UK HC AIA Offerings

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Modern healthcare must integrate virtual and physical care across multiple use cases

Primary care management

- Appointment scheduling
- Medical transportation
- Annual wellness visits

Episodic care management

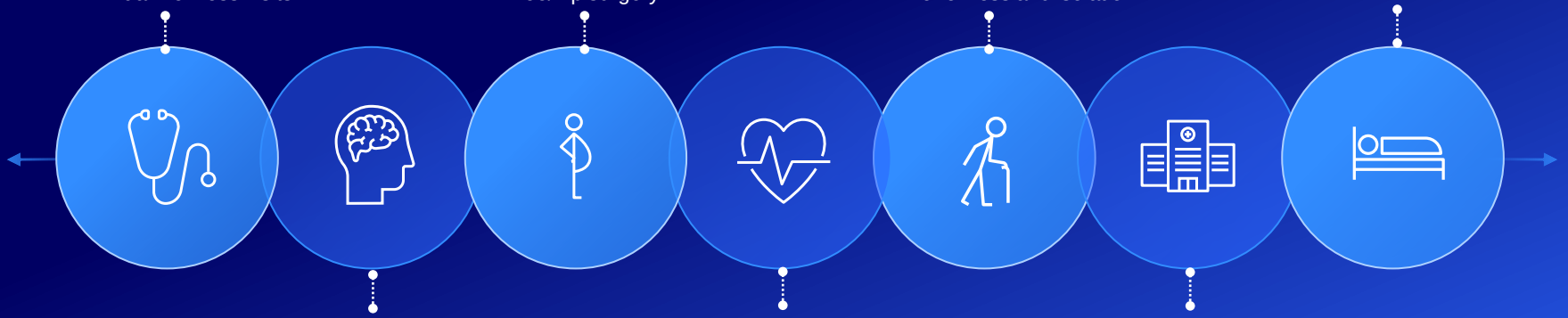
- Gestational diabetes management
- Maternity services
- Knee/hip surgery

Geriatric care management

- Senior care at home
- Mental health
- Loneliness and isolation

Inpatient care

- Off-site monitoring
- Check-ins and diagnostics



Behavioral health

- Assessment
- Consultation
- Therapy

Chronic care management

- Congestive heart failure (CHF)
- Chronic obstructive pulmonary disease (COPD)
- Diabetes

Post acute care

- Post discharge follow-up
- Readmission avoidance

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Offerings Portfolio

Multi-channel customer engagement

Virtual Health Suite

Medical data repositories (analytics)

Care management Insights

Data Estate Modernisation

Experience design (physician and patient)

Data & digital engineering

Stakeholder experience optimization

Health data management and analytics

Administrative/ financial cost optimization

Government program expansion

Data Sharing & Interoperability

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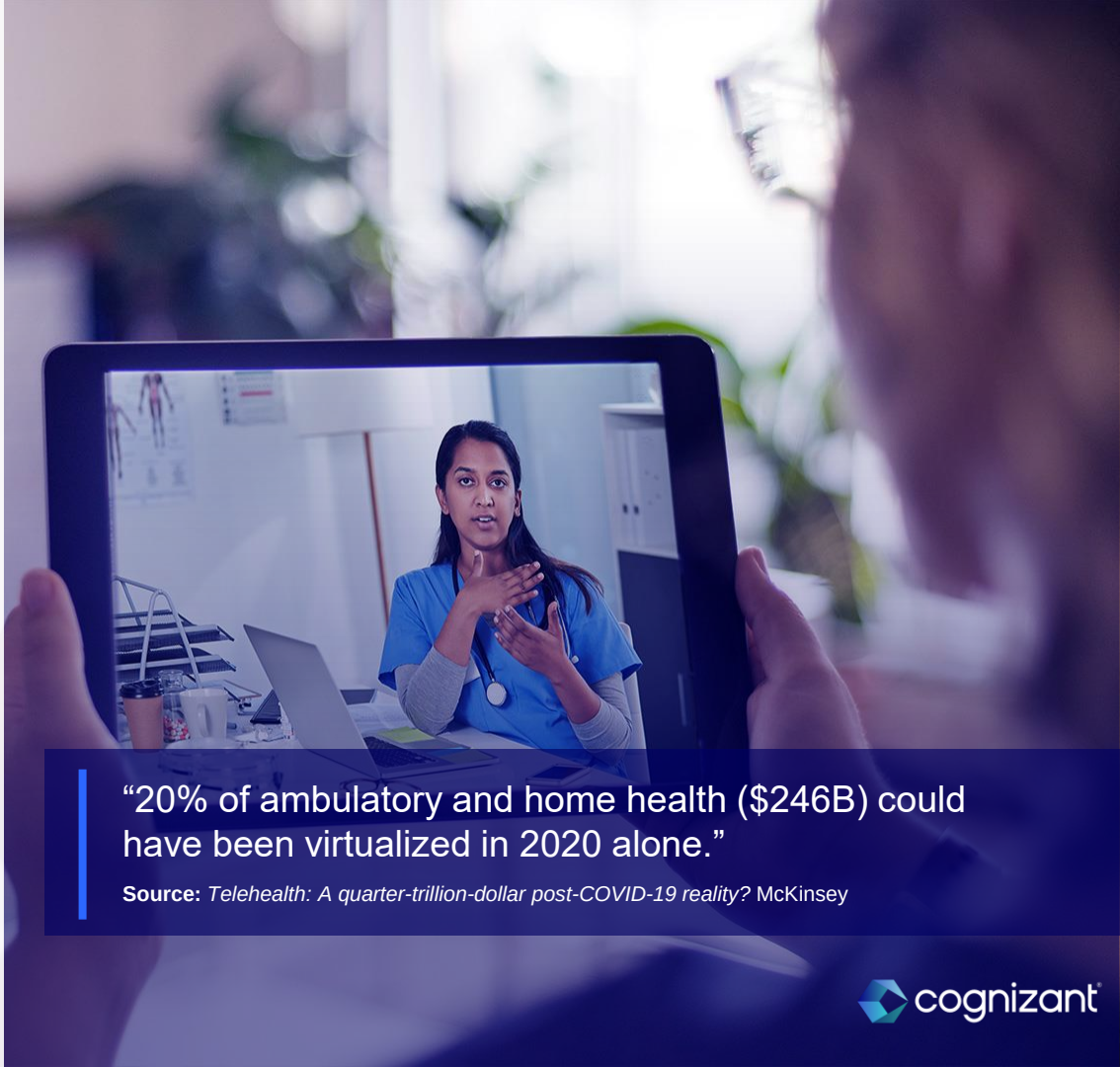
Offering 1: Virtual Health Suite

- The pandemic has accelerated the need for anytime, anywhere care – 2020 was a tipping point
- Virtual health is now a competitive imperative as consumers demand improved and personalized experiences
- Leaders are extending traditional care through virtual means – allowing for a scaled, integrated care model, that is continuous and responsive



> "20% of ambulatory and home health ($246B) could have been virtualized in 2020 alone."
>
> **Source:** *Telehealth: A quarter-trillion-dollar post-COVID-19 reality?* McKinsey

Virtual Health Suite

Many virtual health components sit behind the digital front door

Digital front door to virtual health

Digital triage

- Digital triage
- Care finder
- Appointments

Video visits

Video visits,
various use cases

Remote monitoring

Digital monitoring
(continuous and encounter)

Messaging

Asynchronous messaging,
store and forward

Clinical intelligence (early detection, insights to drive engagement and Rx compliance)

Preventive medicine | **Care delivery** | **Care management** | **Care coordination** | **Digital customer care**

Security and compliance

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We provide on-going support to achieve the full potential of virtual health

Care coordination

Technology

- Care Coordination
- Predictive Analytics
- Conversational AI/ BOTs
- Intelligent Data Platform
- AI/ML - Voice based analytics
- Patient Engagement + IVR Infra

People

1700+ strong clinical specialists operating from globally with a UKI dedicated centre

Outcomes

- Care coordination services
- Wellness management
- Case management support/ disease management support
- Patient and provider engagement services
- Quality improvement
- Utilization management

Benefits

- ✓ Improved patient outcomes and optimized cost of care
- ✓ Improved quality of experience
- ✓ Better transition of care
- ✓ Improved patient satisfaction
- ✓ Reduced clinical administrative spend without compromising on quality
- ✓ Increased HEDIS and STARS ratings

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Offering 2: Remote patient monitoring

Our Solution

- We created a solution that enabled pregnant women to carry on with their daily routines, while being able to keep track of vitals, activities and diet
- The IoT solution enabled physicians to get patients vital signs and critical alerts
- Physicians were able to provide remote care by communicating or taking actions via the application

Outcomes

- Hi-touch, hi-tech care enabled for high risk pregnancies
- Remote monitoring of pregnant woman enabled, ensuring health and wellbeing of the patient
- Reduced cost of care for insurance company

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Offering 3: Connected solution for medical devices for home therapy & virtual wards

Our Solution

- Created a connectivity roadmap to accelerate development through IoT strategy, staff augmentation, user experience and technical expertise
- Addressed data storage challenges with PLM experts
- Designed easy to use UX, so patients can operate the device from home and transmit data from device
- Deployed RFID for capturing data into supply chain system

Outcomes

- 240 days reduced time to market
- $1 million ROI within one year
- Improved patient experience
- Reduced device downtime

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Offering 4: Transforming physician and patient engagement

Our Solution

- We created an engagement platform that would offer PCPs an easy way to connect with hospital-based providers so they could exchange notes and engage hand-offs
- The platform was designed to help patients follow post-discharge orders. A call center nurse contacts the patient to answer questions, review care instructions, coordinate medicine deliveries and even organize transportation

Outcomes

For targeted congestive heart failure (CHF) population, client experienced:

- **21.5% reduction** in 30-day readmission
- **15% reduction** in no-shows

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Offering 5: Insights Marketplace – Public Health Control Tower

Our Solution

An optimised actionable portal for data & insight access and visualisation that aligns with business priorities and persona-based requirements connecting to multiple data sources and federated data platforms

Outcomes

- Users interacted with the dashboard using Chatbot with Multilingual support
- On-demand access to critical business intelligence and actionable insights inspired accounting for the changing metrics
- 24/7 access to insights from any device

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Offering 6: Hybrid Health Data Mesh Framework

Our Solution

A Federated Data Mesh framework that can be deployed across multiple cloud and/or on-premise data platforms with a common governance, ontology and data sharing capabilities – enabling seamless data sharing across Trusts and ICSs, agencies and departments via standardized APIs

Outcomes

- Users interacted with the dashboard using Chatbot with Multilingual support
- On-demand access to critical business intelligence and actionable insights inspired accounting for the changing metrics
- 24/7 access to insights from any device

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Thank you

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