

Vidyo and Ignis Health:

Using Analytics to Scale and Optimize your Telehealth Program



Today's Presenters

Najib Ben Brahim
Founder and CEO
Ignis Health



Clay Malloy
Healthcare Services Director
Vidyo



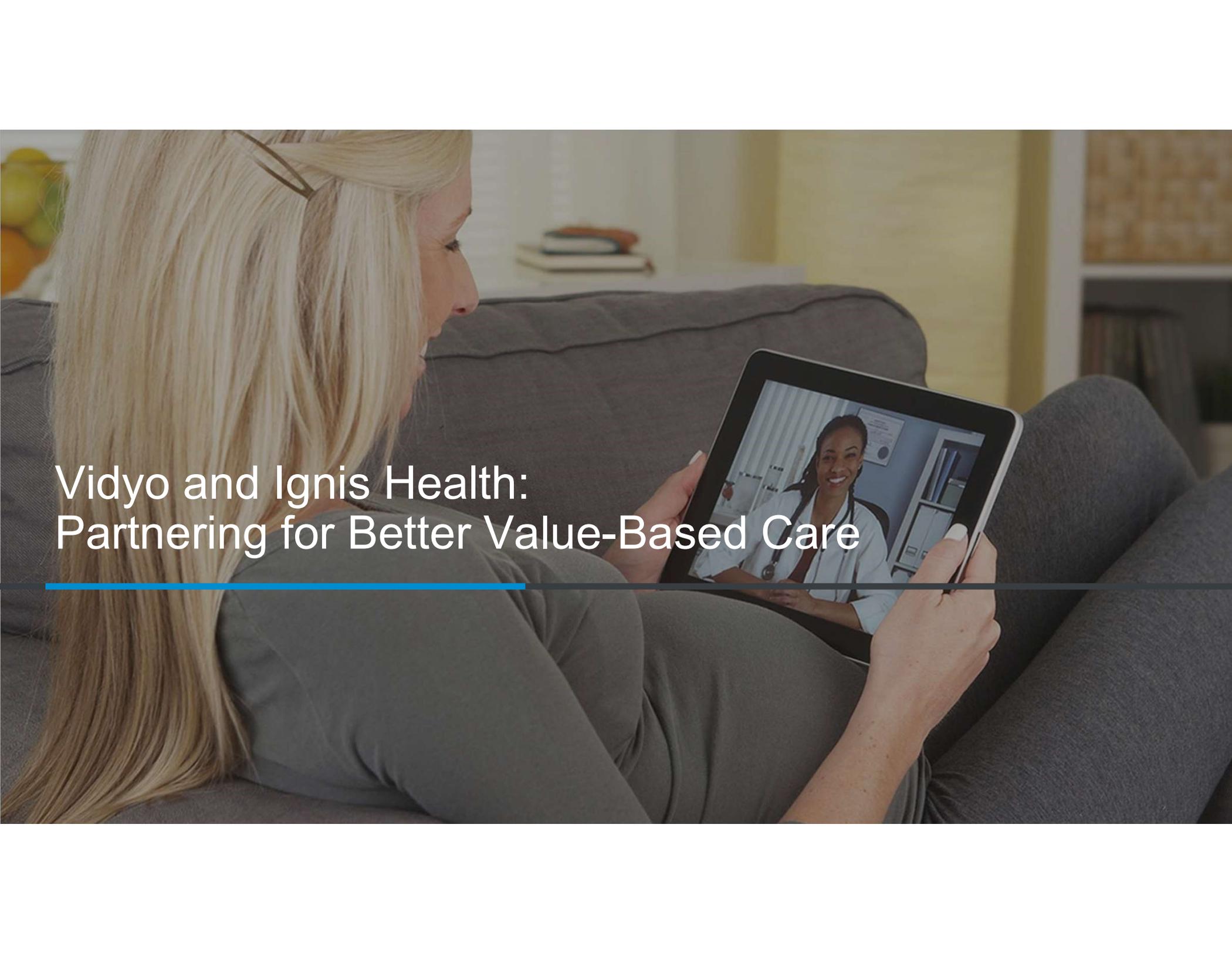
Today's Moderator

Charles Louison
Healthcare Product
Marketing Manager
Vidyo



Agenda

- Powering Telehealth Metrics with Clinical Workflow Intelligence
- Telehealth Analytics Challenges and Trends
- Lessons Learned Before and After the COVID-19 Pandemic
- Best Practices for Telehealth During COVID-19 Pandemic
- Q&A



Vidyo and Ignis Health:
Partnering for Better Value-Based Care

Vidyo and Ignis Health Integration

Powering Telehealth Metrics with Clinical Workflow Intelligence

- Customer Needs and Pain Points
- TRP Solution Benefits
 - Provides useful information for decision making to understand and optimize telehealth clinical services
 - Replaces the labor-intensive manipulation and interpretation as well as creation of the reports
 - Expands utilization and use cases to bridge the gap of health disparities



A person is working on a laptop in an office setting. The laptop screen displays a data analytics software interface with a table of data and a line chart. To the right of the laptop is a white coffee cup on a saucer. In the foreground, there is a clipboard with a pen and some handwritten notes. The background is slightly blurred, showing office equipment and a window.

Telehealth Analytics Challenges and Trends

Telehealth Analytics Challenges

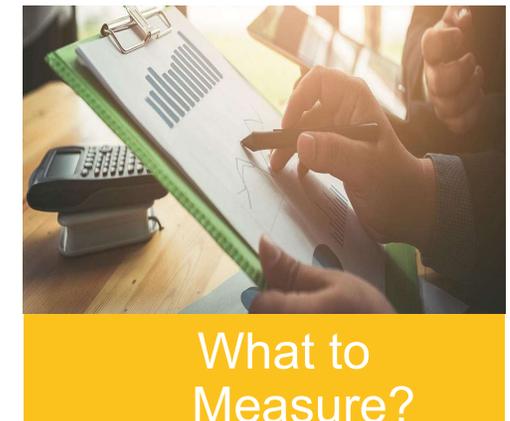
Despite the benefits telehealth comes with challenges



- Multiple log files
- Clinical data is in black box



- Who has time for Excel or Tableau?



- No clear guidelines on what to measure and best practices

A photograph of an elderly male doctor with grey hair, wearing glasses, a white surgical mask, and a white lab coat over a blue shirt and a striped tie. He is holding a blue smartphone in his left hand, which displays a video call with another person wearing a mask. His right hand is held open in a gesture. The background is a blurred clinical setting. A semi-transparent grey bar is overlaid across the middle of the image, containing the title text. A thin blue horizontal line is positioned below the text.

Lessons Learned Before and After the COVID-19 Pandemic

Lessons Learned Before and After the COVID-19 Pandemic

Improving Operational and Clinical Efficiency

Improve the patient experience

Optimize resource utilization (provider and equipment/assets)

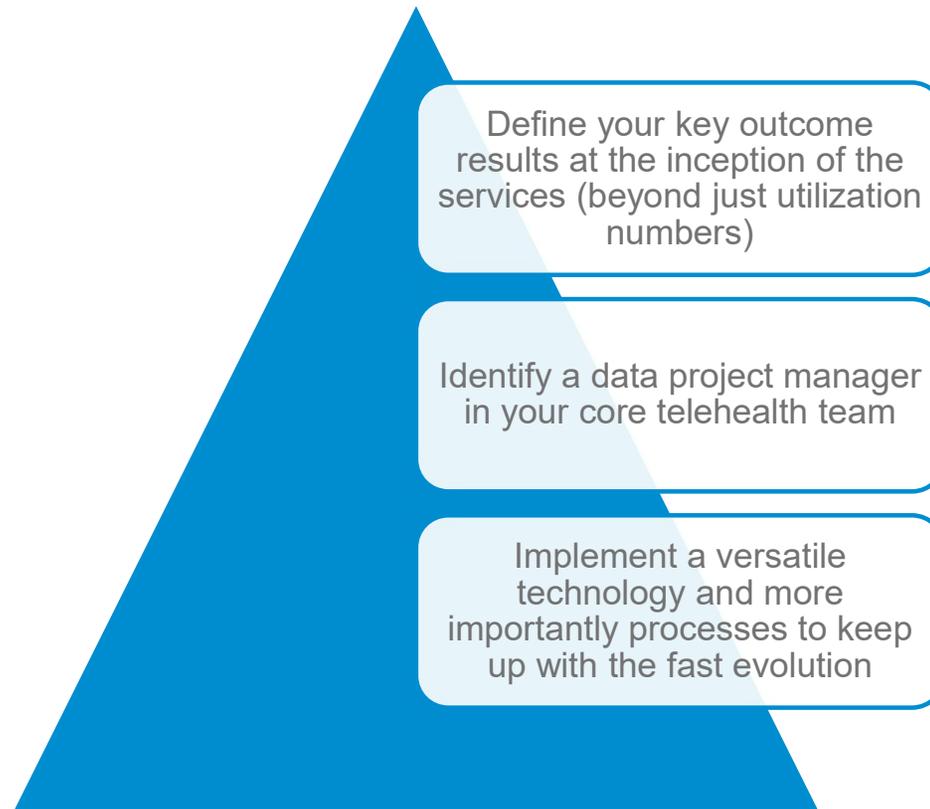
Measure the telehealth ROI especially in the value-based care model

A person with glasses is sitting at a desk, looking at a computer monitor. The monitor displays a dashboard with various business charts, including a line graph, a pie chart, and a bar chart. The person's hands are on a keyboard. The desk is cluttered with papers, a pen, and a container of pens. The background is slightly blurred, showing a window and some office equipment.

Best Practices for Telehealth During COVID-19 Pandemic

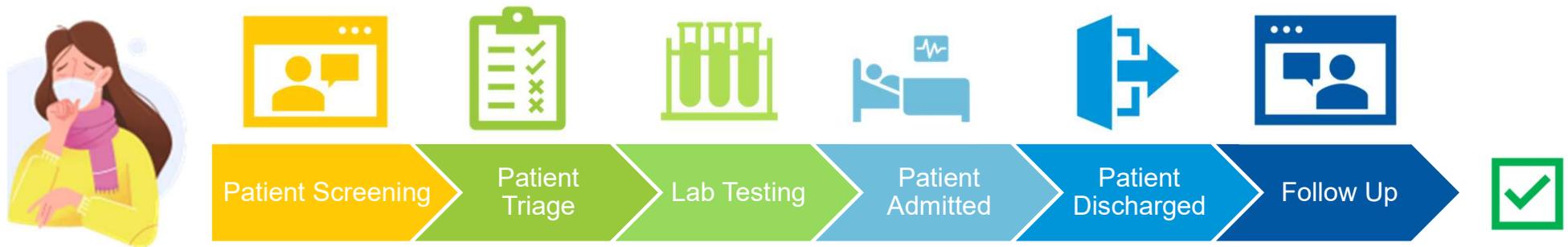
Best Practices for Telehealth During COVID-19 Pandemic

What do you measure, how do you measure, and what processes are important?



Patient Tracking

Patient Journey during COVID and Beyond



- How much of the patient journey is over telehealth?
- Population analysis: is there a difference in patient behavior or preference?
- Are your telehealth programs financially sustainable?

Vidyo Main Dashboard

Go To Data Clear Search Dashboard Configuration Email Dashboard Download Reports Enable Edit

Filter Area

Load A Saved Filter

721 Number Of Active Users	89,824 Number Of Vidyo Conference Calls	5,390 Disconnections due to Network Fail...	311 Timed Out Connections
1,959 Cancelled Calls	3,629 Aborted Calls	167,258 # Connection Attempts	6 hours 46 minutes ... Avg. Duration (Minutes)
7 Number Of Routers Installed	2 hours 29 minutes ... Longest Call Made (Minutes)		

Timezone

Operator ID

Created at

Updated at

Reporting Period

TRP Overview - Vidyo Call Data Records in Healthcare



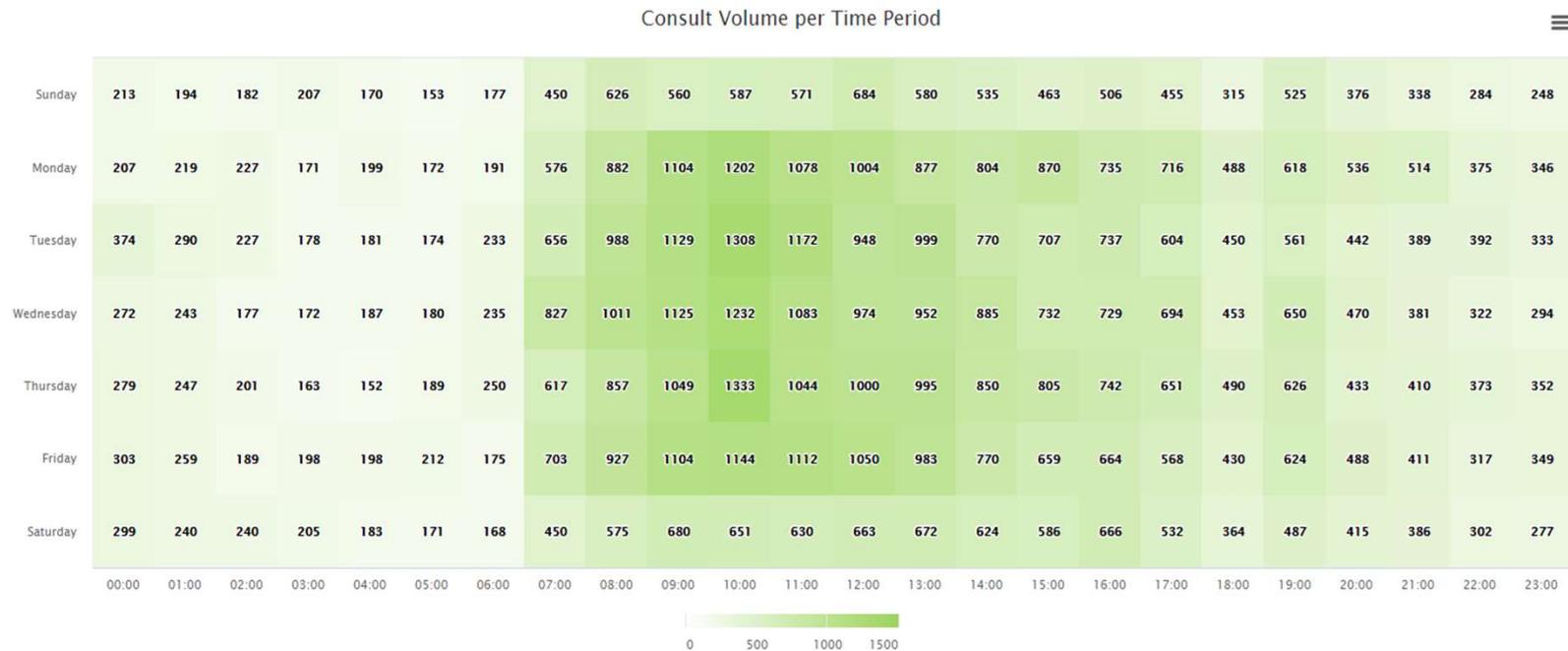
Operator Count

Access

Visualize

TRP Overview – Vidyo Call Data Records in Healthcare

- TRP supports enterprise wide telehealth analytics by combining clinical and reimbursement data sources with Vidyo CDR

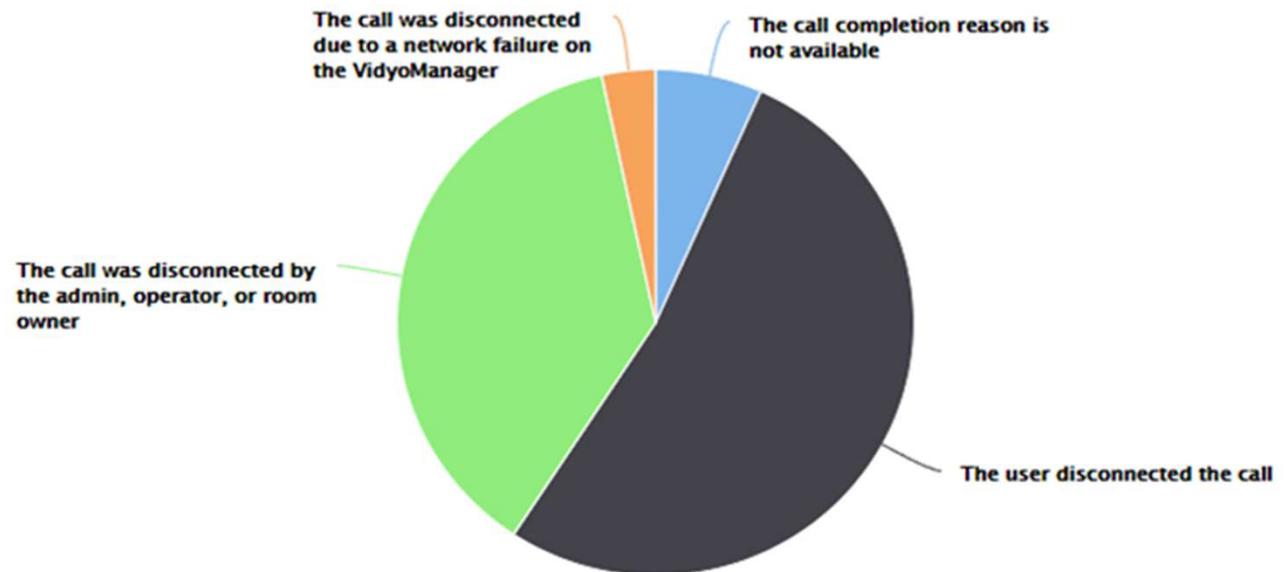


TRP CDR Overview – Vidyo in Healthcare

Centralized view of enterprise telehealth clinical operations

- Offers real-time and long-term data trending, faster identification of poor performance, and focused measurements, all leading to improved outcomes

Call Completion Status

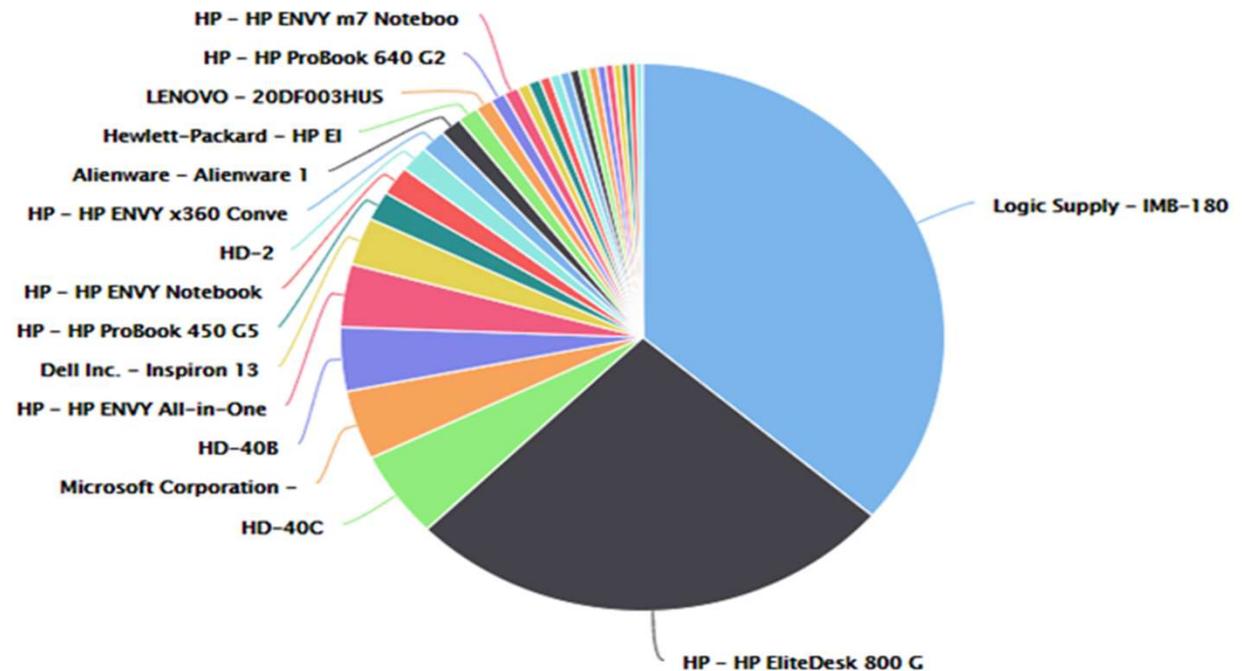


TRP CDR Overview – Vidyo in Healthcare

Strategic advantage

- Drives long-term telehealth decision making and road-mapping with meaningful dashboards that offer clear visibility of program impact, performance, and growth

Calls per Device Model (Top 30)





Vidyo in Telehealth

Powering truly human interactions digitally

Who is Vidyo?

The world's highest quality video interaction platform

Visually enabling any application or idea...



- Empowering healthcare systems to increase effectiveness with purpose-built workflows for health practitioners



- Develop engaging relationships and better outcomes to your patients



- Enriching communication by embedding video directly into business flows, applications, or devices

Our Product Portfolio

Powering truly human interactions digitally



VidyoConnect™

**Enterprise meeting solution
for team collaboration**

Meet and collaborate more efficiently with a unified user experience across mobile, desktop and room endpoints.



VidyoEngage™

**Power customer or patient
interactions with video**

Provides a face-to-face human interaction and content sharing improves outcomes and increases customer satisfaction.



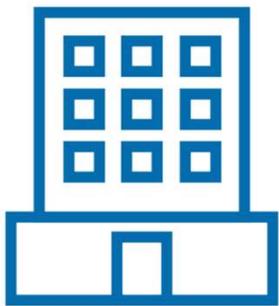
VidyoPlatform™

**Platform solutions to
embed high quality video
chat**

Enrich communication and increase adoption of your app with embedded group video interaction. Powered by easy-to-use cross-platform SDKs and a global network.

How is Vidyo Different?

Ultimate choice in deployment provides unparalleled control



True On-Premises

Unique private instance with the highest degree of control over:

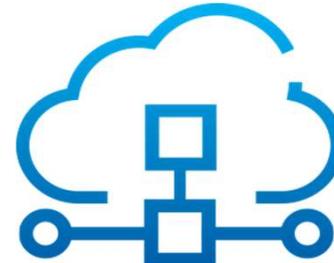
- All traffic
- All data (CDRs)
- Network access



Private Cloud

The benefits on on-prem, but leveraging your chosen cloud platform:

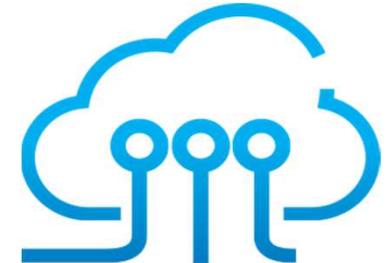
- Google Cloud Platform (GCP)
- Amazon Web Services (AWS)



Hybrid

Adaptive hybrid provides continuous bandwidth optimization:

- Vidyo Infrastructure uniquely provides router cascading
- Automatic router handoff



Multi-Tenant Cloud

Easiest to deploy and scale:

- Silent upgrade process
- Proactive monitoring
- Global footprint

Vidyo Partner Ecosystem

Partnering with healthcare technology leaders & innovators

NEC



ID Solutions

IRON BOW™
HEALTHCARE SOLUTIONS



tytocare™

viTelNet
SCALABLE CONNECTED CARE

Integrating with EHR solutions

TOUCHCAST

NUANCE

IGNIS
HEALTH

Epic

SBR
HEALTH

getwell:)network™

Delivering Telehealth
Technology

Cerner™

m.Care

Language Services
ASSOCIATES



Allscripts™

level
therapy

iTether

Questions?

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Thank You!

