

Intermountain Healthcare Helping People Live the Healthiest Lives Possible

***Mission:** Be a model health system by providing extraordinary care and superior service at an affordable cost*

Brian Wayling, MBA
Executive Director, TeleHealth Services

Intermountain Healthcare

Not-for-Profit, Value Based Care Community Healthcare system



7 Primary States¹
(UT, NV, ID, CO, MT, KS, WY)



60,000
Caregivers



\$13.9 billion²
Total Revenue



33 Hospitals
Including **1 Virtual**
Hospital



385
Clinics



1,030,000
SelectHealth
Members



4,800
Licensed Beds



3,900 Employed
Physicians & APPs

¹ Intermountain also provides air medical transport services in other states through Classic Air Medical

² Revenue for the year ended December 31, 2021



Patient Care Service Area


SLC

Denver

Las Vegas

Phoenix

Belgium = 31,000 km²
Utah State = 220,000 km²
Total Market = 1MM km²



American Healthcare Perspective

US Healthcare Industry

\$4.1 Trillion Annual Spend

\$12,000 / capita

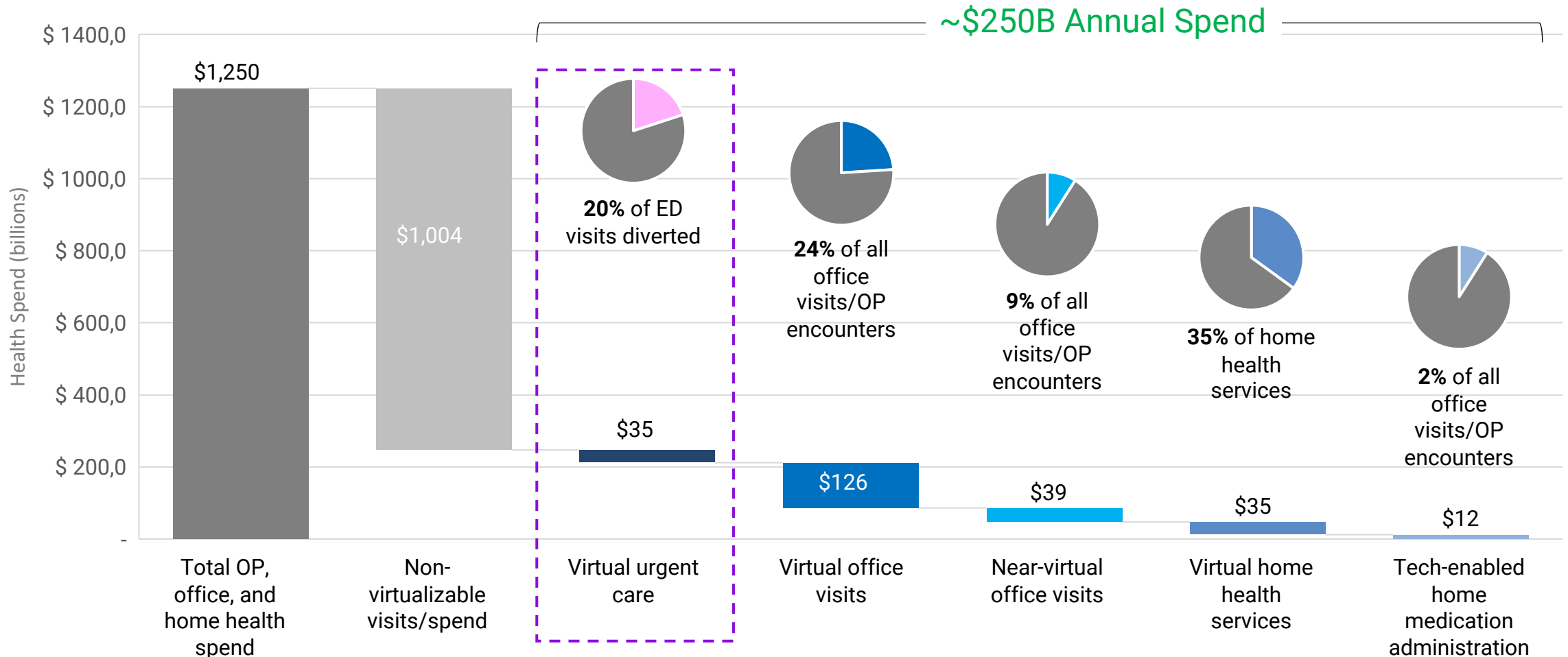
19% of GDP

22 million employed

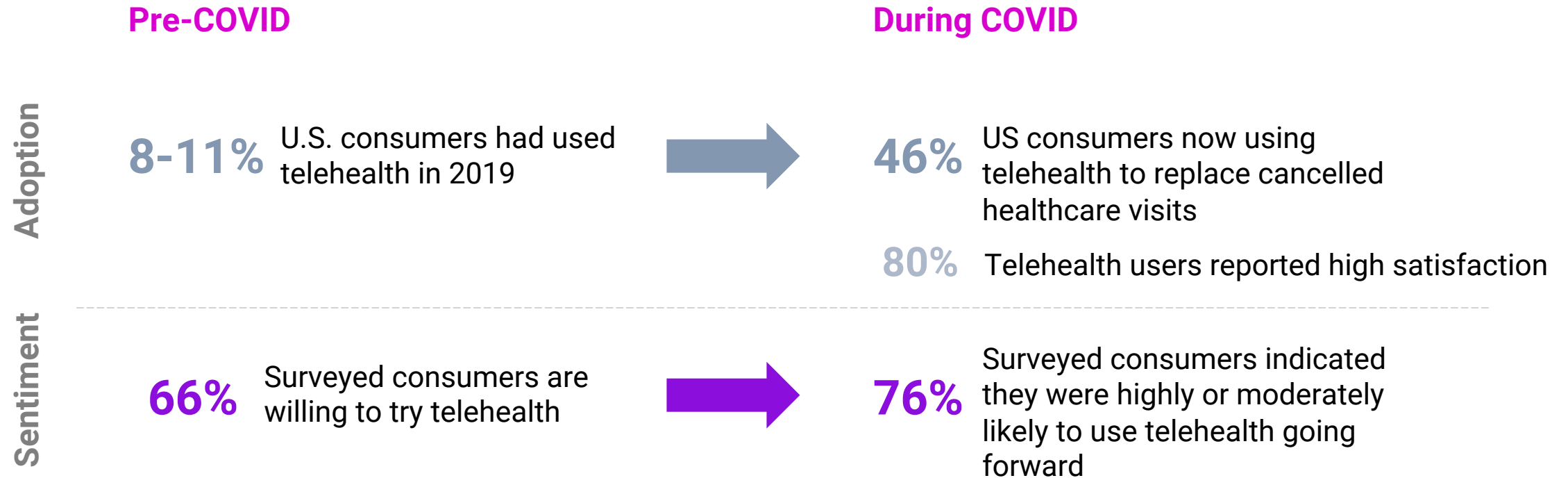
Industry Influences		Characteristics
Admin / Watchdogs <ul style="list-style-type: none">• Media• Insurers• Employers• Govt / Regulatory Agencies• Prof. Societies / Special Interests• Accrediting & Licensing NGO	Service Providers <ul style="list-style-type: none">• Retail• Hospitals• Social Services• Long Term Care• Alternative Health• Out-Patient Facilities• Physicians / Care professionals	<ul style="list-style-type: none">• Complex• Fragmented• Highly regulated• Labor Intensive• Societal Affordability• Public and Investor Ownership
Industry <ul style="list-style-type: none">• Devices• Big Tech• Innovators• BioPharma• Infomediaries• OTC & Self Care	Consumers <ul style="list-style-type: none">• Culture• Gender• Generational• SocioEconomics Private Capital <ul style="list-style-type: none">• \$30B for digital care (2021)	

TELEHEALTH SERVICE POTENTIAL

Current Out-Patient and office visits that can be virtually enabled

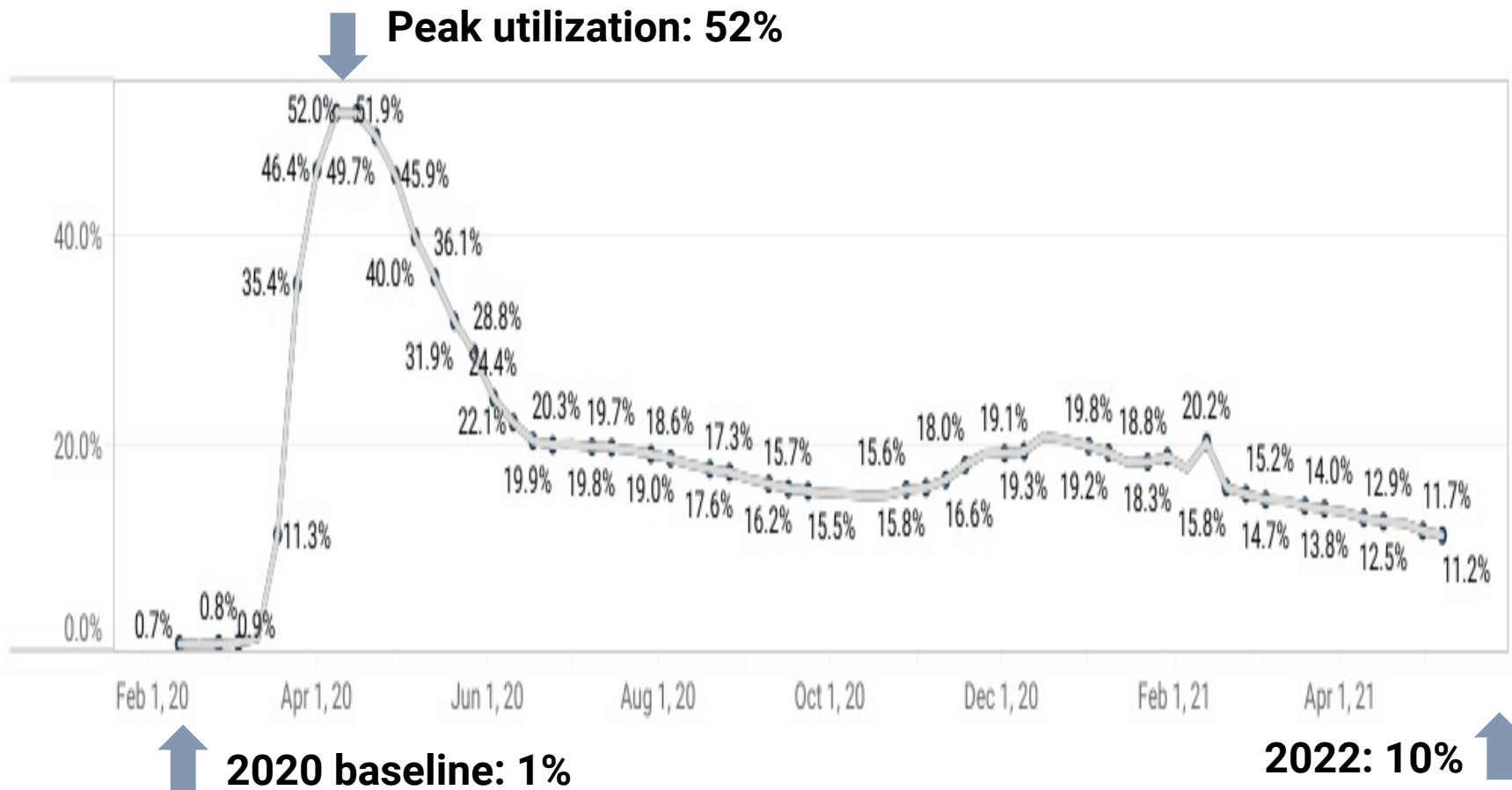


CONSUMER SENTIMENT AND ADOPTION



“During [the next 12-18 months of the COVID pandemic], consumers’ preferences for care access will continue to evolve, and virtual health could become more deeply embedded into the care delivery system”

STABILIZATION OF TELEHEALTH UTILIZATION



Key Takeaways

- Younger adults (18-44) are the **highest sustained adopters** of telehealth; while seniors (65+) are relatively lower utilizers, significant gains have been maintained
- Majority of telehealth visits are delivered to patients with **established provider relationships**
- **Primary care** and **medical specialties** are testing the extent to which telehealth can supplement their care models
- **Psychiatry/behavioral health** is by far the most widespread and sustained adopter of telehealth

CHANGING MARKET DYNAMICS

New Market Entrants are seeing opportunities to disrupt Healthcare

Amazon

- One Medical : consumer-focused primary care services

BestBuy (consumer electronic chain)

- Digital homecare services

CVS (pharmacy chain)

- 9,000 physical pharmacies, 1,000 Minute Clinics

General Dollar (discount chain)

- 75% of US Population lives within 5 miles of a GD store (17,000)

Walmart Health

- Primary Care services onsite



Intermountain TeleHealth Services

INTERMOUNTAIN TELEHEALTH SERVICES STRATEGY

- Provide consistent digital experiences for caregivers and patients
- Enable caregivers to provide digital based care across physical footprint
- Standardize / minimize technology variables
- System level clinical resource management
- Consistent clinical standard adherence

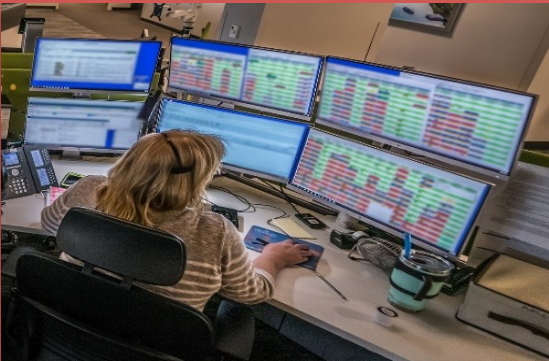
TELEHEALTH VIRTUAL HOSPITAL

3800 M² dedicated space; 24 x 7 operations

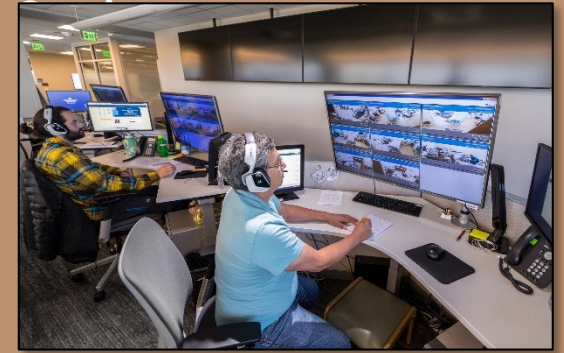
Clinical Operations



Patient Access/Transport



Patient Monitoring



Clinical Services



TELEHEALTH SERVICES

Deployed in 70+ sites (internal and external)

Direct to Consumer

- Urgent Care
- Behavioral Health
- Virtual Primary Care

Video Visits

- Primary Care
- Specialty Care
- Clinical Support Services (ie Palliative Care)

Adult & Peds Acute Care

- Rounding Services (ICU, Hospitalist)
- Trauma Services (Stroke, ER, Peds)
- Support Services (ID, Oncology, Pharmacy, etc.)

Monitoring

- Remote Biometric Monitoring
- Patient Safety Monitoring (In-Patient)
- Real Time Service (EEG, EKG, etc.)

Jan 2021 – Oct 2022
1.67 MM clinical interactions

TeleHealth Technology

TV Room Kits



Mobile Carts



Tablets



RPM



Fleet Management Support



Patient Safety
Monitoring



TV Room Kits: 1600+
Mobile Carts: 200

PATIENT TRANSPORT

Patient Transport

- 10,000+ patients a year
- 37 aircraft
- 27 community bases
- 16 ground ambulance bases
- Rotor and long-range jets
- Regional Organ Transport service
- Adult and Peds Transport capabilities



Patient Placement Services

- Staffed 24/7
- Hospitalist patient care coordination
- 125,000+ patient placements per year
- Avg. 140 transfer cases managed per day
- Experienced RNs and Placement Specialists



FINANCIAL IMPACT (INTERMOUNTAIN STUDIES)



Reduces travel constraints for those who lack access: **10,000 travel hours avoided** (Oncology)



Improves access for patients: **20 minute response times** (Crisis Care)



Delivers consistent quality: **40% drop** in relative expected mortality (Critical Care)



Decreases cost: **\$5.2M decrease in cost** (Urgent Care)



Supports equity by helping underserved people: **one-touch integration with certified interpreters** for almost any language



PATIENT CHOICE: DEMANDING CHANGE

AT LEAST 32% OF PATIENTS WOULD PREFER TELEHEALTH IF OFFERED ...

Question: If you were to have a similar visit in the future, how likely would you be to have that visit via Telehealth (Virtual) if offered?

- 1 – Not Likely
- 2
- 3
- 4
- 5 – Very Likely

“Quick, easy, and to the point. I love the fact I can switch to telehealth if a problem causes me to not be able to make my physical appointment.”

- Patient

“No issues at all. I'm very happy I can meet with him this way as I live 4 hours away.”

- Patient

“Was easy to talk with Dr. D and it was nice that I didn't have to go all the way to his office.”

- Patient

Clinical Program Rollup (Not all are shown below)	LTR (Jan-June)	% Virtual Visit	In-Person Very Likely to Have VV
Cardiovascular	33	2.8%	20.7%
Medical Specialties	22	8.9%	18.7%
Primary Care	49	7.9%	20.9%
Surgical Specialties	28	3.4%	20.0%
Women's Health	7	1.6%	19.8%
Oncology	48	4.1%	23.8%
Musculoskeletal	62	0.3%	19.2%
Neurosciences	24	13.5%	23.7%

Scaling, Stabilization & Simplification

Technology

- Platform improvements
- Network capacity increase
- 18 x 5 Technical Support
- Equipment Improvements



Onboarding Process

- Personalized Concierge Service
- Direct Training / Coaching
- Soft Reminders
- Unified Education Materials
- Clinic Team Workflow



Clinic Support

Practice Directors & Medical Directors

- Measuring visit data

Patients and Caregivers

- Coaching and Support Materials

MAs and PSRs*

- Coaching



LESSONS LEARNED

- Patients want a digital option
- Measure, Manage & Make Visible
- Bring the customer voice to the front
- Each clinical service has unique needs
- Engagement of practice and clinical leaders
- Digital Care complements in-person care
- Improves access flexibility for caregivers and patients
- Care transformation is complex, and takes time and effort

Questions

