint Private Copilot (Enterprise)
- ✓ ChatGPT GPTs, Google Gemini
- ✓ M365 Copilot (Microsoft) and Teams

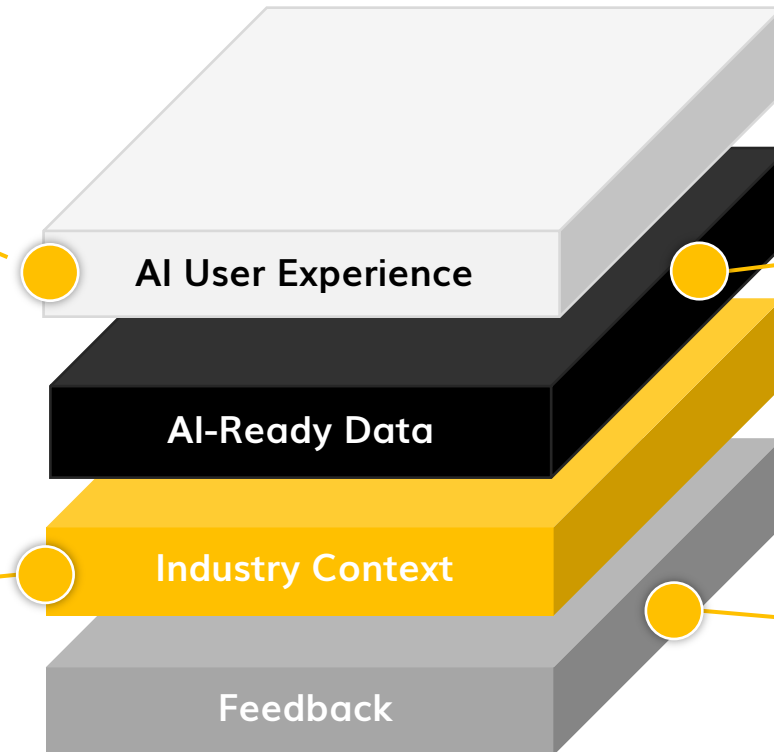
Industry Context

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 / Spark



Unified Data Sources

AI-ready unified data:

- ❑ Tagging
- ❑ Labeling
- ❑ Rules
- ❑ ELT / Reverse ETL
- ❑ Master Data Management

Tools used:

- ✓ Astra DB, Azure AI Search
- ✓ Databricks Unity Catalog
- ✓ Cosmos DB
- ✓ Spark

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 industry / use case
- ❑ Human supervision of AI

Tools used:

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

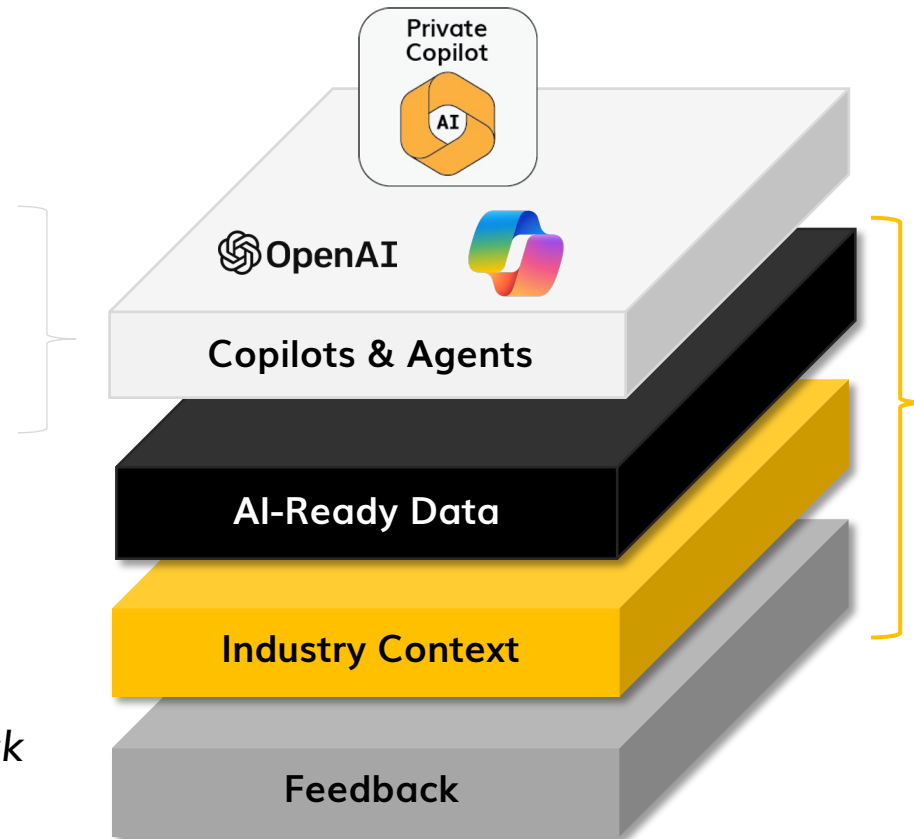


Better Together: Microsoft Copilot + Skypoint Industry-Ready AI

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."



Accelerate, Enhance & Supplement:



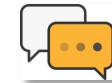
Your Unified Data Sources

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.

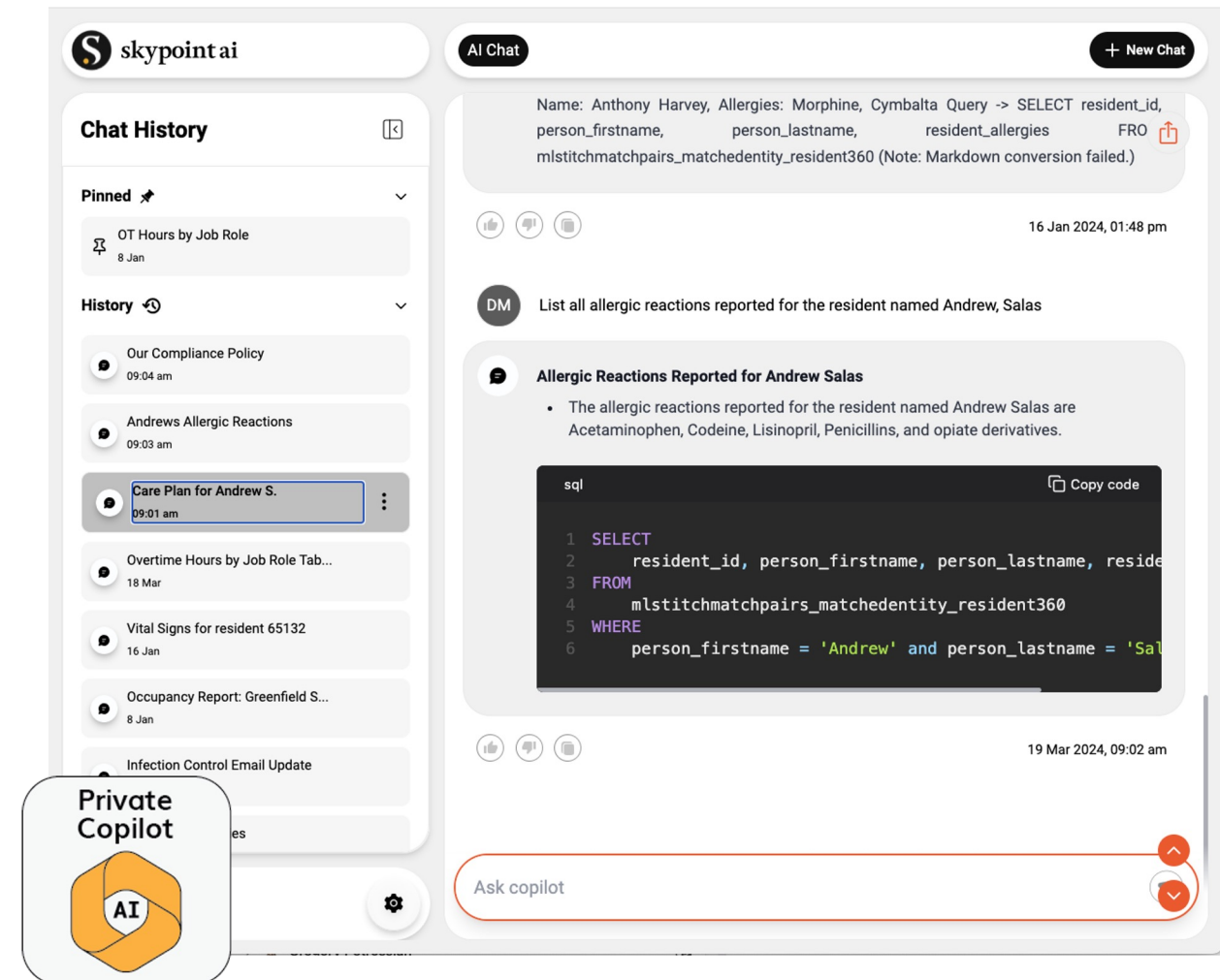


**"Industry-Ready"
Multimodal AI
Copilots**



What is Skypoint's Private Copilot?

- Customizable Copilot experience layer with the ability for a custom URL deployed to our customer's infrastructure
- The look-and-feel of an in-house app with an Enterprise Gen AI Experience
- Bridge the gap from M365 to the rest of the organization's data estate





Skypoint AI Use Cases:

The screenshot shows the Skypoint AI interface. On the left is a 'Chat History' sidebar with a 'Pinned' section containing 'OT Hours by Job Role' and a 'History' section with three items: 'Care Plan for Andrew S.', 'Vital Signs for resident 65132', and 'Our Compliance Policy'. The main chat window shows a query: 'Care Plan for Andrew Based on Known Allergies'. The AI response lists several categories of medications: Acetaminophen, Codeine, Lisinopril, Penicillins, and Opiate derivatives.

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



Skypoint AI Dashboard and Reports:

Summary

Custom Date Range | Yesterday | Week to Date | **Month to Date** | Last Month | Clear all filters

Community:

Care Level: All

Labor Type: All

Job Title: All

Paycode Type: All

Census Counts for Wednesday, May 1, 2024 - Sunday, May 12, 2024

377 Residents | 327.17 Occupied Rooms | 357 Total Units

1 Move-Ins | 7 Move-Outs | 17 Tours | 36 Inquiries



Census vs Budget Breakdown

Independent Living	Assisted Living	Memory Care
202.50 Budget: 216.00 (-6.25%)	90.67 Budget: 88.00 (+3.03%)	34.00 Budget: 36.00 (-5.56%)
45 Second Occupant	5 Second Occupant	(Blank) Second Occupant
248 Residents	96 Residents	34 Residents

PCC current through: 05/12/2024 11:10 PM
 UKG current through: 05/13/2024 03:30 AM
 WH current through: 05/13/2024 03:30 AM

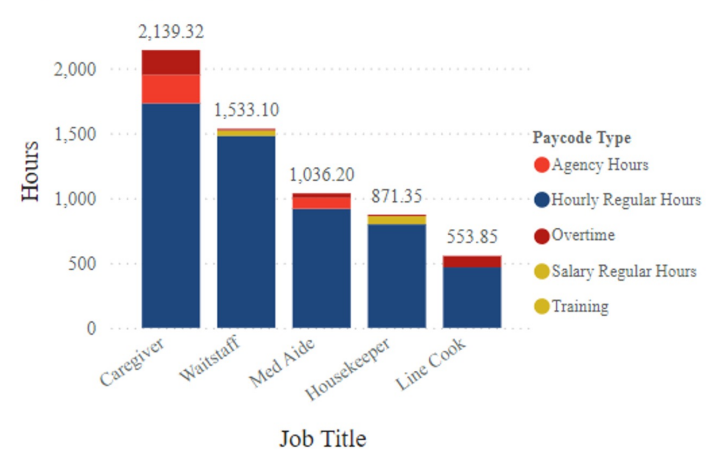
[PCC](#)
[UKG](#)
[WH](#)

Labor Hours for: Wednesday, May 1, 2024 - Sunday, May 12, 2024

297.57 Agency | 465.00 OT Hours | 9.16K Total Hours

Labor Type	Hours	Budget	PRD
Direct Labor (Patient Care)	3,303.52	3,683.61	0.73
Caregiver	2,139.32	2,408.77	0.47
Health Services Director	64.00	134.19	0.01
Med Aide	1,036.20	1,073.55	0.23
Registered Nurse	64.00	67.10	0.01
Direct Labor (Other)	395.50	536.77	0.09
Total	9,162.52	10,633.16	2.02

Top 5 Hours by Job Title

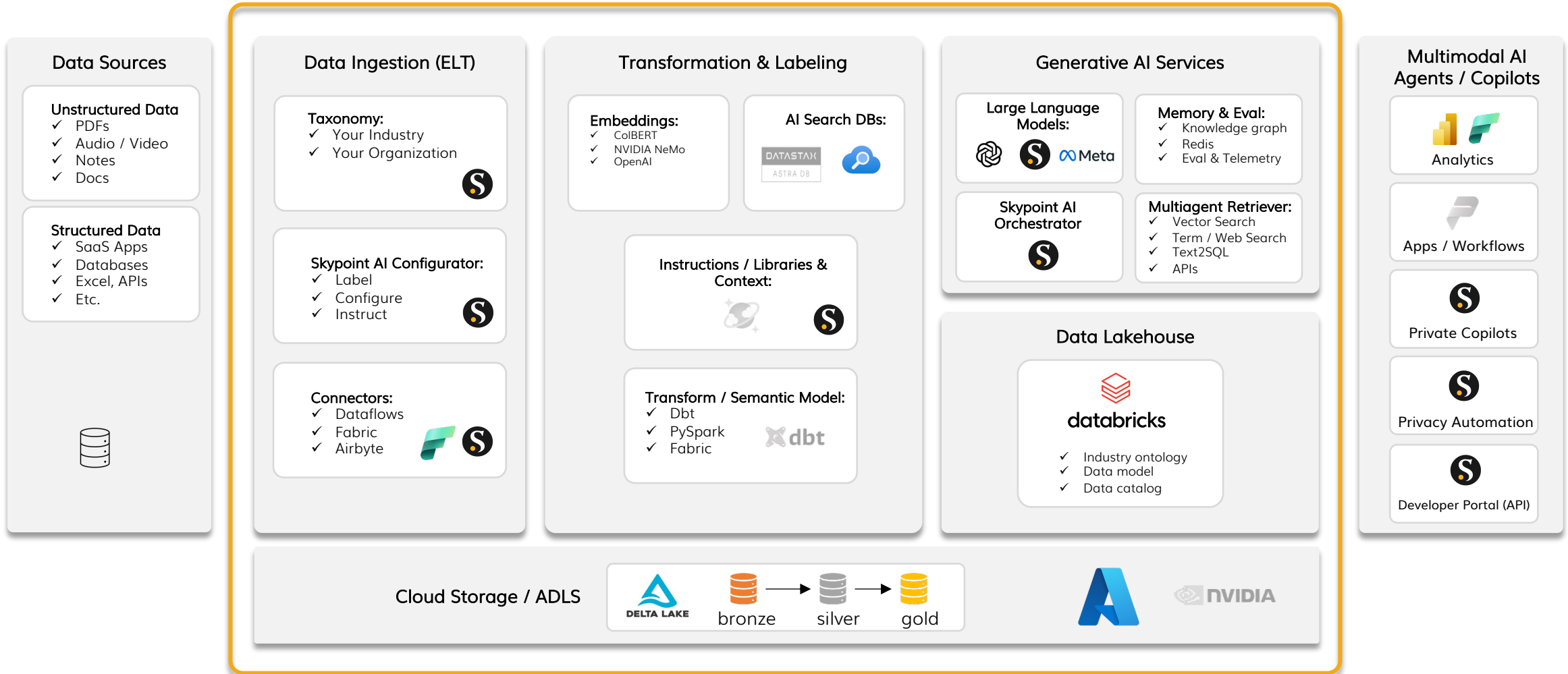




AI Stack Per Instance: "AI Social Services Agents"



Skypoint AI Studio – Unified Observability and Management





Our Privacy-First Approach to Generative AI

Skypoint's Copilot 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:

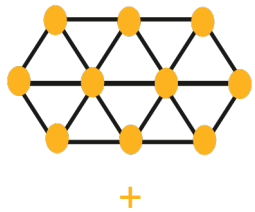


- ✓ **Data Encryption:** In transit and at rest
- ✓ **Secure APIs:** For all data transmissions
- ✓ **RBAC:** Role-Based Access Control
- ✓ **MFA:** Multi-factor authentication
- ✓ **Audit Trails:** Comprehensive logging
- ✓ **Data Masking:** For sensitive information
- ✓ **Data Isolation:** Prevents 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.

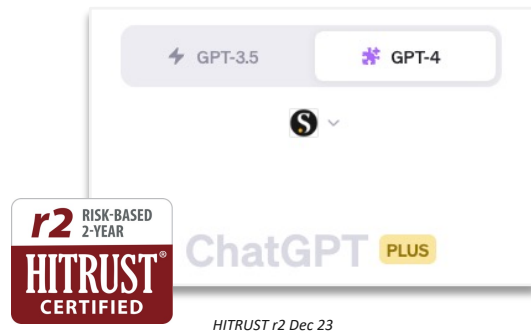


Addressed Gen AI's Privacy Concerns

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

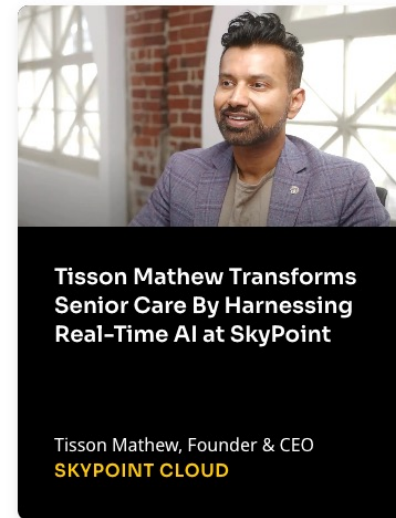
Domain Expertise

Industry Domain Knowledge + Industry LLM



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



Thank You - Stay in Touch!



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