Vital Emergency Outcomes & Value on Investment

Qualitative Benefits

Hospital Staff

- **Improve nursing satisfaction**
- Ability to better manage patient expectations
- More compliant/satisfied patients
- Highly accurate, AI-drive clinical decision support to amplify critical thinking

- **Improve nursing workflow efficiency**
  - Real-time feedback on patient satisfaction enabling rapid service recovery
  - Expand the breadth of hospital staff responsible for patient requests

  > Patient service requests triaged to most appropriate hospital staff (not just nursing)

  - Automated processes (e.g. patient education about tests and test results)
  - One-way SMS messages to patients - reduces time to find, communicate and remind patients of relevant information

Care Management

- **Increase information about a patient to:**
  - Clinical Staff
  - Care Coordinators
  - ACO Partners
- **Improve assurity of follow-up care**

Operations

- Increase bed availability/capacity with better/predictable throughput
- Real-time summary information/data on patient wait times, patient requests and patient experience.
- Ease of collecting real-time patient satisfaction data

Financial Benefits

Improve ED CAHPS performance

Increase Revenue/Contribution Margin

- **Reduce LWBS, LWCT, AMA & elopement rates**
- **Reduce patient leakage**
  - Downstream referral revenue:
    - Network/employed PCPs
    - Network Specialists
    - Hospital Services
    - Ambulatory Services
- **Increased capacity**
  - Faster throughput - Shorter LOS
  - Opens up capacity = additional volume

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- Reduction in HACs (AI-Driven Safety Predictions)
- Reduce incidence of Sepsis
- Appropriate follow-up = reduced revisit to ED

Value on Investment Methodology

Internal Rate of Return Analysis (Financial Benefits)

Quantifiable Value Elements (Operational Impact)