SeamlessMD
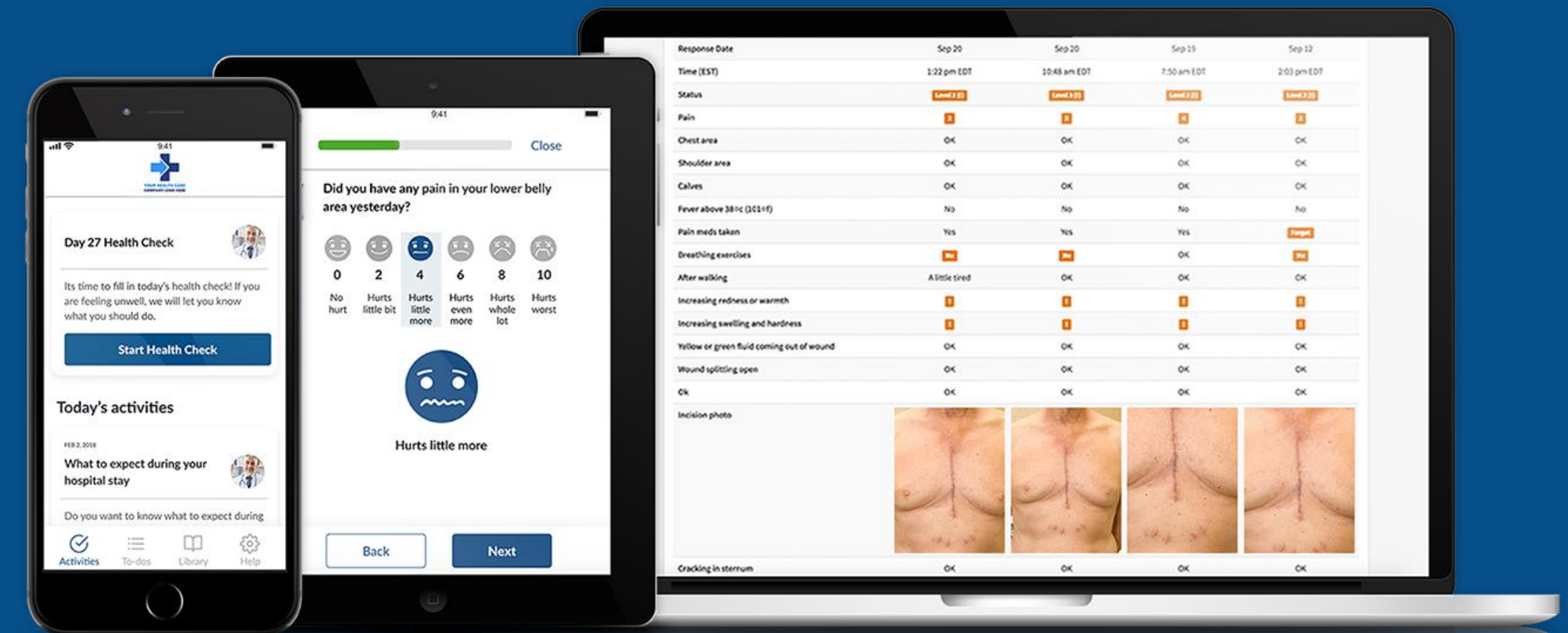
Deliver Digital Care Journeys to elevate the patient experience, improve quality outcomes and lower costs

Solution overview

Validated by 35+ clinical studies & evaluations across multiple specialties to ↑ outcomes & ↓ costs

UAB

Gynecology	• ↓ 50% readmissions & ↓ 20% LOS
Colorectal	• ↓ 1 day LOS & ↓ $1,369 cost per patient
Thoracics	• ↓ 2.7 days LOS & **↓$9,194 cost/patient**
Cardiac	• ↓ $4,576 cost per patient

MultiCare

- ↓ 25% LOS
- ↓ 37% readmissions
- **↑ $1,895 profit/patient**

Hip & knee surgery

Thunder Bay Regional Health Sciences Centre

- **↓48% LOS**
- ↓31% ED visits

12+ clinical areas
(Ortho, Women's Health, etc.)

University Hospitals

- ↓ 49% readmissions
- **↓ 68% ED visits**
- ↓ 59% phone calls

Cardiac surgery

Atrium Health

- **↓89% 30-day mortality**
- ↓21% readmissions
- ↓24% LOS

Pancreas surgery

Baystate Health

- **↓ 72% readmissions**
- ↓ 0.9 days LOS
- ↓ 60% discharge to SNF

Cardiac surgery

Washington University in St. Louis — SCHOOL OF MEDICINE

- ↓ 1.4 days LOS
- ↓ 50% ED visits
- **↓ 65% phone calls**
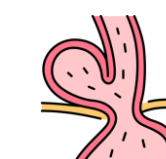
Hernia surgery

Digital Care Journey platform to engage & monitor patients

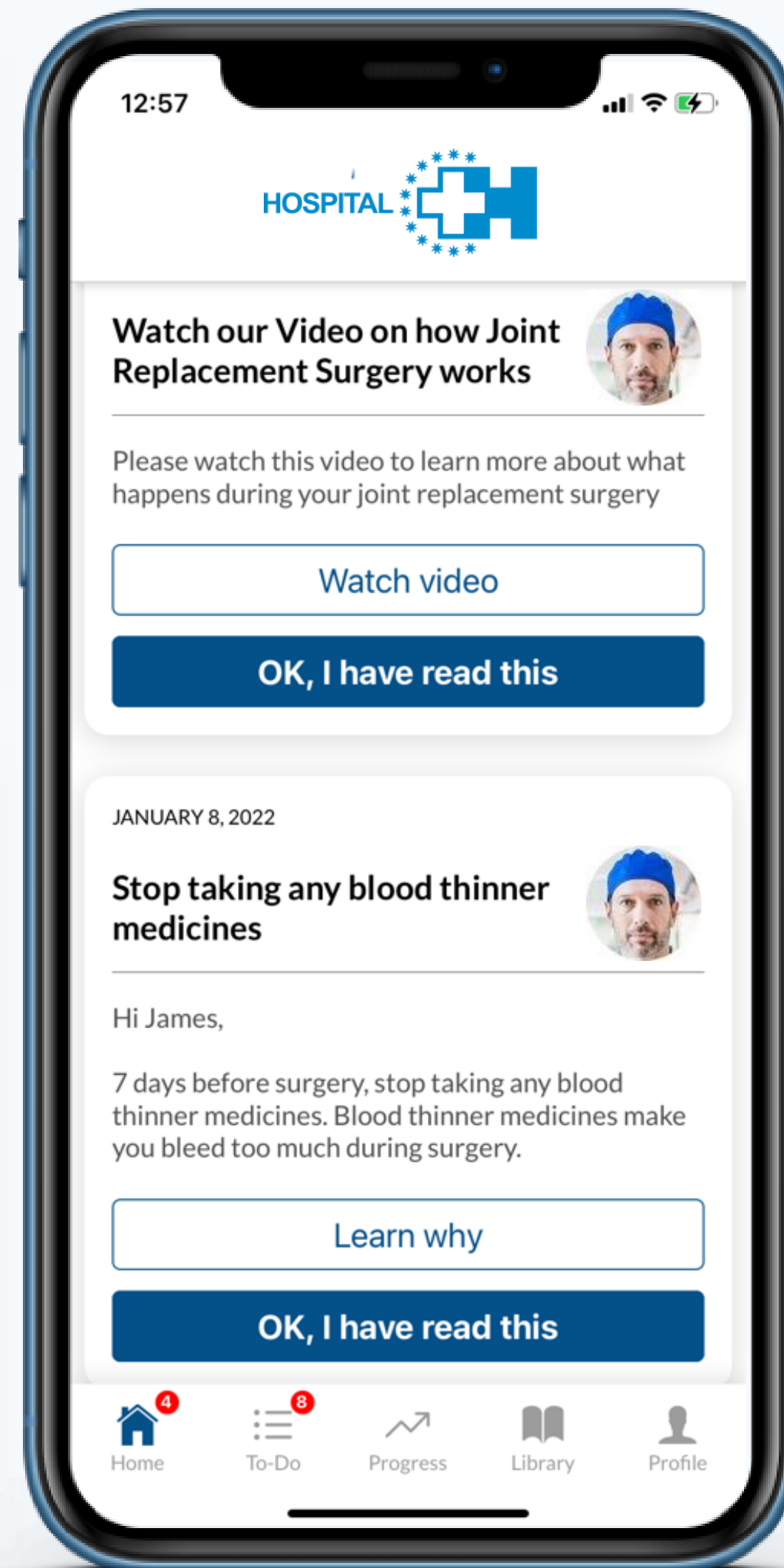## Digital Care Plans

Guide patients pre & post-care: surgery, oncology, maternity, etc.

Download on the App Store

ANDROID APP ON Google play

Available on Web Browsers

Track patient progress

- Symptoms & vital signs
- Care pathway compliance
- Patient-reported outcomes

Remote patient monitoring

- Real-time alerts and dashboards to catch patients at-risk
- Analytics for quality improvement & research

Validated EHR integrations

Epic

Turn-key integration via Epic App Orchard

ORACLE Cerner

Turn-key integration via Cerner CODE

MEDITECH

Turn-key integration

veradigm formerly Allscripts

Authorized Integrator in Developer Program

Trusted by leading healthcare organizations

Clinical Evidence for Patient Adoption

UAB

	Adopted SeamlessMD	Declined SeamlessMD	p-value
Sample size	1,609 **(94.7%)**	90 **(5.3%)**	--
Median age	60	66	< 0.001
Payer status	• 47.3% Medicare/Medicaid • 41.8% privately insured • 10.9% uninsured/charity care	• 78.7% Medicare/Medicaid • 21.4% privately insured	<0.001

94.7% adoption of SeamlessMD among patients having
Cardiac, Thoracic, Colorectal and Gynecology Surgery

Conference presentation:
Theiss L, Wood T, Marques I, et al. (2021, Feb 1–3). **Who chooses not to use Patient Engagement Technology (PET)?** (2021)

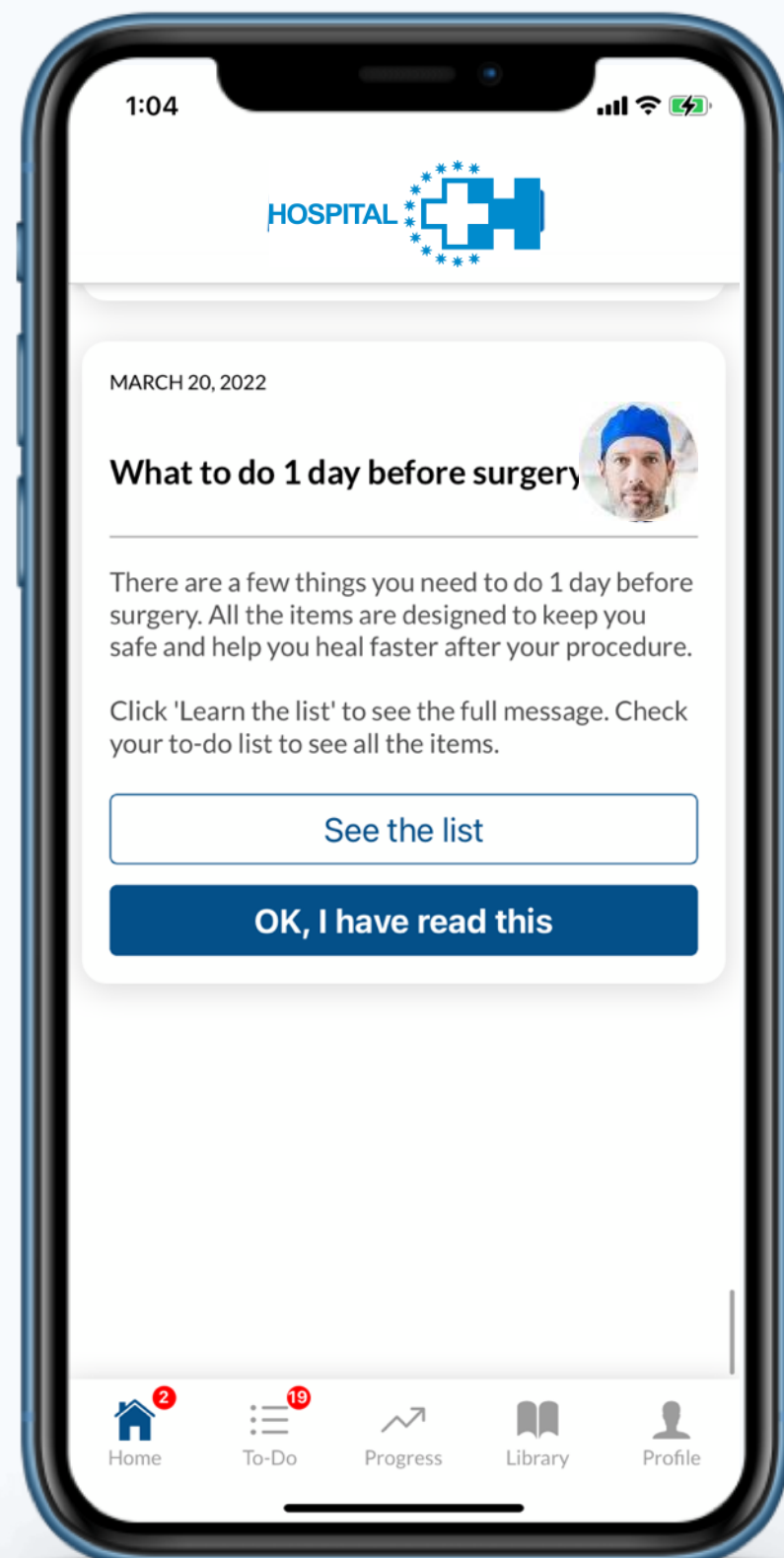# Colorectal Surgery: Reducing mortality, LOS, readmissions & ED visits

Atrium Health

	Control	SeamlessMD	Change	p value
Sample size *Data matched for Age, Sex, BMI and surgery type over a similar time frame*	95	95	--	
Median Length of Stay (days)	4	3	↓1.0 day	0.021
30-day readmissions	21.1%	8.4%	↓60%	0.041
ED visits	24.2%	14.7%	↓31%	0.099
Overall mortality	5.3%	0%	↓100%	0.023

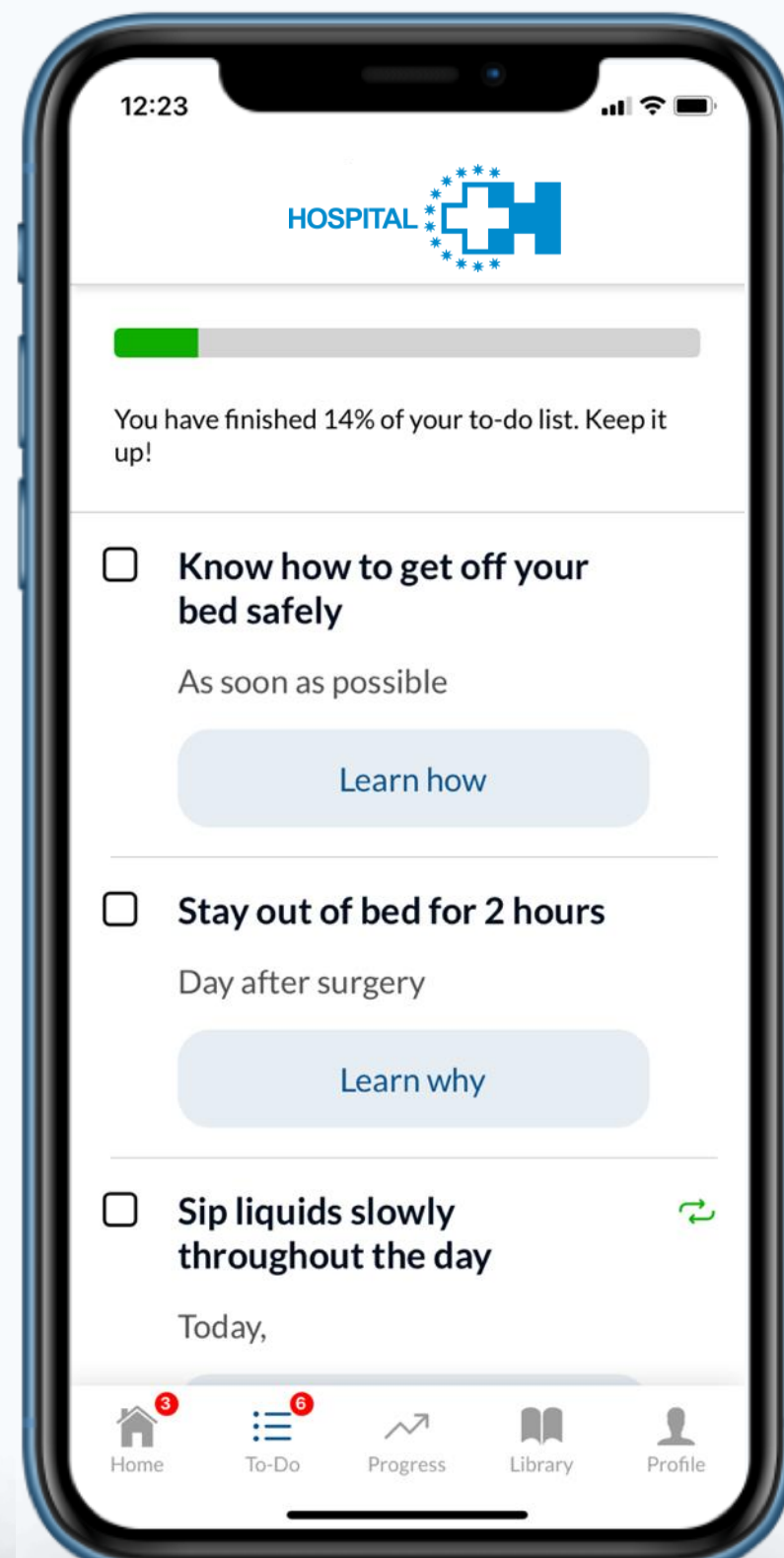Atrium had a pre-existing ERAS program. **SeamlessMD improved clinical outcomes further**

Patient app: Digital Care Journey workflow (e.g. pre & post knee surgery)
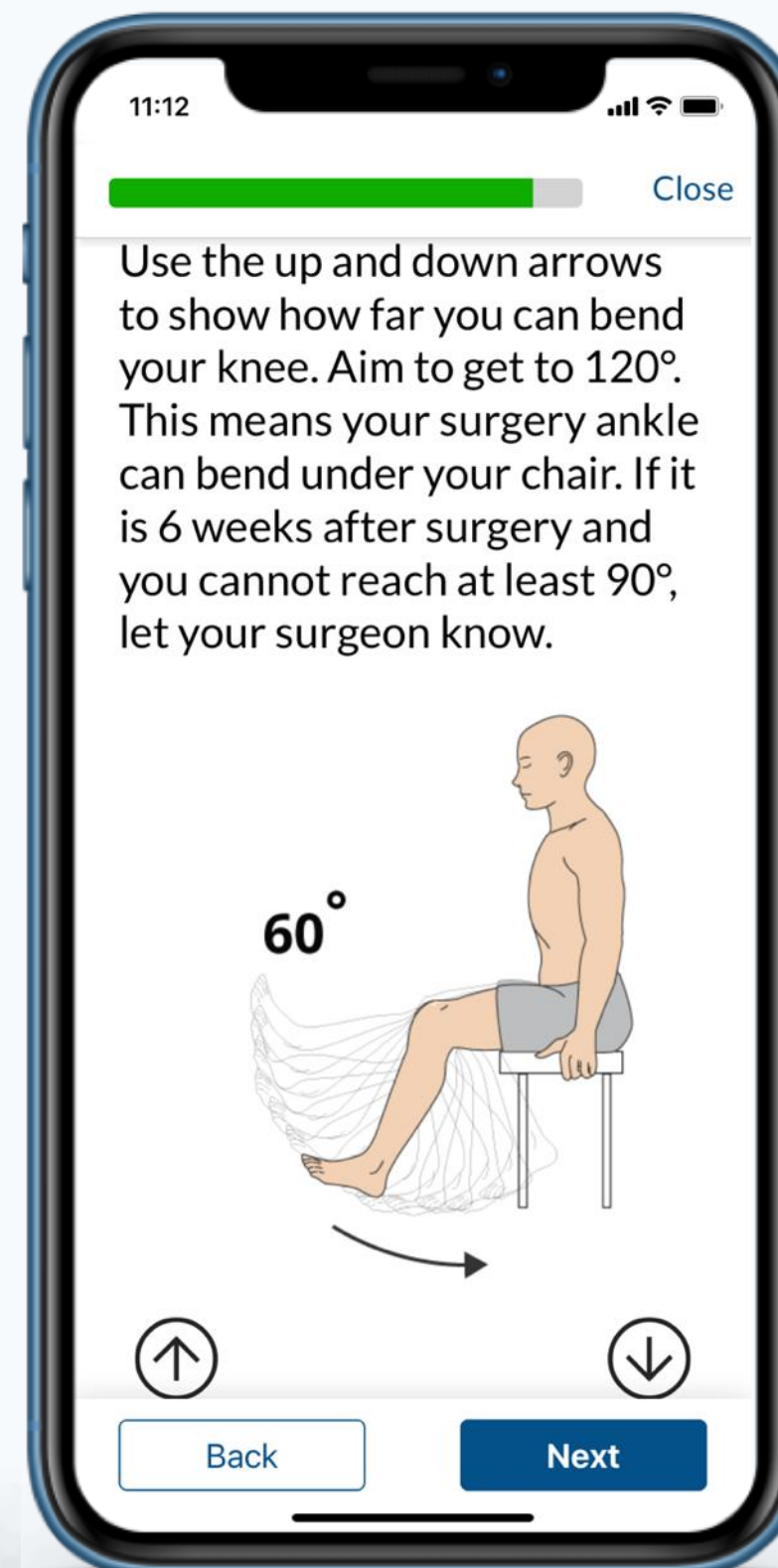
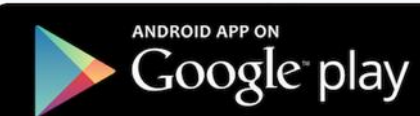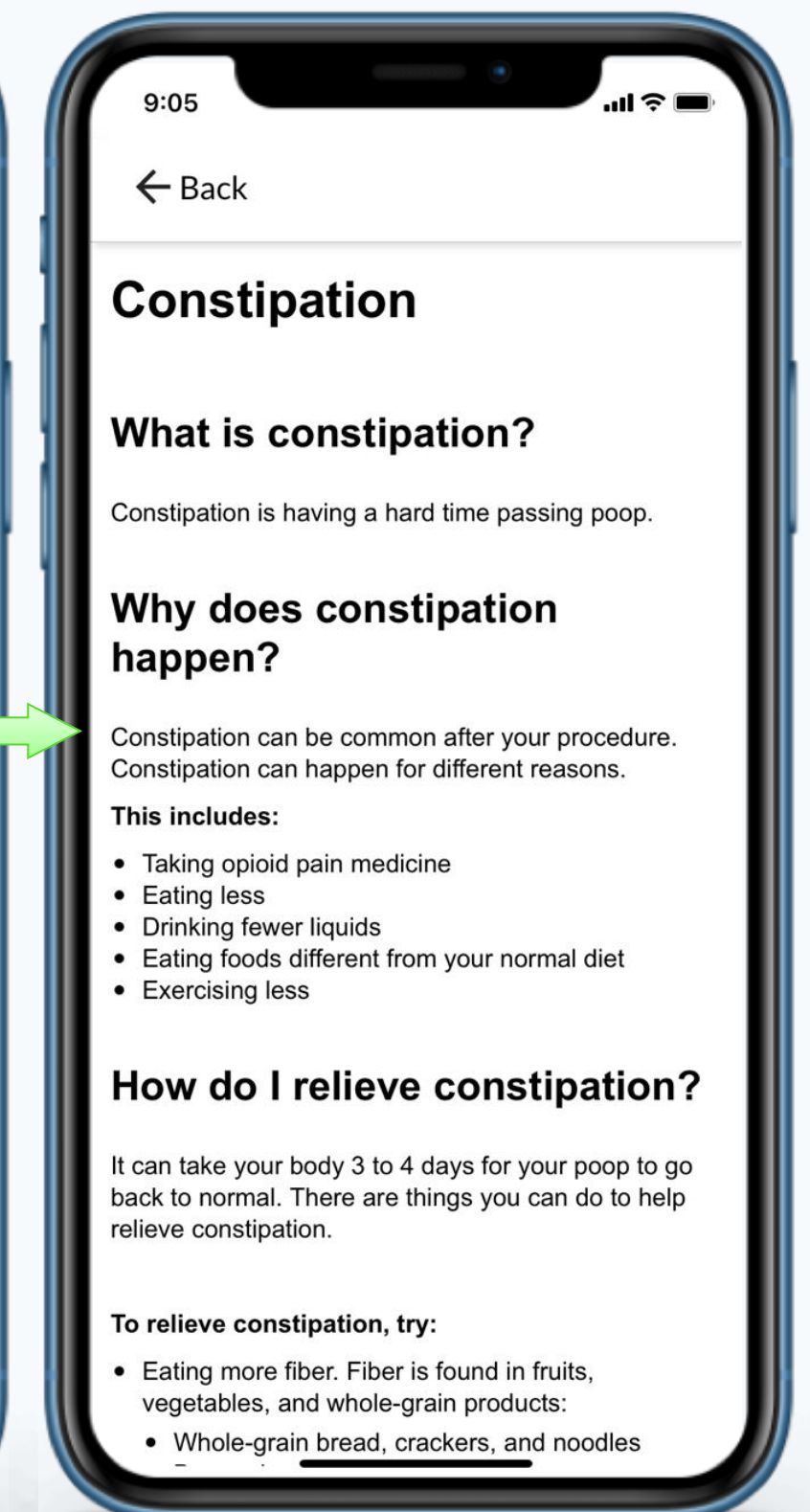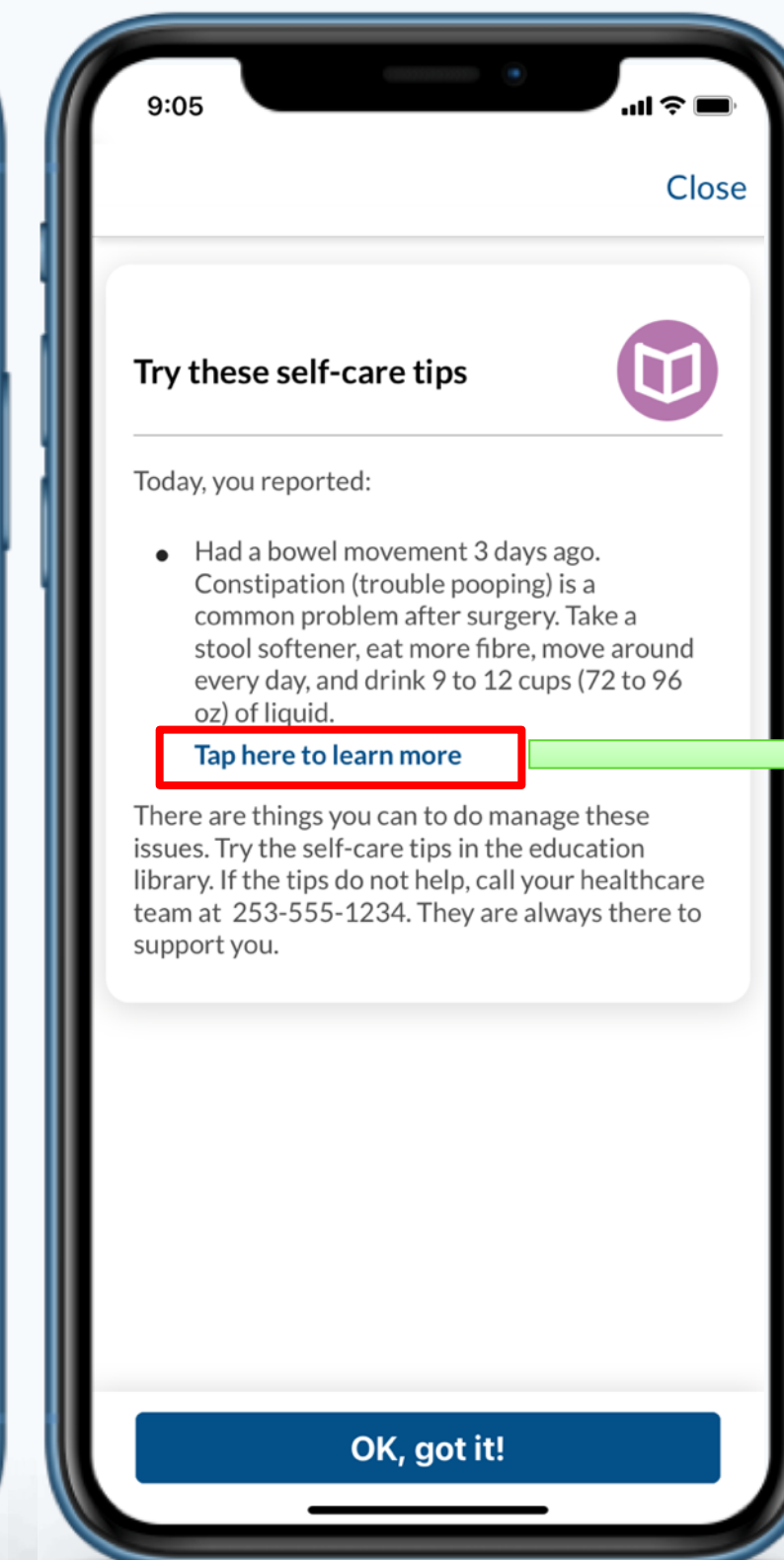| Just-in-time reminders	Evidence-based care plans and education	Monitor symptoms, progress & PROs	Automated self-care guidance

Download on the App Store

ANDROID APP ON Google play

Available on Web Browsers

# Customizable, Out-of-the-Box Digital Care Plan Library

- Evidence-based, Digital Care Plan templates all developed in-house using our proprietary, clinician-led methodology
- Go-Live in just 9-12 weeks: Customers use ~80% of our template care plans and customize ~20% to match their own protocols

Surgery

Cardiovascular
- Open heart surgery
- TAVR/TAVI
- Vascular surgery
- MitraClip/ TriClip

Thoracic
- General thoracic
- Esophagectomy
- Robotic bronchoscopy

Orthopedics
- Hip replacement (inc. fracture)
- Knee replacement
- Shoulder
- Spine
- Ankle replacement

General & GI Surgery
- Colorectal
- Bariatrics
- Gallbladder
- Foregut
- Hernia
- Emergency general surgery

Surgical oncology
- Pancreas
- Liver
- Thyroid
- Parathyroid
- Adrenal
- Breast cancer

Urology
- Prostatectomy
- Cystectomy
- TURP
- TURBT
- HoLEP & laser prostatectomy
- Kidney & ureter stones

Women's Health
- Gynecology
- Maternity care (pregnancy, perinatal & postpartum)

Oncology
- Systemic therapy + radiation therapy + survivorship

Cardiology
- Cardiac EP: Ablation
- Cardiac EP: Device
- Angiogram (Cardiac cath)
- Angioplasty (PCI)
- PFO/ASD/LAA Closure
- Hemodynamic assessments
- Left ventricular assist device (LVAD)

Procedures
- Endoscopy (colonoscopy, gastroscopy, sigmoidoscopy, etc.)
- Cataract

Medical / Episodes of care
- Post-discharge Congestive Heart Failure (CHF)
- Post-discharge COPD
- Frailty
- Interstitial lung disease

Behavioral Health
- Mental health
- Addictions

Protocols

Enhanced Recovery After Surgery (ERAS)

Covid-19
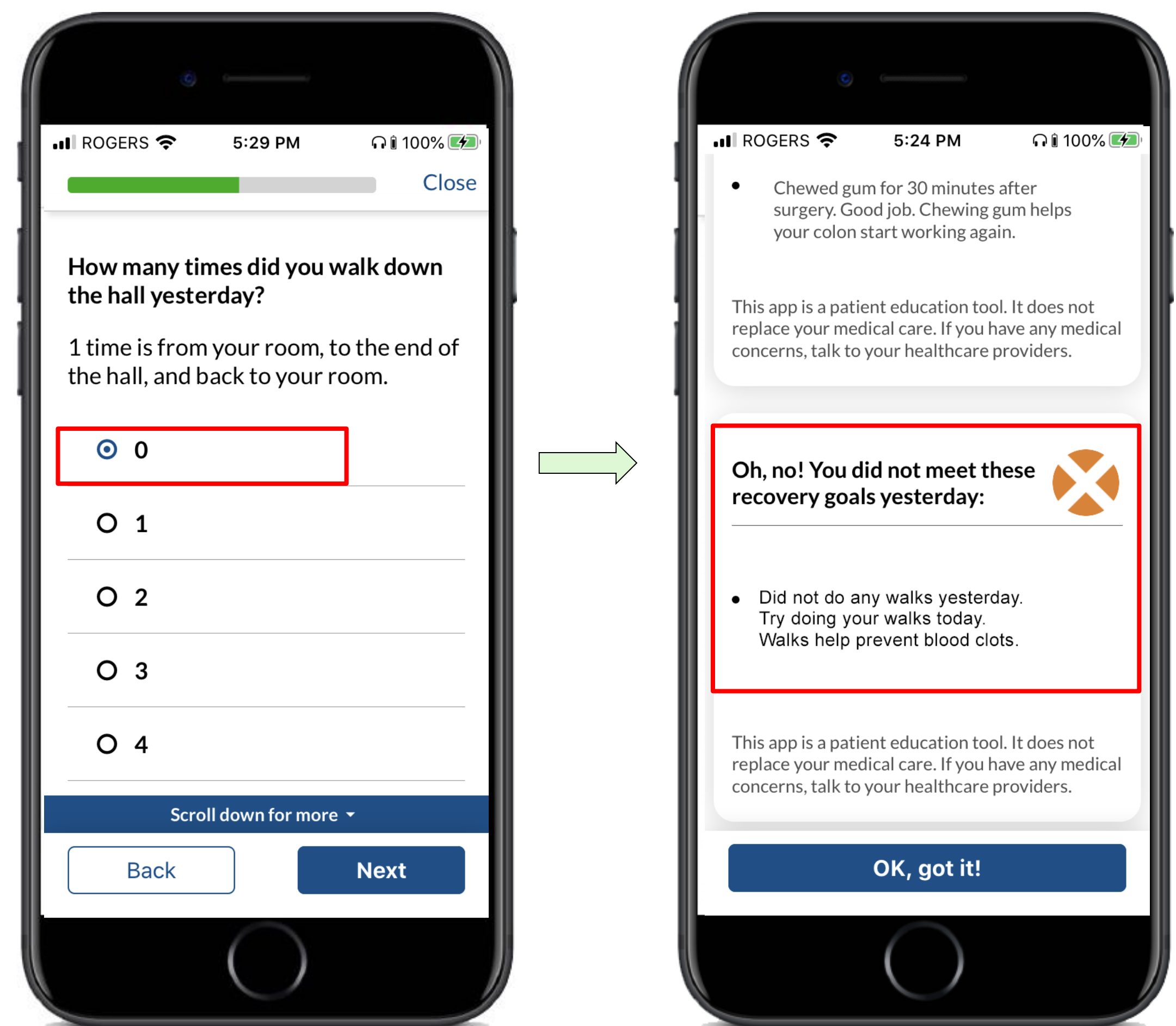- Patient Monitoring
- Employee Monitoring

Opioid Tracking

Prehab

Dynamic, personalized experiences drive high engagement & outcomes

Dynamic personalization
based on medical history
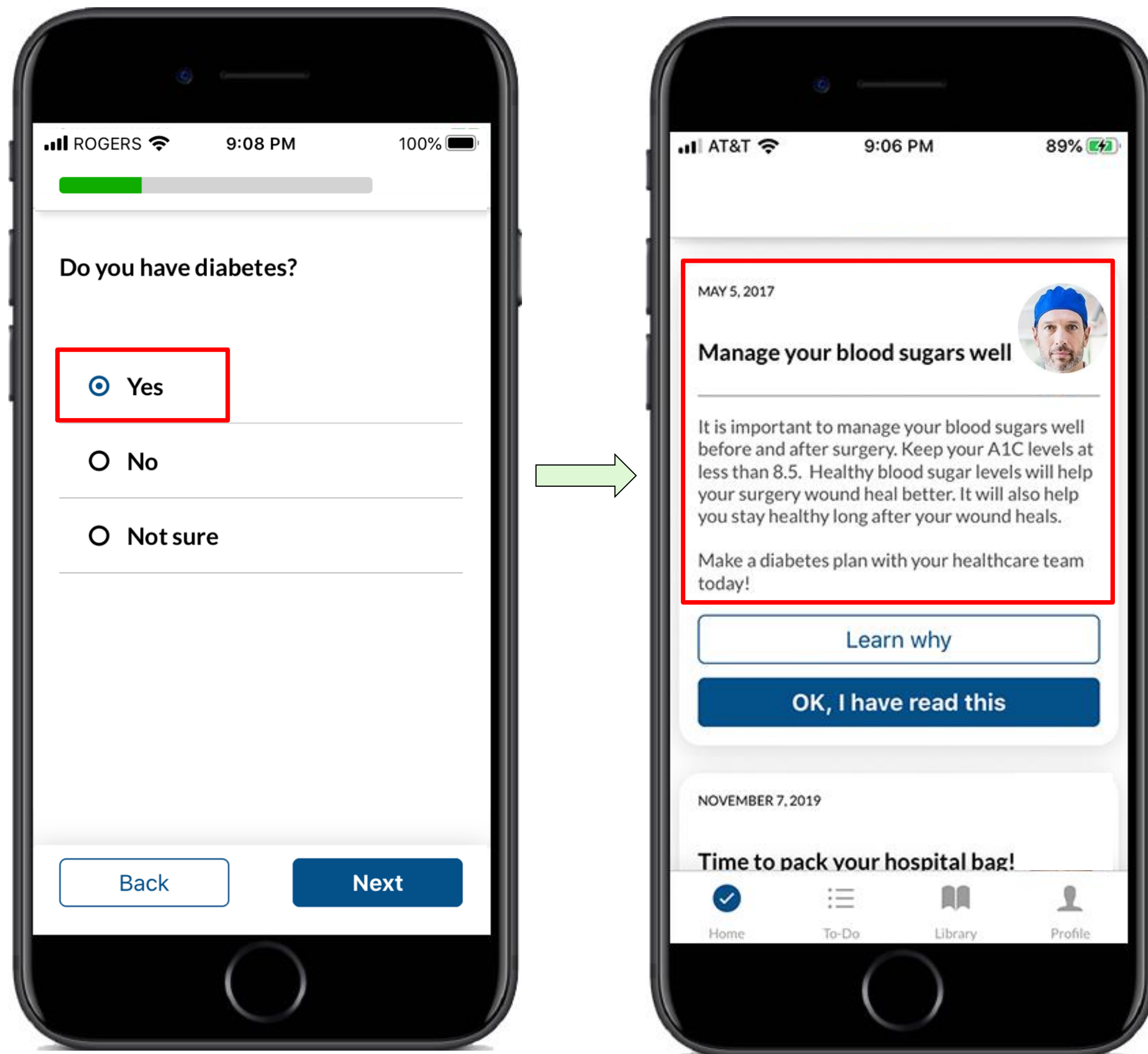
Dynamic, personalized feedback
based on patient progress

Automated feedback for patient self-management (↓ phone calls)

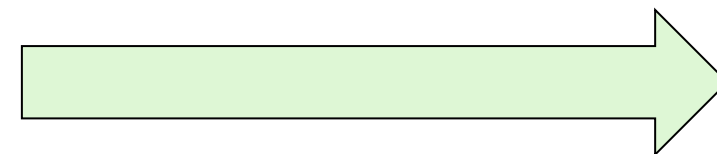## During recovery, patient has non-urgent issue:

Have you noticed any of these other common problems after surgery?

These are not emergencies. There are things you can do to manage each.

☐ Tiredness

☐ Nausea, vomiting or upset stomach

☑ Constipation (have not pooed for 3 or more days)

☐ Diarrhea (watery poo)

☐ No

Back   Next

Automated feedback

Try these self-care tips

Today you told us about these issues:

- Good job! Your knee is fully straightened again! Keep doing your exercises so you can keep this level of flexibility!

- Constipation. This is a common problem for people taking pain medicines after surgery. There are things you can do to manage this.

Learn what to do

This app is a patient education tool. It does not replace your medical care. If you have any medical concerns, talk to your healthcare providers. If it is a an emergency, go to your closest emergency department.

OK, got it!

Customized self-care education
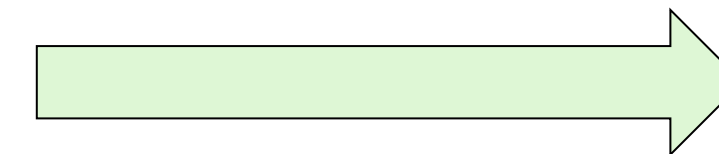
Do this to prevent constipation:

- Drink enough fluids every day. Men need 3L (12 cups) of fluid every day. Women need 2.2L or (9 cups) every day. This includes soups, sauces or fluid in the food you eat.
- Eat a balanced diet. Include lots of high fibre foods such as whole grains, fruits and vegetables.
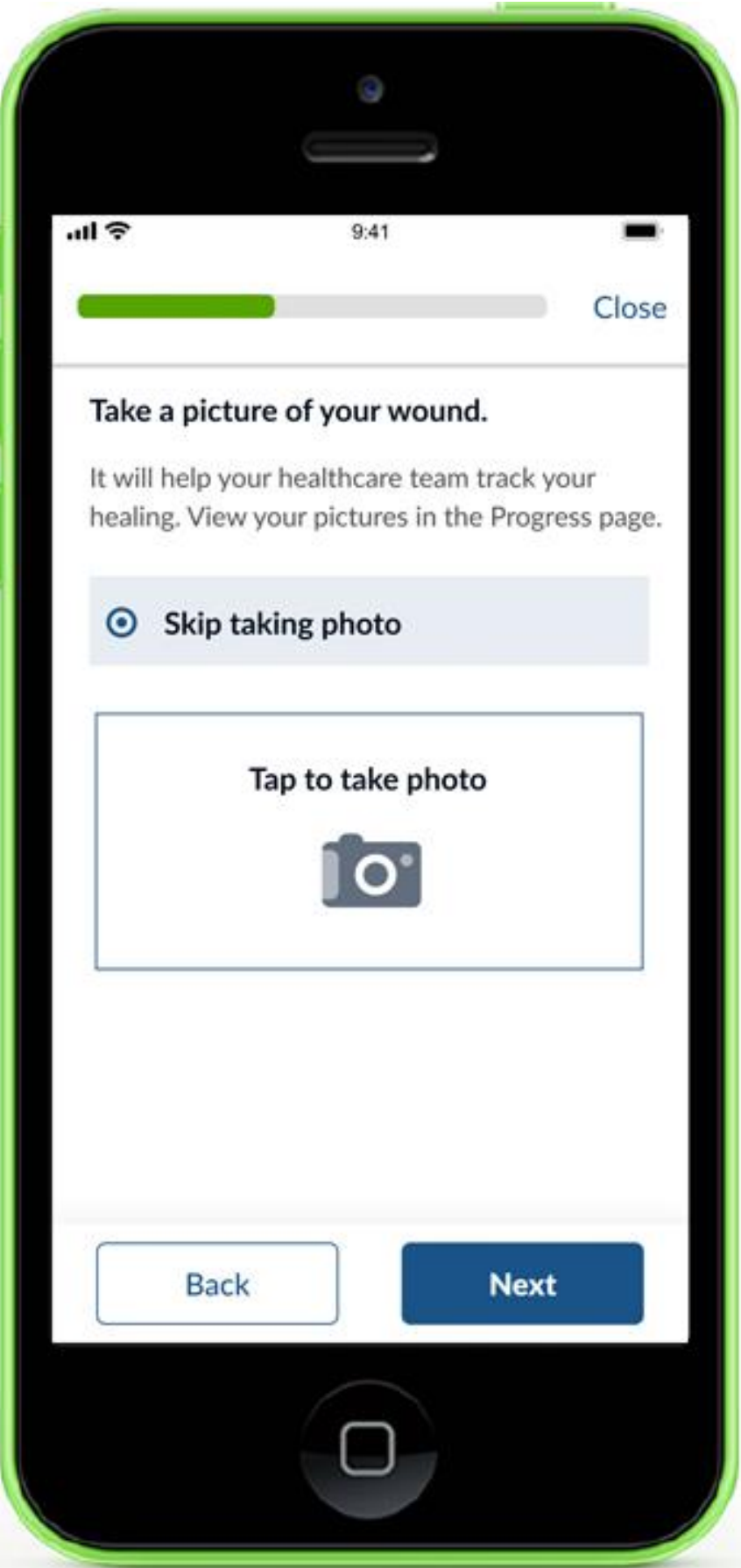- Stay active. Keep doing your daily exercises. Moving around helps.

If you have constipation, you can also:

- Take a stool softener. Stool softeners make it easier for you to pass a stool. Your doctor may recommend one. You can also ask your pharmacist for a recommendation. You do not need a prescription for most stool softeners. An example is docusate sodium (such as Colace®).
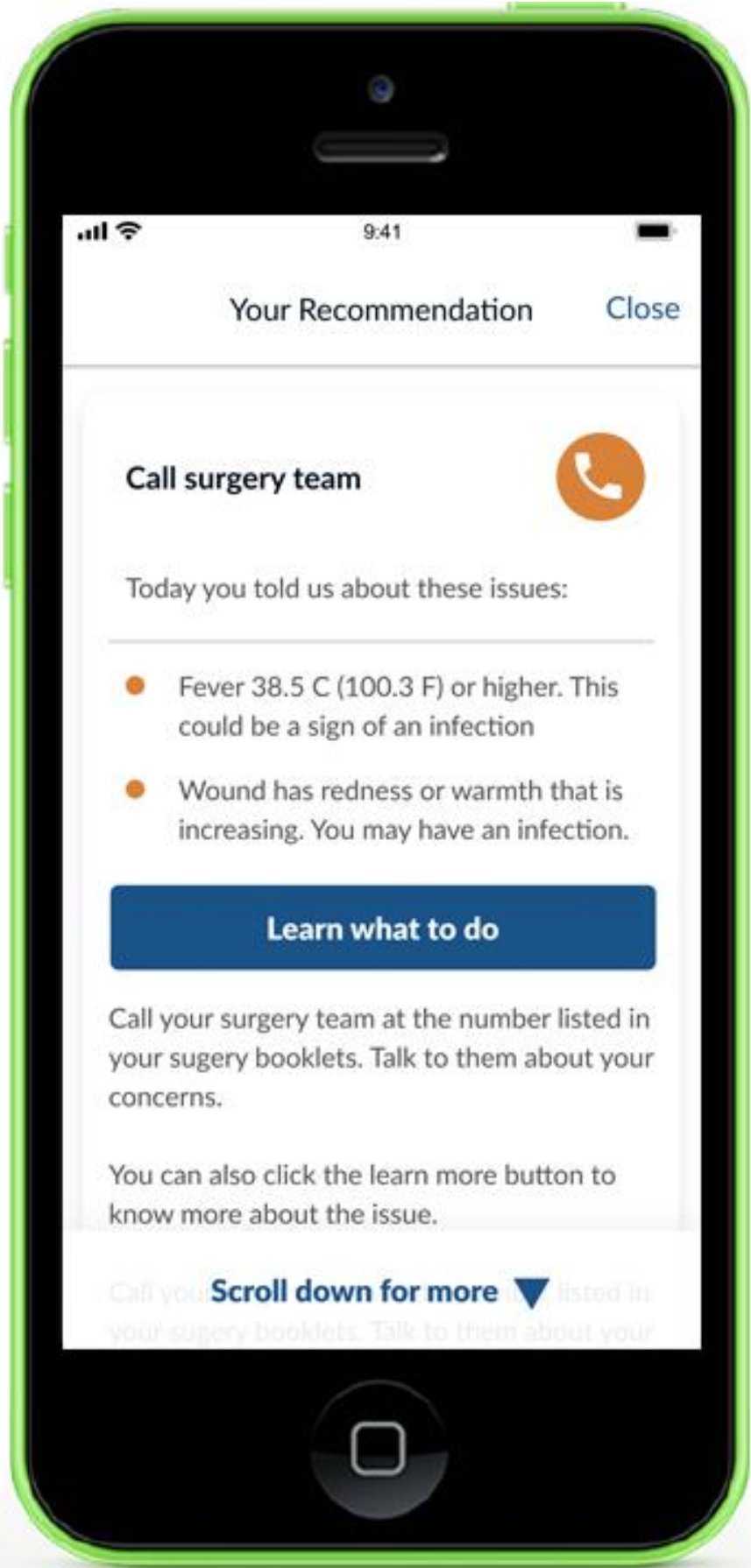
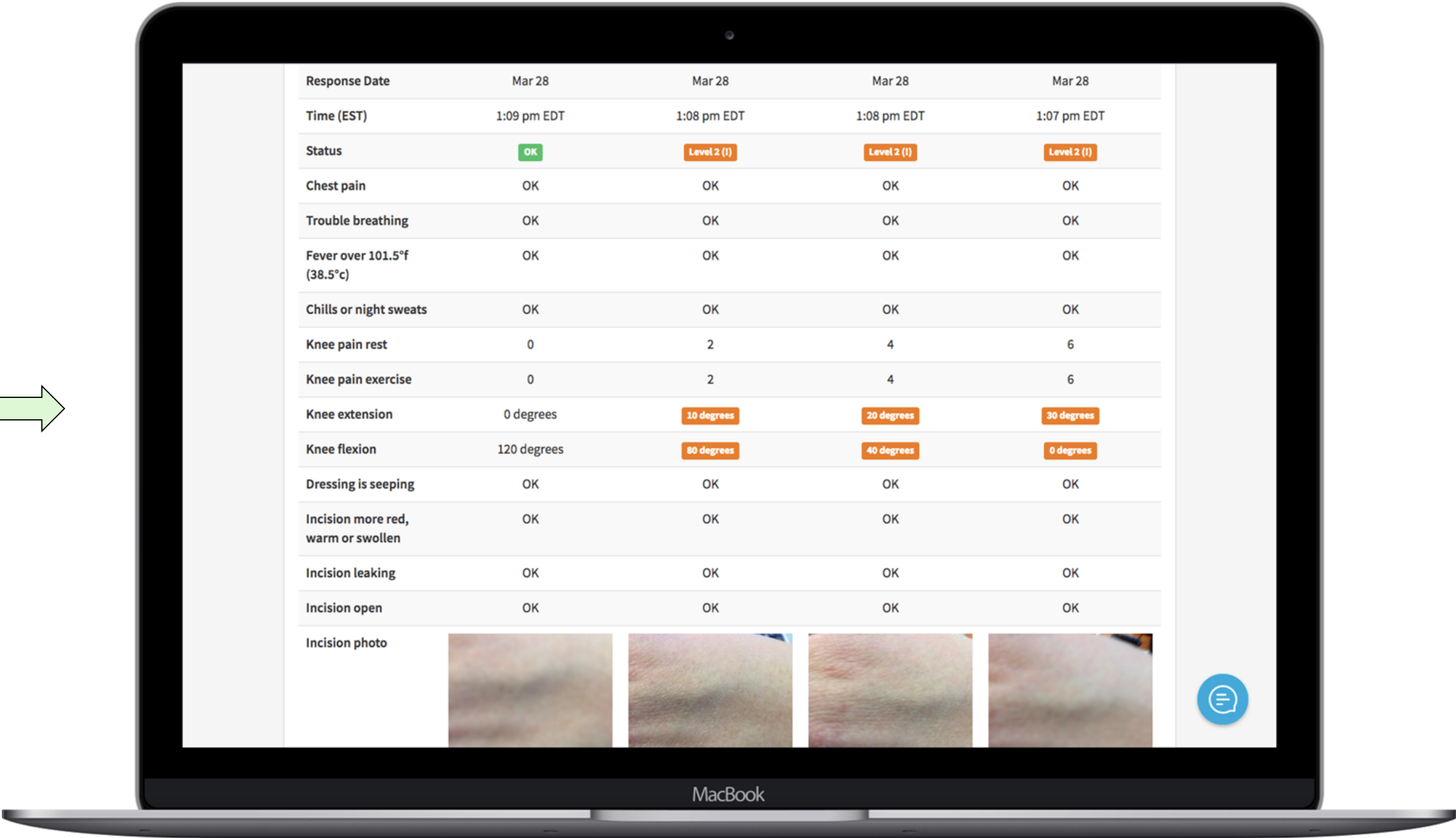# Provider app: Remote monitoring to catch problems earlier

Collect Recovery Data
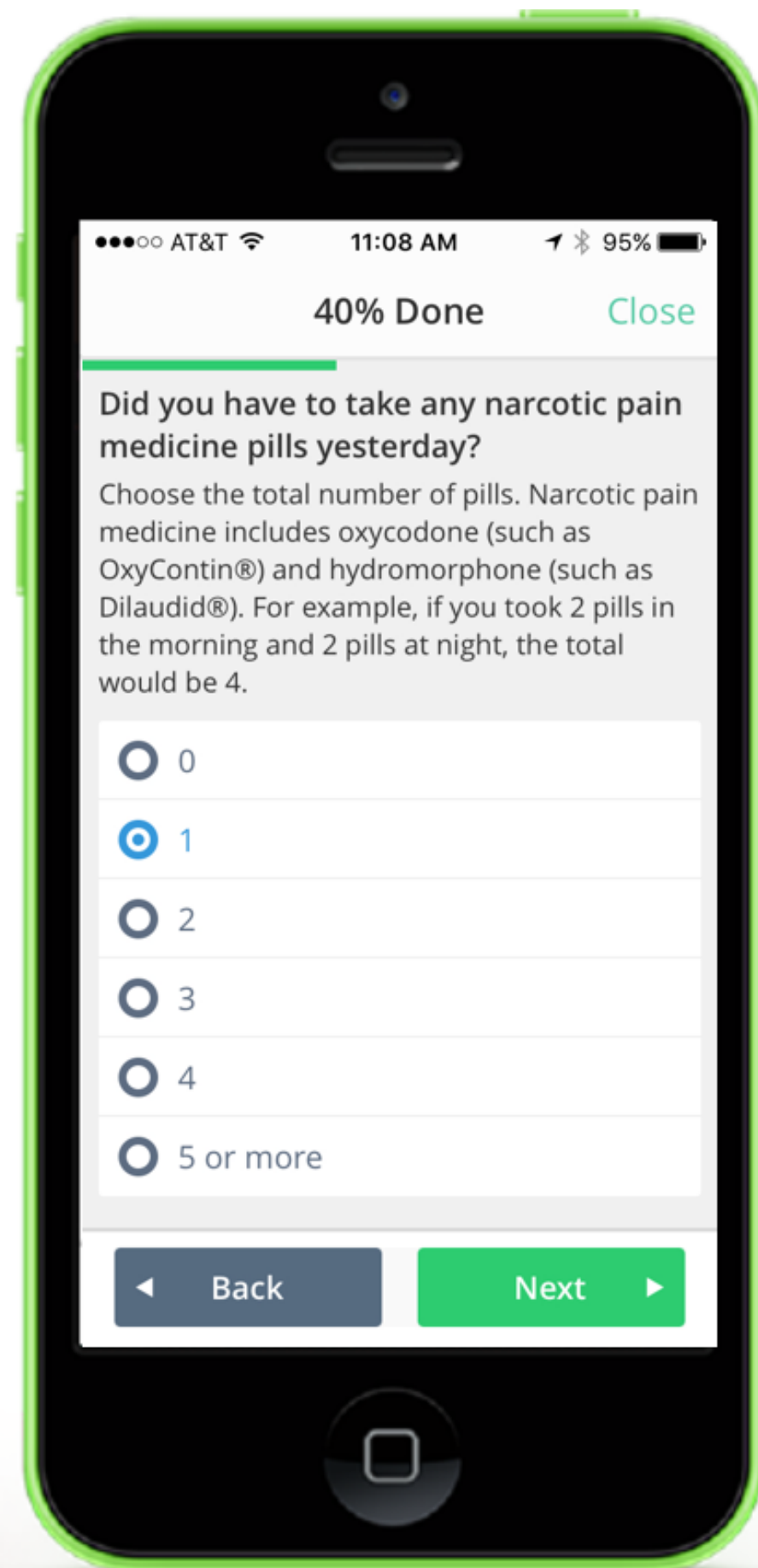(Patient view)

Algorithm-Based Feedback
(Patient view)

Alerts & Dashboards
(Provider view)

Response Date	Mar 28	Mar 28	Mar 28	Mar 28
Time (EST)	1:09 pm EDT	1:08 pm EDT	1:08 pm EDT	1:07 pm EDT
Status	OK	Level 2 (!)	Level 2 (!)	Level 2 (!)
Chest pain	OK	OK	OK	OK
Trouble breathing	OK	OK	OK	OK
Fever over 101.5°f (38.5°c)	OK	OK	OK	OK
Chills or night sweats	OK	OK	OK	OK
Knee pain rest	0	2	4	6
Knee pain exercise	0	2	4	6
Knee extension	0 degrees	10 degrees	20 degrees	30 degrees
Knee flexion	120 degrees	80 degrees	40 degrees	0 degrees
Dressing is seeping	OK	OK	OK	OK
Incision more red, warm or swollen	OK	OK	OK	OK
Incision leaking	OK	OK	OK	OK
Incision open	OK	OK	OK	OK
Incision photo				

Provider app: Dashboards & analytics to improve performance

Collect data on opioid use
(patient view)

Analyze & reduce opioid use across the population
(provider view)

40% Done Close

Did you have to take any narcotic pain medicine pills yesterday?

Choose the total number of pills. Narcotic pain medicine includes oxycodone (such as OxyContin®) and hydromorphone (such as Dilaudid®). For example, if you took 2 pills in the morning and 2 pills at night, the total would be 4.
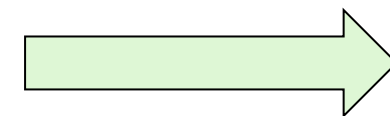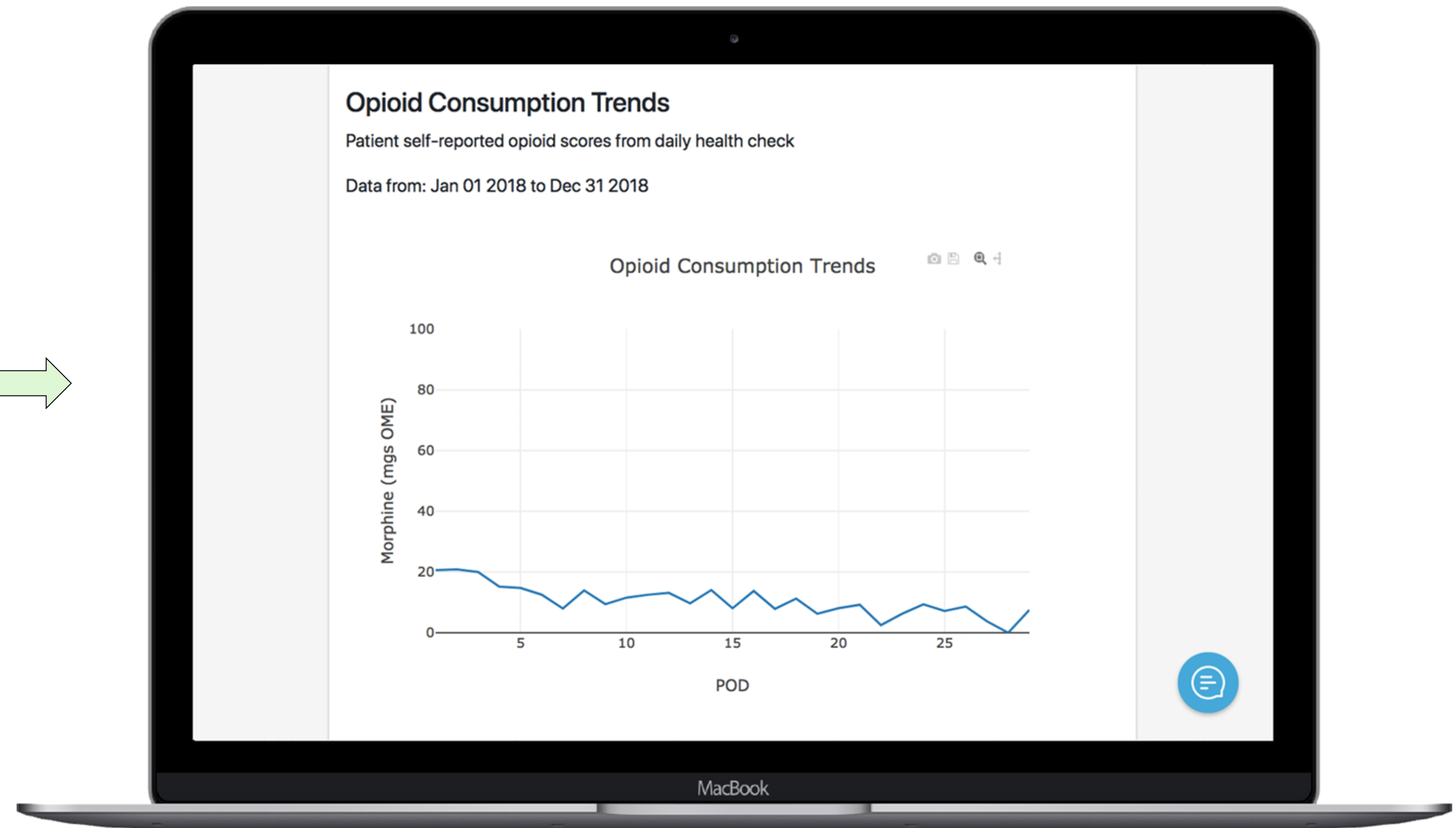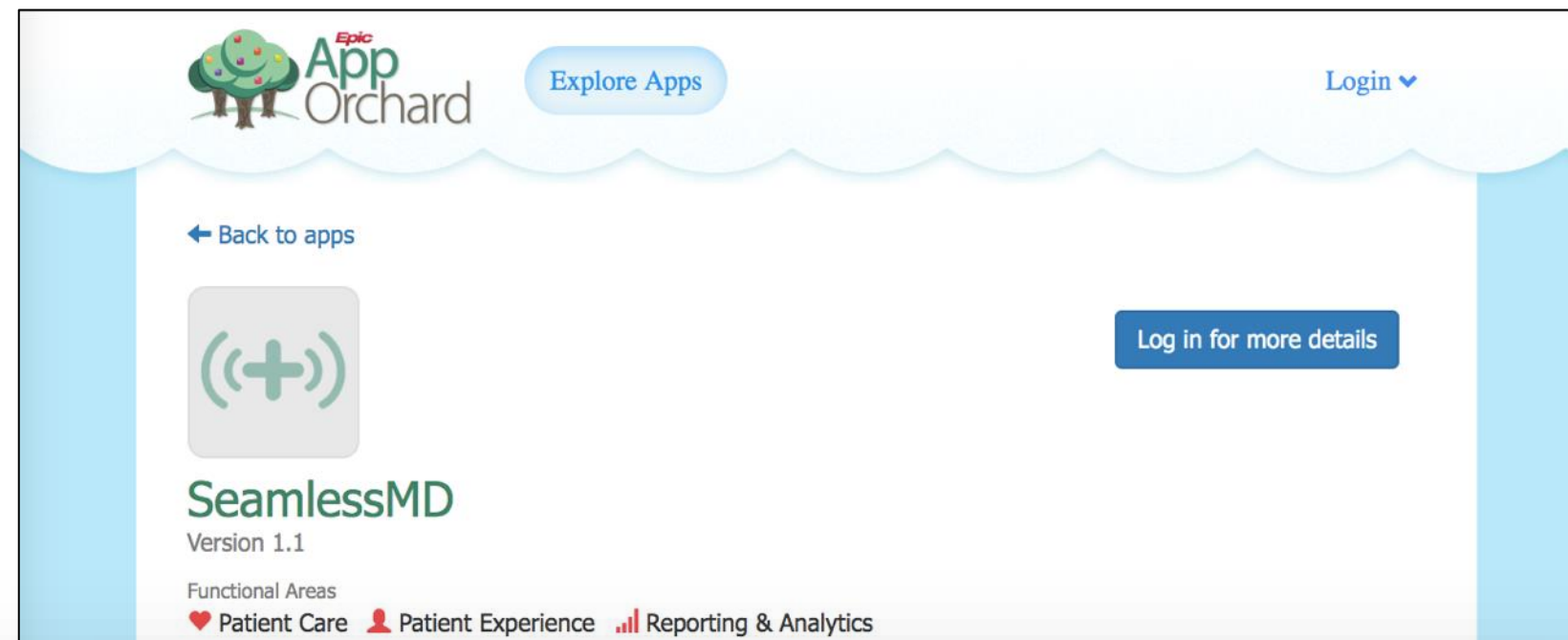
- 0
- 1
- 2
- 3
- 4
- 5 or more

◄ Back   Next ►

Opioid Consumption Trends

Patient self-reported opioid scores from daily health check

Data from: Jan 01 2018 to Dec 31 2018

Opioid Consumption Trends

Validated, turn-key EHR integrations

https://apporchard.epic.com/Gallery?id=667

https://code.cerner.com/en/apps/seamlessmd

e.g. Meditech Expanse contextual launch

- **Turn-key:** Leverage an existing, direct integration with the EHR vendor
- **Fast implementation:** integrate in 3-4 weeks (instead of 3-4 months)
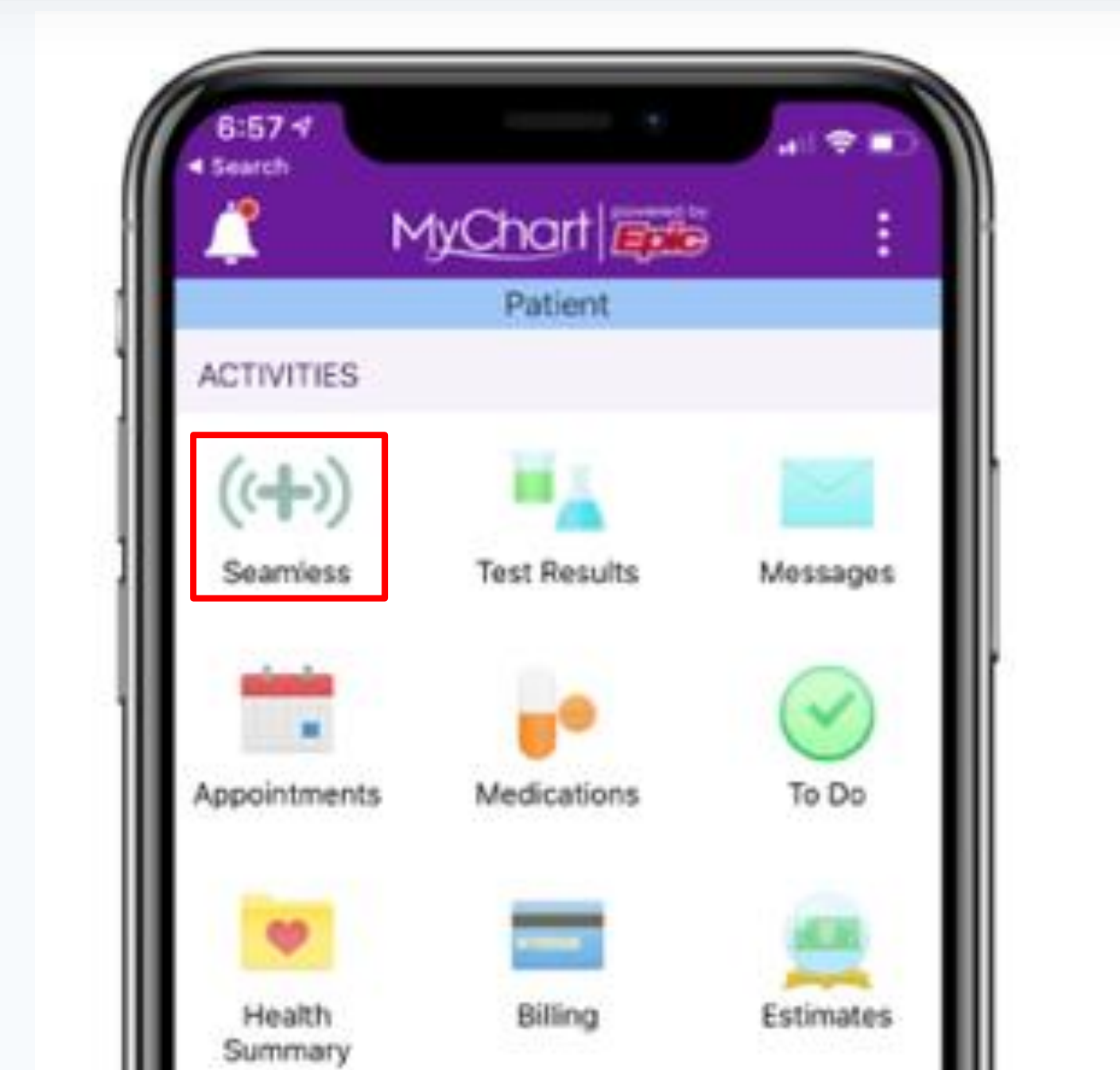
Validated, turn-key EHR integrations

SeamlessMD is embedded into the EHR provider workflow

Streamlined way to enroll patients and monitor patient data

SeamlessMD is embedded within existing patient portals

(E.g. Epic MyChart)

NOTE: We can also do traditional integrations (e.g. HL7v2)

Improved patient experience & patient safety

Elevated consumer experience

*"It was like a friend checking up on you. **This made my second recovery so much better! I wish I had this for my first C-section!"***

Reduced anxiety

*"I knew what was going to happen and why. **It felt like someone cared!***

I worry A GREAT DEAL and this helped me know what was coming, normal or a problem, which helped to calm me a bit. Thank You for this caring."

Lifesaving experience

*"Skylar recommended I go to Emerg and I found out I had blood clots in my lungs. **I'm sure this saved my life** as I would have kept making excuses that it was a pulled muscle from the surgery or how I moved during the recovery. ♥ the close connection."*

SeamlessMD

Professional services:

Implementation &
Customer Success

We are true partners with you for the life of our engagement – from implementation through on-going success
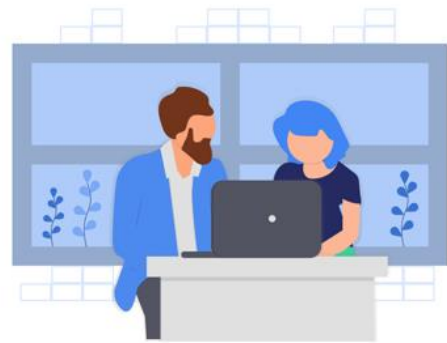
Customer Success Manager

- Project management
- Staff training
- Advisory services & best-practices to improve engagement & outcomes
- Regular check-ins
- Business reviews

Patient Education Specialist

Individual with clinical experience (e.g. nurse, pharmacist, health communication specialist, etc.) who applies our best practices on patient engagement, health literacy and accessibility to translate your pathways into engaging programs that achieve results

Support Specialist

- Patient technical support issues
- Provider technical support issues
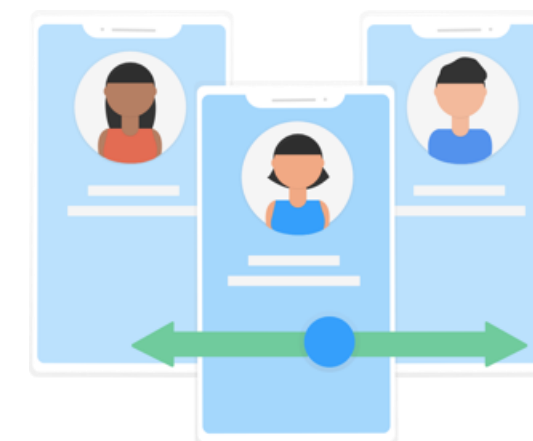
Quality Assurance Associate

Configures and tests your programs on all platforms (Web, Apple, Android) to ensure patient safety

8 to 12 week implementation where our team does the heavy lifting

| Steps	Client role	SeamlessMD role
(1) Customize the Patient App	• Provide copy of existing protocols (e.g. patient instructions, surveys, etc.)	• Translate Client protocols into digital elements on platform (e.g. electronic reminders, to-do lists, interactive surveys) • Apply evidence-based principles (e.g. health literacy, adult learning = to ensure high patient engagement) • Brand platform (e.g. Client's logo, clinician portraits, etc.)
(2) Review & Test	• Provide feedback on prototype	• Demo prototype to Client providers • Revise App based on Client feedback • Perform Quality Assurance testing on Apple, Android and Web platforms for patient safety
(3) Program Launch	• Receive training on backend interface & patient enrollment	• Provide out of the box materials (e.g. patient brochures) • Set up Client user accounts & customize user permissions • Train staff on best-practices for enrollment (e.g. scripts) • Train staff on backend interface and dashboards

Out-of-the-box materials & training for high patient adoption

Instructional brochures

Patient friendly guides that explain how to get set up and use SeamlessMD
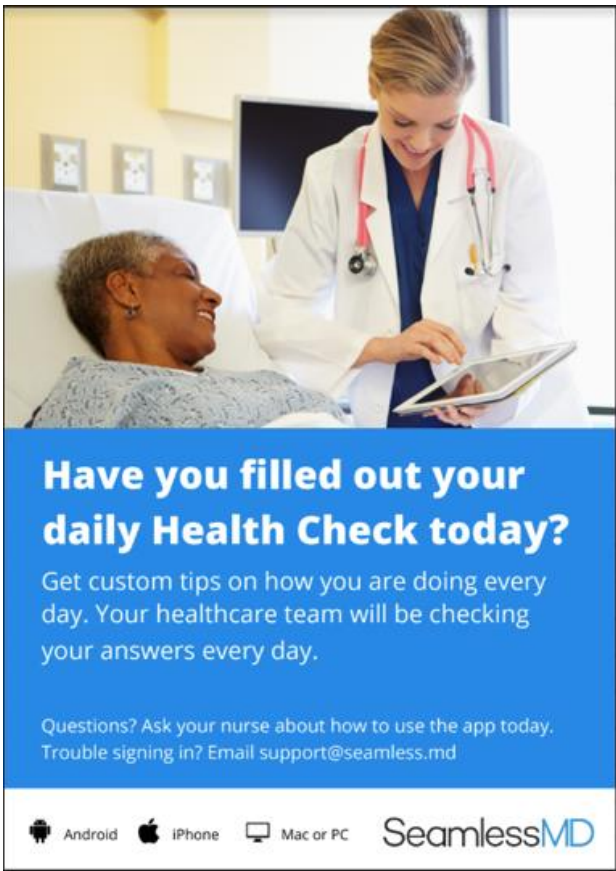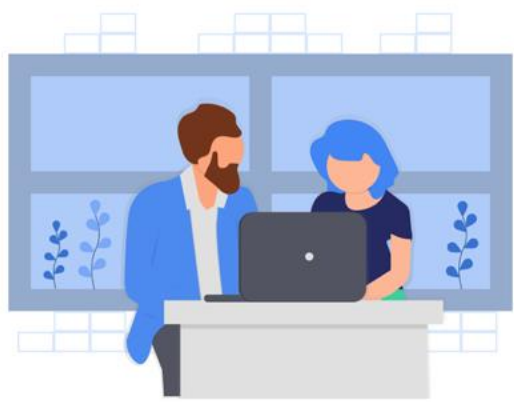

Posters

Remind patients to use SeamlessMD throughout the entire journey

Example scripts

Staff friendly guide that explains how to best educate patients on SeamlessMD

Staff training

Your Customer Success Manager will provide training and best-practices for enrollment

KLAS Emerging Technology Spotlight Report 2022

SeamlessMD 2022
Patient-Driven Care Management for Preoperative & Postoperative Care

"**Patient-driven care management** solutions have the potential to improve the overall quality of patient care and to drive outcomes by **enabling clinicians to monitor and stay connected with patients across their healthcare journey—including before, during, and after hospitalization.**

Tools that extend beyond patient communications to provide guidance that helps patients manage their own care. Unlike population health tools (driven by the provider), these tools are provided to patients to self-manage their care journeys."

Why do health systems choose SeamlessMD over alternatives?

Decision Criteria	SeamlessMD
EHR integration experience	Only solution with turn-key integrations with Epic, Cerner & Meditech
Clinical evidence	35+ clinical studies or evaluations for reducing LOS, readmissions, cost, etc. • Most clinical evidence in the industry • Evidence for the most specialties in the industry
Patient activation	Industry-leading 90%+ patient account activation rates
Robust clinical content & customization support	Customizable, out-of-the box, evidence-based digital care plans Patient Education Specialists with clinical experience (e.g. pharmacists, nurses, etc.) lead the implementation & customization, leading to greater success
Experience with multiple specialties	Enterprise-wide solution that supports wide range of care journeys: • Surgery, oncology, maternity care, chronic care, behavioural health, etc.
Overall cost of technical ownership	Low due to high-touch service partnership, including dedicated Customer Success Managers, Patient Education Specialists, Patient Support Specialists, etc.

SeamlessMD

Enabling health systems to engage, monitor and stay connected with patients
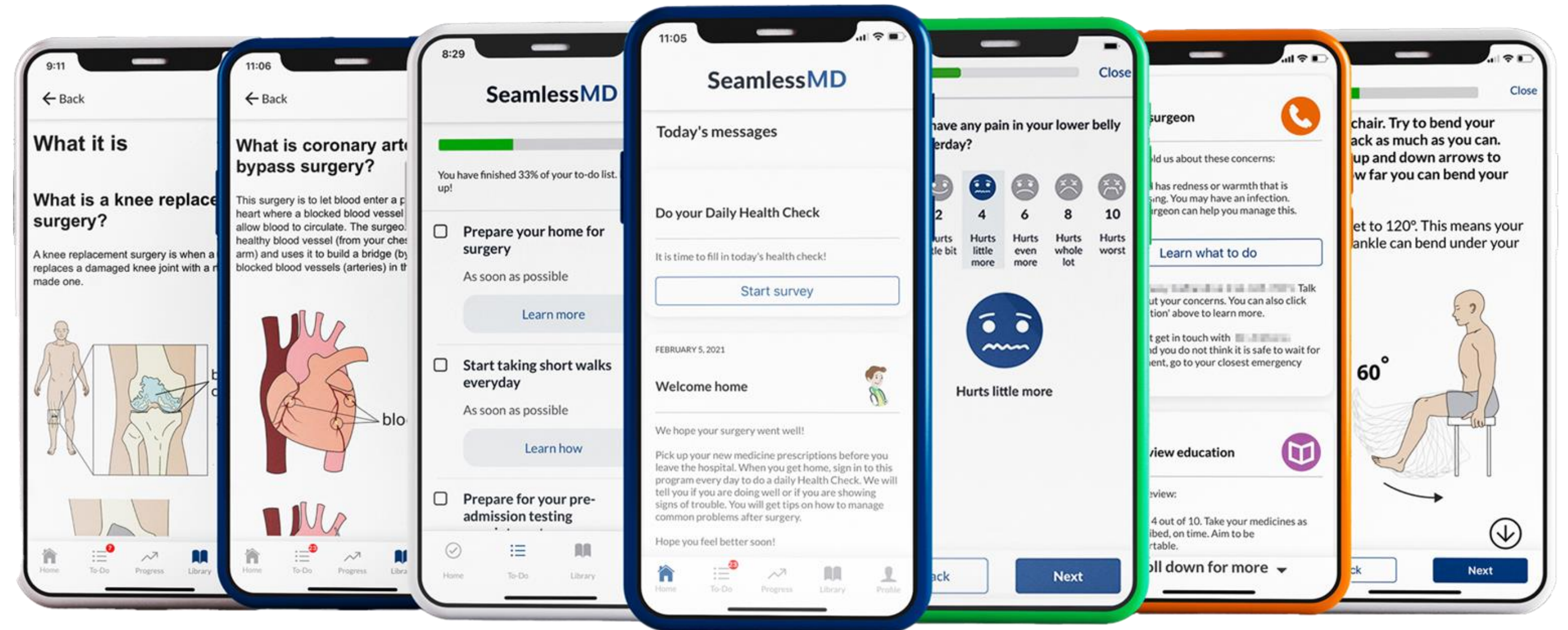
www.seamless.md

info@seamless.md