

Caring for Vulnerable Populations

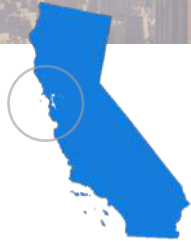
April 1, 2019

Katherine Davis, MS, AGACNP-BC, AFN-BC

Call⁺9

Call9

Call9 is a technology-enabled healthcare service that delivers immediate care to skilled nursing facility patients from the comfort of their own beds.



Founded in
Silicon Valley



Y Combinator Startup
Accelerator, Summer 2015



Headquartered
in Brooklyn

Poll

What area of Skilled Nursing Facility (SNF) care do you represent?



Clinical



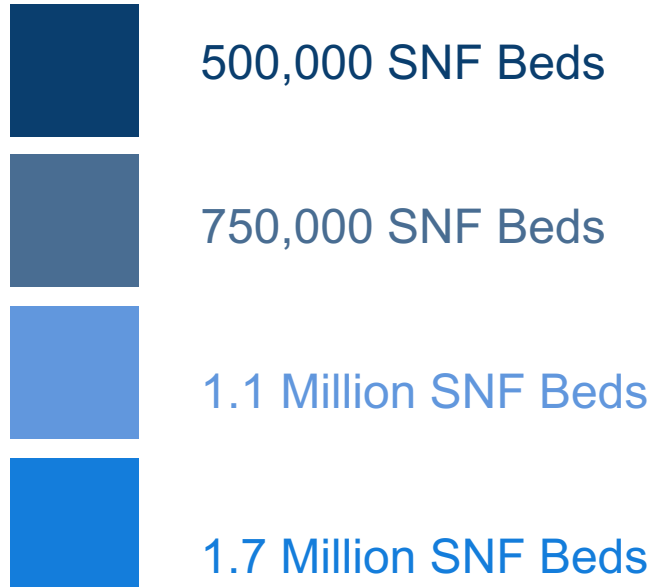
Administrative/Finance



I'm not involved with SNFs, the speakers were the most interesting on this panel

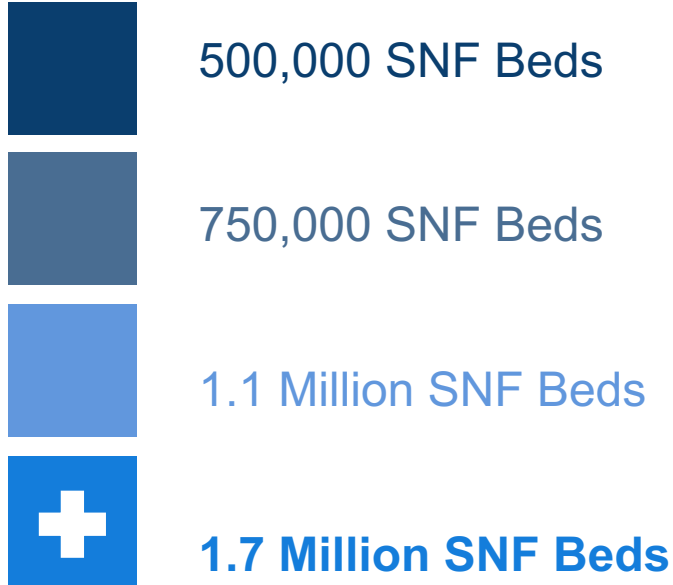
Poll

There are approximately 890,000 hospital beds in the U.S. How many nursing home beds do you think exist?

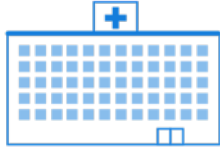


Poll

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Scope



894,574 registered
hospital beds in the U.S.



1.7 million skilled nursing
facility beds in the U.S.



Poll

Rehabilitation stroke care and unnecessary hospitalizations cost the healthcare system approximately \$40 billion.



True



False

Poll

Stroke care and unnecessary hospitalizations cost the healthcare system approximately \$40 billion.



True



False

Problem



795,000 incidences of stroke in the U.S. annually and approximately **665,000** survivors

80%

80% experience upper extremity impairments, resulting in **\$34 billion+** to the healthcare system for rehab



19% of ambulance trips to hospitals originate from skilled nursing facilities



Two-thirds of trips from SNFs are avoidable



\$40 billion in unnecessary costs



64 minutes to see an EM physician from the moment 911 is called

What Creates the Problem?



1:20
nurse-to-patient ratio



Diagnostic equipment
is rarely available



Limited access to
high-level medical
decision makers

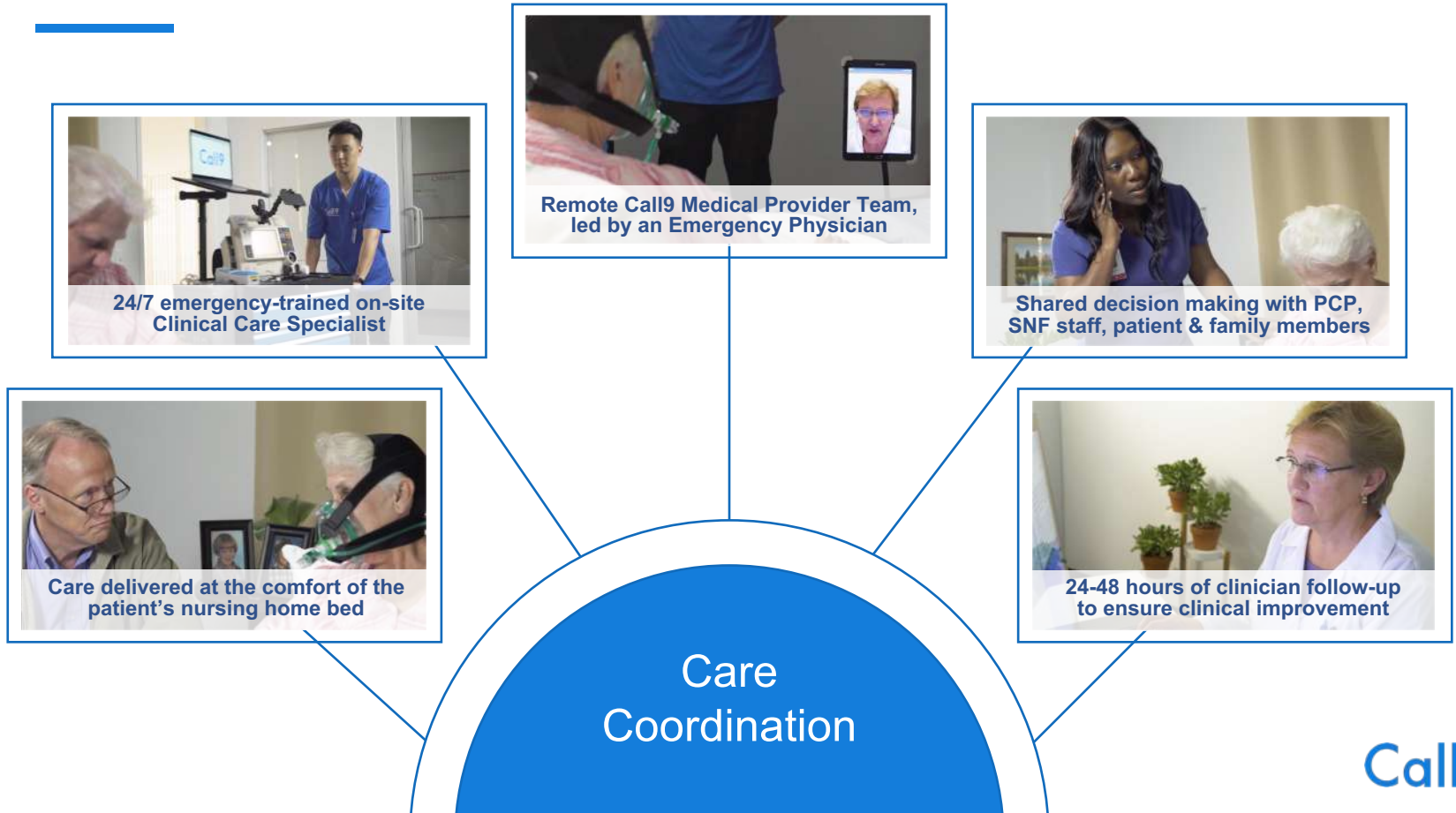


Increasingly higher
acuity patients
in the SNF

Call9's Mission

**“Do right by the patient and
all else will fall into place.”**

Call9's Care Model



Call9's First Patient (Mr.D)

Call9 now regularly encounters patients like Mr. D in which early interventions save lives.

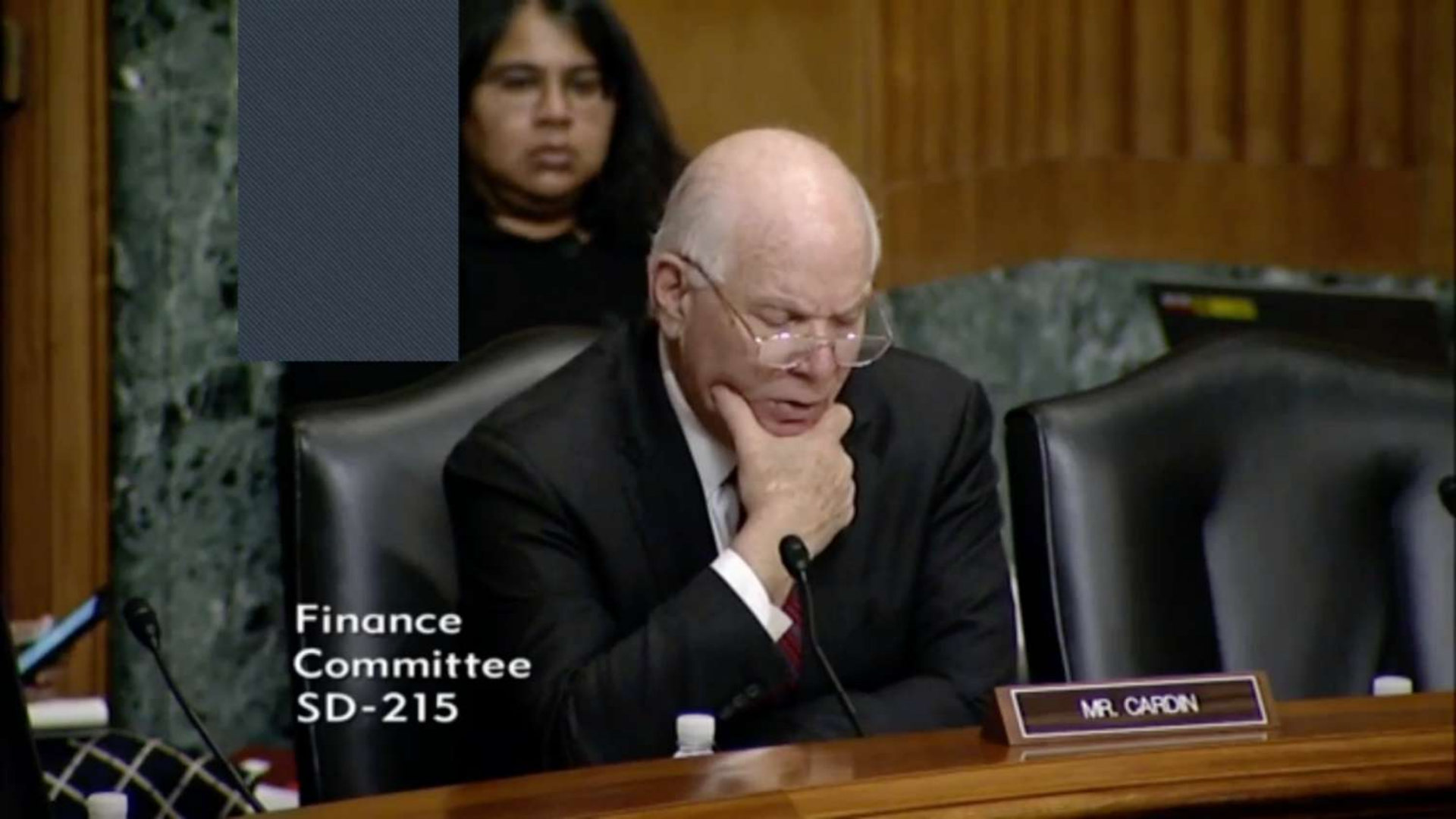


Reimbursement Challenges

Senators **John Thune** (R-SD) and **Ben Cardin** (D-MD) said during a recent Senate Finance Committee hearing that they are working together to increase opportunities to utilize telehealth for reducing unnecessary senior hospitalizations from nursing homes. They recognize that reimbursement is a challenge.

Video from Senate Finance Committee Hearing on March 6, 2019

“Not Forgotten: Protecting Americans From Neglect and Abuse in Nursing Homes”



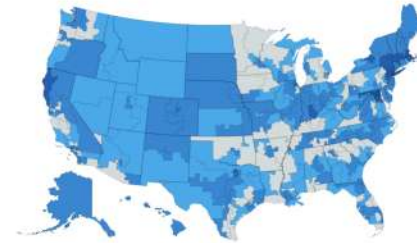
Finance
Committee
SD-215

MR. CARDIN

The RUSH (Reducing Unnecessary Senior Hospitalization) Act

RUSH Act - rushact.org

- Will improve quality and access to care for people in nursing homes by avoiding costly and often harmful trips to the ED
- Prioritizes patients, their families and the healthcare system
- Tip-of-the-spear legislation to provide a mechanism for Medicare to support value-based reimbursement rather than fee-for-service billing
- Aligns all stakeholders by creating a value-based shared savings arrangement with Medicare, the physician group and the facility



2,000+ letters from constituents in nearly

345 districts across the country



“The RUSH Act provides an exciting new opportunity to allow technology to bridge the gaps for patients and providers in nursing homes across the country.”

- Rep. Ben Ray Lujan (D-NM)



“The RUSH Act will be introduced later this month with the goal of bringing technological innovation to Medicare. Telehealth gives medical professionals and first responders like those already working in skilled nursing facilities access to doctors who can provide immediate consultation in emergency situations, when appropriate.

- Rep. Adrian Smith (R-NE)

Patient and Family Impact



“The RUSH ACT and telehealth is meant to save the healthcare system by avoiding sending patients needlessly for hospitalization. We watched as residents were bused to the hospital daily. In my case, it saved my Dad’s life. Upon his discharge, Dad was diagnosed with congestive heart failure, and we knew we wouldn’t have much more time with him. I am forever grateful to Call9 and telehealth for giving us another six months with my father.

If telehealth was available to us the years we were there, I would have slept a lot better at night.

For our loved ones that are not well and that often feel forgotten, when this bill passes, it will be a very good day.”



Charlie Durdaller, Mr.D’s son; Tracey, Charlie’s wife; John Durdaller, Mr. D’s son

Testimonials



“If Call9 were not here, I wouldn't be either. They saved my life to say the least.”

- CALL9 PATIENT

“Your compassion and guidance throughout this time has been invaluable. The fact that (my mother's) death was peaceful and that every one of our concern was addressed in real time is a blessing.”

- FAMILY MEMBER



Key Learnings

1

Make something people need. Make something people want.

2

Quadruple Aim - Must create a system that provides value to patients/families, clinical team (including Call9 and facility staff), healthcare system, and the population at hand.

3

Reimbursement continues to be both a challenge and an opportunity.

Thank You!

Katherine Davis
MS, RN, ACNP-BC, AFN-BC

Head of Clinical Operations,
Founding Team

katie@call9.com
860.841.8100