Unity@Home

A practical guide to home health technology

Unity BPO

Welcome to Unity@Home the Home Health Technology Newsletter from Unity BPO

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At **Unity BPO** our goal is simple: to inform post-acute professionals about IT trends and solutions that lower operational costs, increase clinician productivity and satisfaction, and deliver optimal patient care efficiently.

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In This Issue

Hello UnityBPO,

In this issue of Unity@Home we sit down with UnityBPO CEO Steve Wade for a Q&A and gain insight into how the company increases ROI through appointment scheduling, clinician self-service, and process automation.

Q&A with UnityBPO's CEO, Steve Wade

As we closeout 2022, we sat down with Unity's CEO to get his perspective on technology and the home healthcare industry and concepts Agencies can take into the new year.

Explain Unity's mission.

Wade: We're a health technology company. People often ask me, "What do you do?" and I think the short answer is we're a lifeline for clinicians and patients in the use of their technology. We focus on the endpoint whether that's hardware, systems, or the clinician who's using them. And we deliver value by bringing experienced and passionate IT experts, robust solutions already built for the home health market, and automation utilizing industry leading AI tools. Our managed services deliver significant cost savings including market-leading AI for automation of workflows and processes.

We are a partner to acute health systems, home health and hospice agencies, and payers and we are seeing more overlap and assimilation between all 3 industries. Having technology capability and knowledge across all 3 certainly allows us to bring crossover solutions and ideas to these markets. So… no matter your size, we deliver IT-as-a-Service with built-in solutions, EHR and technology support and services, turnkey tablet / device management and we bring tools and platforms that make your life so much easier.

What are the most exciting ways that Unity is bringing high ROI to home health agencies?

Wade: We consider the home health industry to be greenfield, although we're beginning to see signs the industry understands how technology might impact finances and bottom line, clinician burnout, better processes and ultimately a more engaged patient experience. We also know we

need to be a partner and, I know this sounds cliche, but to co-invest where in the end it's a win-win. There are few areas we are clearly seeing opportunities for delivering ROI:

– **Appointment Scheduling** – There are over 900 million health system appointments made every day.   In the acute space the average appointment takes 18 minutes with 5 minutes on hold and 3 transfers. The cost of that appointment is approximately $20.00 – $30.00. It's estimated 70% of those calls can be fully automated and an automated call is 90%+ less expensive than a live-agent call. Some simple math would suggest a hospital that does 100,000 patient appointments a month would save approximately $750,000 / month, or well over $8M / year. Using the same technology to dramatically reduce no-show appointments will also yield significant savings.

A large home health agency may have a 250,000 – 500,000 appointments a month. My experience in working with home health agencies when my parents were aging is that appointment scheduling is recursive with a fair amount of back and forth and many times they occur at night. My other observation is appointments are often rescheduled or missed and the breakage around missed appointments is costly. The time an agency (or a nurse) spends dealing with appointments is also considerable and valuable. AI can offload that work and that cost. I also think about whether this same automated voice technology can be used to facilitate start-of-care activities thereby reducing the time spent with new patients?

– **Clinician Self-Service** – The cost of providing timely support to clinicians when they have technology, systems or electronic health record issues can be expensive. If the support is not timely, then you have the cost of clinician downtime while they wait for the issue to be fixed. The cost of supporting those clinicians in a timely manner is also expensive because you need to staff a service desk 24x7x365 particularly for hospice. We know 30%+ of calls are password resets, others are navigation issues with the electronic health record such as HCHB or Wellsky. Most issues are simple and our experience suggest the top 7-8 most frequent calls make up 60% - 70% of all calls. Using automation to immediately provide the clinician with answers and solutions to their common issues reduces downtime as well as the need to have numerous IT and EHR experts supporting those clinicians.

Process Automation – Unity is engaged in automating processes for clients which include clinician on-boarding, tablet and data plan processes, IT processes, telehealth / virtual visits as well as the delivery of devices to the home. Utilizing AI and other automation tools will deliver ROI by simplifying how these tasks are done while also taking the human out of the loop where it makes sense.

Unity is excited about the possibilities, but we also understand the need to be practical and prudent especially in the home health market -- the ROI has to be tangible and real.

ROI Driven Automation for Home Health

AUTOMATION IMPACT
Complete Automation of IT and Home Health Devices

End-to-end Automation of Clinician Tablet or other devices
- Automated Ordering, provisioning, imaging, reminders
- Significantly improved on-boarding time
- Less than 1% defect rate on all shipped devices
- 60% reduction in IT labor
- Improved Clinician productivity

Full Automation of FDA compliant home health device
- Ordering, provisioning, imaging, alerts, reminders
- Device Kitting, pairing, hardening
- 50% reduction in IT labor
- Virtual agent reduces IT and clinician headcount

AUTOMATION IMPACT
Cost Benefit of Automated Scheduling

Automation of patient appointment scheduling with virtual assistant technology
- Displacing back office and nurse scheduling tasks
- Virtual call agent reduces scheduling cost by 90%

Automation of readmission risk assessments
- Virtual Agent outreach to patients to answer questions regarding current health status
- Reduction in labor-intensive human intervention
- Captured data delivered to nurse or care teams

AUTOMATION IMPACT
Automating Clinician Technology Support

Automating EHR and technology issues and incidents
- Using AI Bot-Driven technology to provide virtual assistance to clinicians and back office
- Reduce monthly call volume from 1.7 avg. to .7 avg.
- Deploying automated self service for password reset, top 10 EHR calls, top 10 technical calls
- Reducing monthly call volume by 60%

Electronic Health Record + Technology + Clinician Engagement + Patient Engagement + AI

Home Health
FAST FACTS

98% of agency owners admit that the caregiver shortage has had a negative impact on their business.

The Home care and Hospice industry employed more than **2,002,895** people in 2022.

Up to **$265 billion** worth of care services for Medicare FFS and MA beneficiaries could shift from traditional facilities to home-based care by 2025.

On Our
RADAR

Orlando Health to Launch Hospital Care at Home Program

Orlando Health is the latest health system to embrace the idea that patients with "certain acute conditions can be treated in the comfort of their home with the same level of care and monitoring they would receive within the walls of our hospitals." **Healthcare IT News**

Franciscan Health Expands its Epic-linked Telemedicine Offerings
Additional tools and support allow patients of Franciscan Health to feel comfortable recovering in their own home. Remote patient monitoring and virtual visits enable patients to connect to physicians in new areas. **Healthcare IT News**

Unity^{BPO} is proud to call New Mexico home. The spiritual essence of Unity is grounded in the culture, diversity, traditions and the beautifully rugged landscape of this land. As the 6th most diverse state in the country, with over 30 cultures including 23 Native American Communities our talented team draws inspiration, sensitivity, patience and compassion from this convergence of enchanting humanity. Our employees live, work, and play all across this breathtaking Land of Enchantment. Here's a few of the amazing events we'll be participating in this month.

Celebrate the Holidays at the Albuquerque River of Lights
After Thanksgiving and through December, enjoy millions of glowing lights meticulously arranged

to form all kinds of amazing shapes and images. The festival features 600 unique light displays, animated 3D sculptures, and a beautiful botanical garden where more lights are displayed. For more information, visit **https://www.cabq.gov/artsculture/biopark/events/river-of-lights**.

Stroll Amongst Luminarias on Christmas Eve

Enjoy this annual Christmas Eve night tradition in Albuquerque without worrying about parking, driving through snow, annoying traffic delays, or wasting gas. The tour, which begins and ends at the Albuquerque Convention Center, takes approximately 45 minutes and travels through Old Town and the Country Club area. Reservations are a must. For more information, visit **http://www.luminariatour.com/**.

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