National League of Cities
Annual Conference
October 14-16, 2019

The Virtual Care Transformation - It’s More than Software

Lisa Gran, Founder & CEO Splashlight Solutions
Chad Scott, Managing Partner, CORE Health Networks
CEO, CORE Occupational Medicine, Canada
Virtual Technology

Did you know?
80% of People Worldwide Own Smartphones
**Millennials vs. Generation X**

### Millennials
- 18-34 years old
- Smartphone: 89%
- Tablet: 92%

### Generation X
- 35+ years old
- Smartphone: 68%
- Tablet: 83%

**When using your SMARTPHONE/TABLET, do you use ANOTHER DEVICE / SCREEN at the same time?**

**YES!**
- Smartphone: 65%
- Tablet: 65%

**NO!**
- Smartphone: 35%
- Tablet: 35%

### Use SOCIAL NETWORKS on your smartphone
- Millennials: 87%
- Generation X: 70%

### Use SMARTPHONE / TABLET to PURCHASE products or services
- Millennials: 63%
- Generation X: 51%

Your SMARTPHONE REPLACED the following: Magazines, Newspapers, Laptop Computers, Desktop Computers, and Television.
Evolution of Virtual & Visual Solutions

• Telemedicine historically utilized in the group health arena
• Expanding into other industries:
  • Workers’ Compensation
  • SIU (Special Investigative Units)
  • Auto, Property & Casualty
  • Long Term Care
  • Rehabilitation
  • Opioid Addiction Recovery
  • First Responders and Disaster Recovery
Video doesn’t lie…
Average Physician Office Visit Facts

Average total time for an Office Visit: 121 minutes
• 37 minutes in travel time
• 84 minutes in the clinic (Includes check in, wait time, meeting with physician, etc.)

Average total time for Emergency Room Visit: 2 hours

Average time for a Telemedicine Visit: 15 minutes

Adults in the US spent 1.1 billion hours of unnecessary time traveling to a doctor and waiting in the clinic. Resulting in lost productivity, time, and extra money spent.
Over $1B spent on direct work comp costs – triple was spent on indirect costs.

Virtual Facts

76% of Patients prioritize Access to care over need for human interaction with providers.

The Average cost for a Workers’ Comp Claim is $40,000.

According to the American Medical Association, up to 70% of all patients could be treated Virtually…
Current Work Comp Landscape

First Report of Injury:
- Excess Costs
- Increased Lag Times
- Inadequate Triage
- Fragmented Process

Care/Delivery:
- Missed Appointments
- Unnecessary Treatment
- Limited Access to Treatment
- Case Management Gaps
- Delayed Process

Follow Up:
- Duplication
- Lost Revenue
- Decreased Productivity
- Travel and Wait Expense
Workflow.... Seamless and Improved

First Report of Injury
- Recorded video intake
- Objective visual injury reporting with a triage nurse

Care / Delivery
- Proper level of care assessment
- Seamless transition to provider
- Collaboration, diagnosis, RTW addressed immediately and accurately

Follow-Up
- Immediate schedule of follow-up
- Automated appointment reminders
- Immediate access to provider documentation
- Collaborative decision making process
24/7/365 Injury Call Center

“Live” Occupational Health Nurse Answers All Calls

Tier-up to MLPs or MD, as needed

Telephonic & Video Triage
  - Up to 6 Users per Video Triage Session

Early Injury Intervention

Return-to-Work Capabilities/Post-Injury Management

Status Tracking & Real-Time Communication

State/Site-Specific Mandates

Right Care, Right Now
Benefits of the Virtual Experience

• Access to immediate medical care
  • Triage – with visual assessment
  • Providers - occupational and specialists in short supply
• Brings providers to rural areas
  • Eliminates geographic barriers
• Reduces delays in appointments
• Solves transportation problems
Benefits of the Virtual Experience (cont.)

- Reduces time away from work for appointments
- Earlier Return to Work
- Solves appointment cancellation problems
- Communication solution for all parties involved in a case or claim
- Recording capability
Improved Outcomes:
Immediate, accurate visual assessment allows for appropriate treatment and prompt follow ups

Ease of Use:
Injured Worker is connected via video to a nurse via smartphone, tablet, computer, or workstation

Software Platform:
Allows for sending secure link, central communication for all parties involved, video recording and storage capability, flexibility to adapt to any workflow
Benefits of Video

• Objective, enhanced level of care
• Ability to increase Self Care / First Aid
• Injured worker can demonstrate Self Care
• Ability to bring on others associated with claim/case
• Ability to visually see/record body language and demeanor
• Improved injured worker experience
• Creates empathy, relationship building
### CLIENT CASE STUDY

#### WC Claims Total Paid

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Paid</th>
<th>Cost/EE Claim</th>
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</thead>
<tbody>
<tr>
<td>2014</td>
<td>$1,715,000</td>
<td>$63,518</td>
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<tr>
<td>2015</td>
<td>$1,943,000</td>
<td>$43,178</td>
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<tr>
<td>2016</td>
<td>$1,494,000</td>
<td>$38,308</td>
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<tr>
<td>2017</td>
<td>$1,546,000</td>
<td>$39,641</td>
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<tr>
<td>2018</td>
<td>$1,248,000</td>
<td>$35,657</td>
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</table>

#### WC Claims Paid: Sprains vs Strains

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Paid</th>
<th>Sprain</th>
<th>Strain</th>
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<tbody>
<tr>
<td>2014</td>
<td>$1,165,000</td>
<td>$29,225</td>
<td>$235,669</td>
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<tr>
<td>2015</td>
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<td>$388,512</td>
<td>$248,405</td>
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<td>2016</td>
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<td>2017</td>
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<td>$235,326</td>
<td>$217,839</td>
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<tr>
<td>2018</td>
<td>$465,000</td>
<td>$247,065</td>
<td>$155,390</td>
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</tbody>
</table>

- Client Provides Field Maintenance Services
- Paid Cost/EE Claim down 44% in 5 years directly related to CORE Injury Case Managers
- Active Management of Sprains & Strains by CORE Injury Case Managers
- Paid Cost/EE Claim Sprains & Strains down 64% in 5 years
Everything Virtual is Here to Stay…

Engage partners that:

- Think outside the box
- Understand numerous industries
- Will walk along side you and support you when adopting these new solutions
- Own a platform that is secure and HIPAA compliant
- Are flexible enough to adapt to your needs and workflow
- Can create new and improved ideas with you
Questions?

Thank you for letting us join you today!

Lisa Gran, Splashlight Solutions
515-494-8327
lisa@splashlightsolutions.com

Chad Scott, Core Occupational
225-268-8286
csott@corehealthnet.com