

National League of Cities Annual Conference

October 14-16, 2019

The Virtual Care Transformation - It's More than Software

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CORE OCCUPATIONAL
MEDICINE

 splashlight®

Virtual Solutions™

Virtual Technology

**Did you know?
80% of People Worldwide Own Smartphones**



Mobile Evolution: Millennials vs. Generation X

Millennials
18-34 years old

Smartphone
89%

Tablet
92%



WATCH VIDEO

Generation X
35+ years old

Smartphone
68%

Tablet
83%

Millennials
18-34 years old

87%



SOCIAL

Generation X
35+ years old

70%

Use **SOCIAL NETWORKS** on your smart phone

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

YES!
Smartphone
65%

Tablet
65%



MULTISCREEN

YES!
Smartphone
54%

Tablet
60%

USE **SMARTPHONE / TABLET**
to **PURCHASE** products or services

Smartphone
63%

Tablet
65%



SHOPPING

Smartphone
51%

Tablet
66%

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.

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
-NCCI



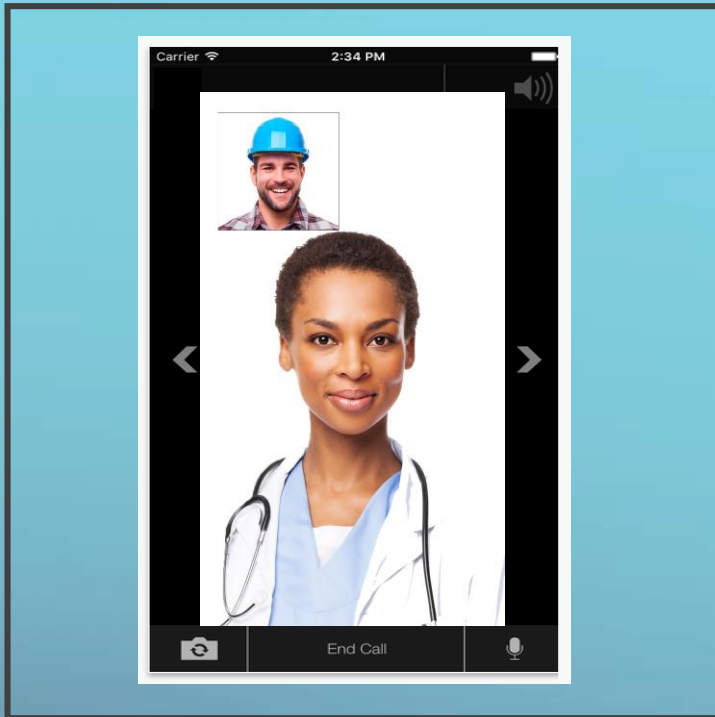
According to the
American Medical Association, up to
70% of
all patients could be
treated **Virtually...**

Current Work Comp Landscape



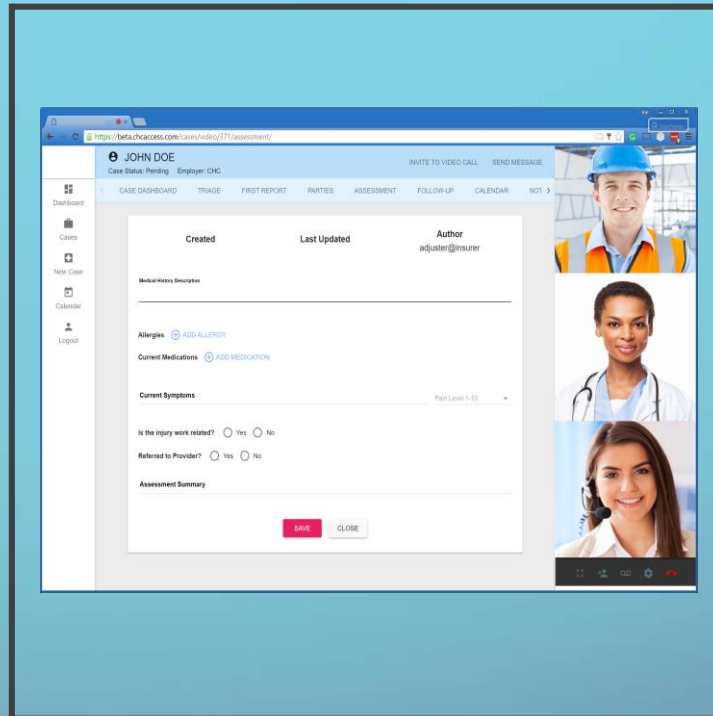
Workflow... Seamless and Improved

First Report of Injury



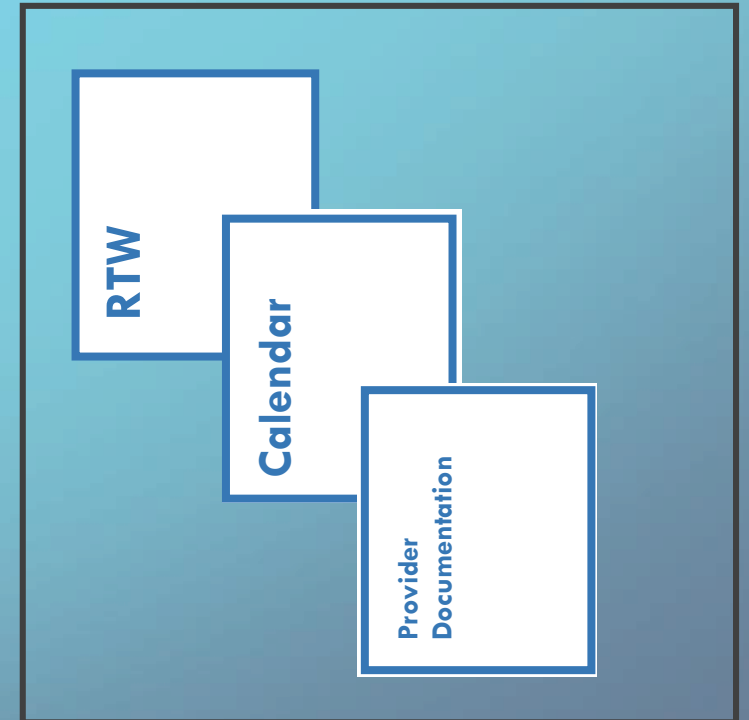
- Recorded video intake
- Objective visual injury reporting with a triage nurse

Care / Delivery

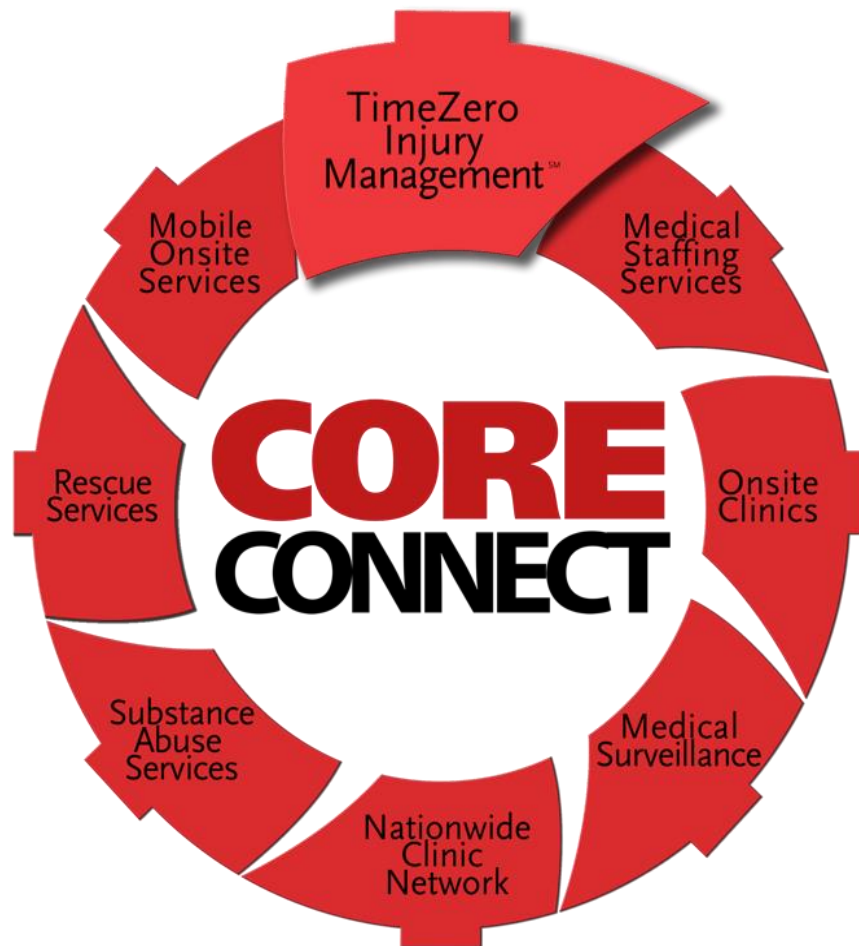


- Proper level of care assessment
- Seamless transition to provider
- Collaboration, diagnosis, RTW addressed immediately and accurately

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**

Video Triage Experience

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

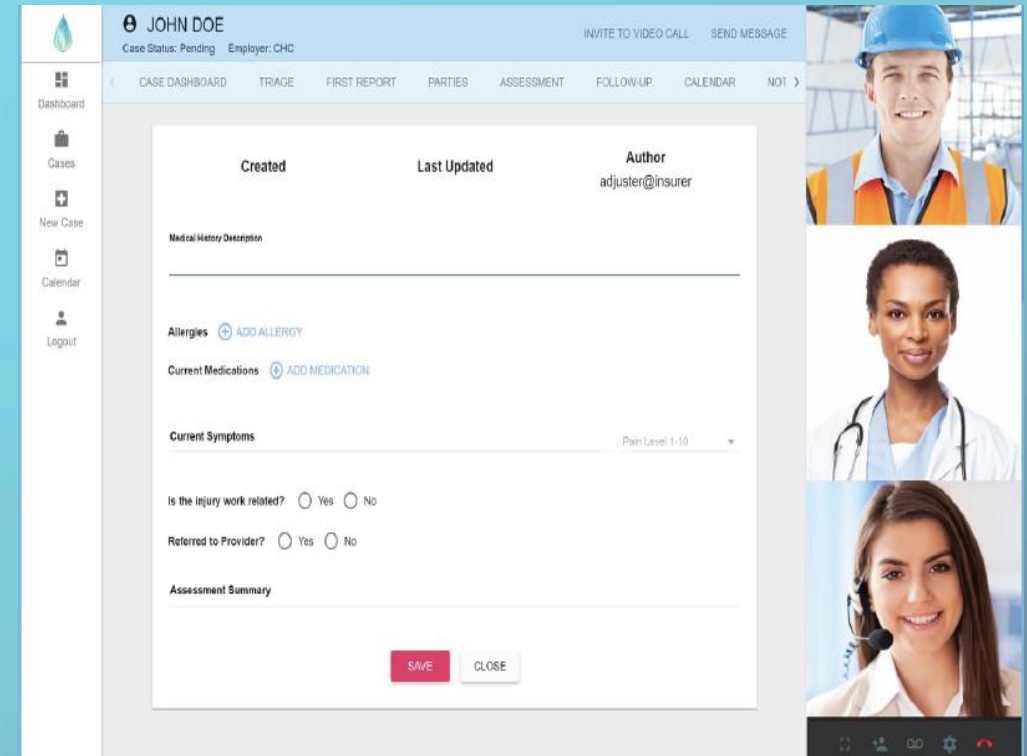
Software Platform:

Allows for sending secure link, central communication for all parties involved, video recording and storage capability, flexibility to adapt to any workflow

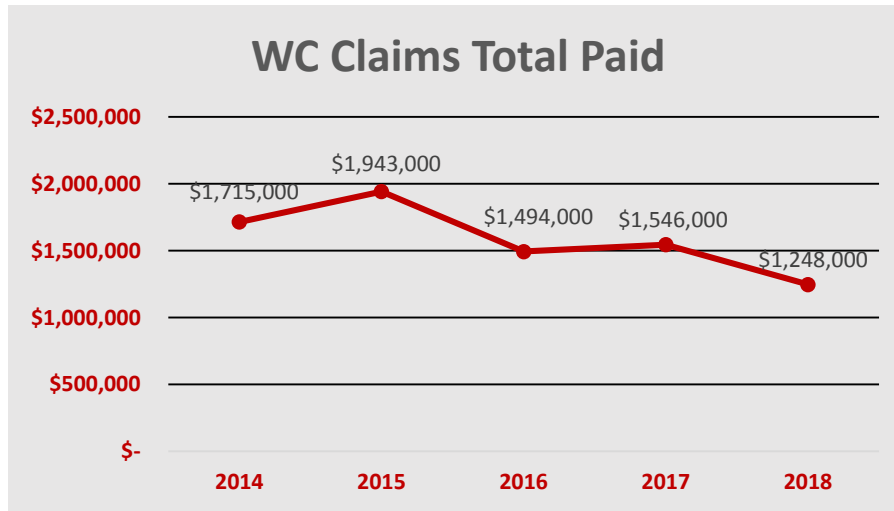


Benefits of Video

- 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

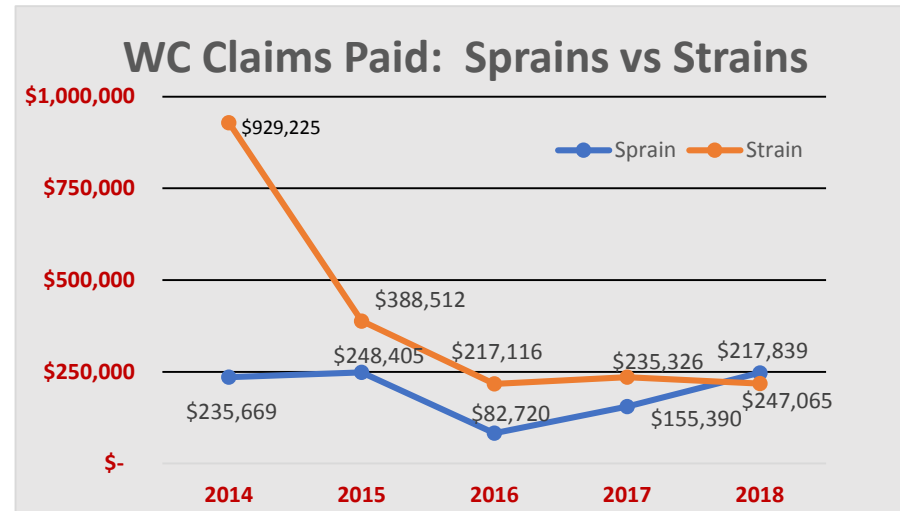


CLIENT CASE STUDY



TOTAL PAID	2014	2015	2016	2017	2018
Total	\$1,715,000	\$1,943,000	\$1,494,000	\$1,546,000	\$1,248,000
Paid Cost/EE Claim	\$63,518	\$43,178	\$38,308	\$39,641	\$35,657

- Client Provides Field Maintenance Services
- Paid Cost/EE Claim down 44% in 5 years directly related to CORE Injury Case Managers



TOTAL PAID	2014	2015	2016	2017	2018
Total	\$1,165,000	\$637,000	\$300,000	\$391,000	\$465,000
Paid Cost/EE Claim	\$19,098	\$9,507	\$4,109	\$6,741	\$6,739

- 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!

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