



Your On Demand Medical Exam

Avera eCARE®

Enhanced Telehealth Services.
Increased Patient Utilization.
A Case for Adoption of the
TytoCare™ Device.



Opportunity

Avera eCARE, the world’s leading telehealth provider, is affiliated with Avera Health, based in Sioux Falls, S.D. Avera eCARE delivers a wide continuum of services to meet varied needs of patients, clinicians and health systems, including Emergency, ICU, Pharmacy, Senior Care, Behavioral Health, Correctional Health, School Health, Hospitalist and Specialty Clinics. Over the span of 25 years, Avera eCARE has developed an innovative network to meet Avera’s unique needs as a health system, providing more than 3 million patient telehealth encounters at over 450 sites in 30 states.

Solution

Recognizing a large number of baby boomers aging into retirement at an ever-growing rate, and projected to outpace the number of medical professionals available, Avera eCARE partnered with Tyto Care to provide telehealth support within assisted living communities. Leveraging Tyto Care’s platform offerings, Avera eCARE sought to improve access to specialized senior healthcare services, provide timelier treatment, bolster varied medical staff, assist with medication management and reduce unnecessary clinic or emergency room visits.

Avera eCARE

30

States

350

Hospitals
Serviced

92

Primary /
Specialty
Care
Serviced

78

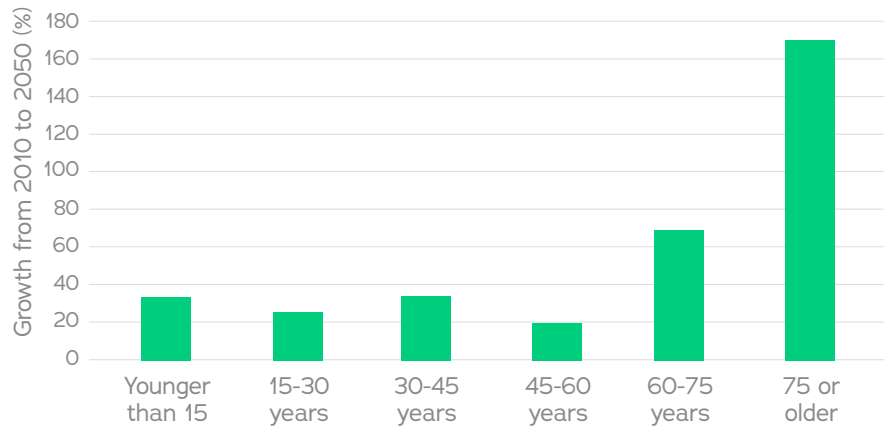
Senior
Living
Facilities
Serviced

Population Growth

By examining age groups, studies predict a clear imbalance of age groups 60 years and older. Trending data that began in 2010 projects the oldest population range to increase 158% by 2050.

Such data gives rise to concerns about a lacking number of healthcare professionals and facilities equipped to provide specialized senior care.

Population segment growth from 2010 to 2050

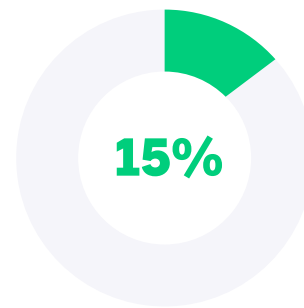


Source: <http://www.growth-works.com/the-silver-lining-in-the-silver-tsunami/>

Health Care Utilization



Utilization of Healthcare Services by Older Adults



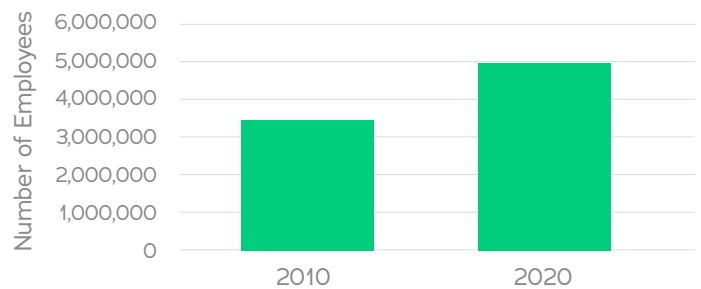
Seniors account for half of all medical costs, ranging from routine doctor visits and assisted care to clinical and emergency room visits.

Despite consuming 50% of medical services, seniors only make up 15% of the overall population.

Staff Shortage

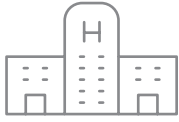
Staffing challenges exist in every facet of the medical industry, but certain work force vulnerabilities are prominent within the senior care industry. Vacancies and turnover of direct care paraprofessionals (nursing aides, home health aides, and personal care aides) has become a serious problem within the industry. One national study of assisted living facilities reported annual turnover rates of an estimated 40% among personal care workers and nurse aides. Workload, compensation, and minimum training opportunities all contribute to turnover and job dissatisfaction.

Needed Direct Care Workforce



Includes Nursing Aides, Orderlies, Attendants, Home Health Aides, and Personal Care Aides

Hospitalizations



5

Million

Hospitalizations
Annually



46

Percent

Avoidable



\$15

Billion*

Annually. Each hospitalization
costs an average of \$11,255.

* Acello, Barbara. Ending Hospital Readmissions: A Blueprint for SNFs. HCPro. March 2011.

The emergency room is often a first stop for many seniors in need of advanced levels of care, leading to hospitalization. Such visits are not only costly for health systems as well as patients, but nearly half of hospital admissions could be avoided.



Tyto Care & eCARE First Approach

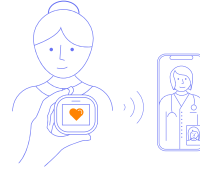
Patient Journey



1 Resident calls staff with medical complaint



2 Staff requests visit in Tyto and Avera eCARE clinician joins the virtual visit



3 Avera eCARE clinician guides staff member on various exams

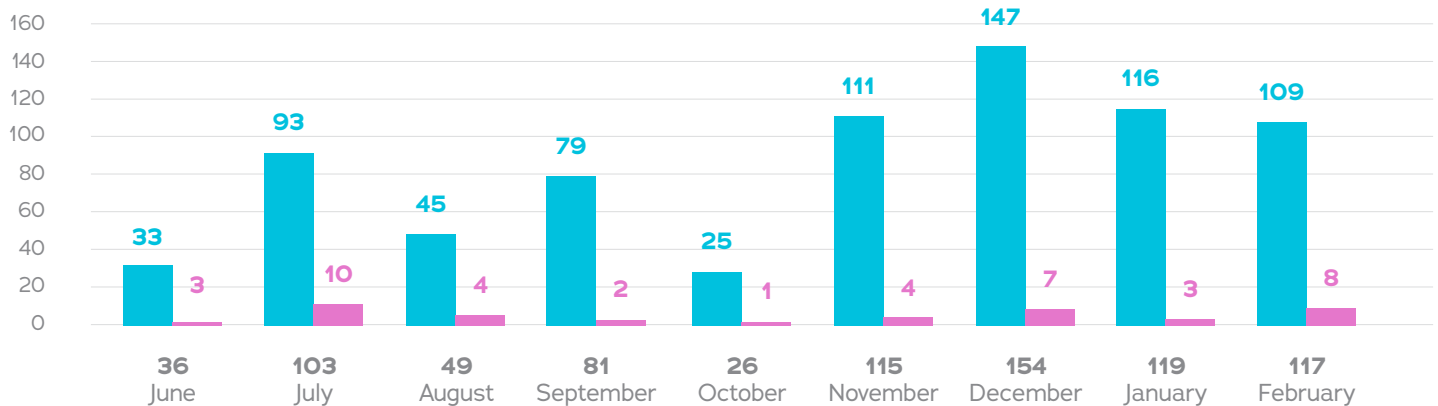


4 Avera eCARE clinician diagnoses resident and prescribes remotely

Treatment in Place

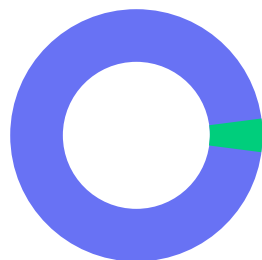
93% of urgent care video encounters result in treatment in place, while only 5% of residents were transferred to the ED via EMS

■ Treated in Place ■ Transferred to ED



Reduction of Transfers

YTD 93% of Residents Treated In Place & Only 5% Transferred to ED via EMS



5%
Transferred to ED via ambulance

93%

Treated In Place



Before implementation of Tyto & eCARE, more than 25% of residents were transferred to ED via EMS

Pre Tyto & eCARE

> 25% transfers



After utilizing Tyto & eCARE, transfers of residents to ED via EMS were reduced to 5%

Post Tyto & eCARE

~ 5% transfers

Benefits of Telemedicine

Assisted Living Residents



“I fell walking out of church and the staff was able to get all the answers they needed and how to dress my wounds so that I didn’t have to go into urgent care or the emergency room.”

- Improve access to healthcare services
- Enhance the quality of care and quality of life
- Timelier treatment to care
- Help assess needs for higher level of care
- Reduce clinic and emergency visits
- Decrease admissions & readmissions to the hospital

Care Providers



“Implementing eCARE has tremendously reduced my on-call time. Before I was on-call all but 4 days a month. Now I’m only on-call 4 days a month. This change has greatly improved my quality of life.”

- Educational opportunities
- Reinforce skill competencies
- Back-up support & guidance
- Access to a team of geriatric-trained specialists
- Assistance with admissions and discharges
- Assistance with encounters (falls, medication, skin, etc.)

Family of Residents



“When the eCARE cart is being used it is typically at night or on the weekends and the family of the residents do feel more comfortable knowing that their family member is being taken care of right away.”

- Reassurance resident will be seen in timely manner
- Increase confidence and provide peace of mind
- 24/7 access to a team of geriatric-trained specialists
- Increase overall satisfaction
- Encourage care involvement
- Avoid unnecessary transfers



Avera eCARE[®]

For more information about Avera eCARE,
please visit www.AveraeCARE.org

Contact us at 605-322-6368



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For more information about TytoCare,
please visit www.tytocare.com.

Contact us at 866-971-8986,
or sales@tytocare.com.