



TytoCare's Home Health Delivery Metrics™

Are higher utilization metrics the only measure of success?
How to effectively assess your virtual care program.

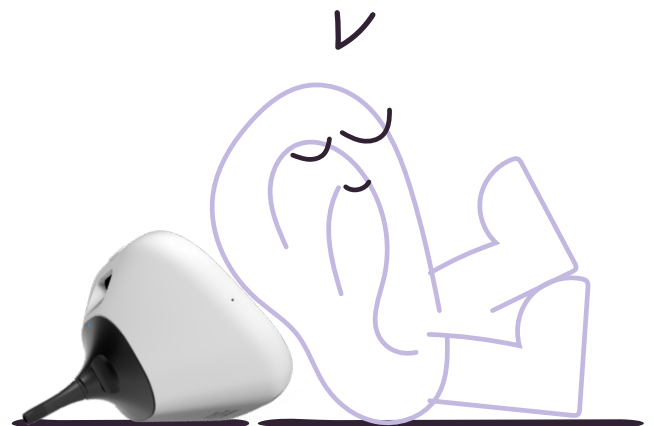
The bigger picture

Until now, many telehealth and virtual care programs measured their success primarily based on utilization data. But is utilization the only way to evaluate virtual care's success?

Utilization numbers are based on disparate variables, making it difficult to use them to compare different telehealth solutions. While these numbers are an important factor, they aren't the only thing we should be looking at.

Virtual care's success should be based on critical business metrics, such as quality of care, equity, total cost of care, retention, and acquisition. These key metrics reinforce the impact that virtual care can have on health outcomes, ROI, and business goals. When driven by true business metrics, virtual care plans can demonstrate their immense potential to health plans, providers, and members.

"Ah... the sweet sound of success!"



Driving success

To address this need, TytoCare has developed the key metrics which we have experienced to be best way to evaluate the success of virtual care programs. TytoCare's Home Health Delivery Metrics™ seek to drive virtual plans forward and ensure they align with overall business metrics. Abbreviated **D.R.I.V.E.**, these metrics were developed alongside health plans, providers, and clinicians.

D

Diagnostic capabilities

R

Retention & acquisition

I

Inclusion

V

Visit resolution

E

Engagement

D Diagnostic capabilities



Home Smart Clinic solutions must enable an accurate and broad range of diagnostic capabilities. This requires solutions that go beyond traditional telehealth with audio or video capabilities alone, allowing for accurate diagnoses and treating a variety of common conditions across different care modalities without the need for in-person follow-up appointments.

KPIs

- The breadth of avoidable ICD-10 codes that can accurately be diagnosed remotely
- Clinician/provider confidence level/satisfaction with remote exams and diagnostic capabilities



59% more conditions diagnosed remotely and accurately than with traditional A/V telehealth



R Retention & acquisition



To impact overall business metrics, Home Smart Clinic solutions should increase retention and encourage the acquisition of new members and patients. This allows health plans and systems to leverage the innovation that digital healthcare brings for better positioning within the market and a competitive advantage not achieved by traditional telehealth alone.

KPIs

- Patient NPS



83 NPS score creating more satisfied patients and increased user retention



I

Inclusion



Home Smart Clinic solutions must increase access to care, bringing health into the home for all communities. By empowering people with access to quality healthcare, health plans and providers can encourage healthier behaviors, decreasing adverse medical conditions and improving healthcare outcomes.

KPIs

- An equitable utilization rate mix among different population types - e.g., urban and rural, commercial and underserved populations



93

NPS among Medicaid beneficiaries in both urban and underserved areas

E

Engagement



To measure behavioral change, there should be a rise in satisfaction scores, adoption rates, and repeat visits. As patients become more engaged with their healthcare, their healthy behaviors increase, and their care costs decrease. They are also less likely to churn from health plans they are engaged with, leading to better retention over time.

KPIs

- Utilization rate
- Repeat visits
- NPS



5X

utilization rate of traditional audio and video telehealth solutions

V

Visit resolution



Along with diagnostic capabilities come higher visit resolution numbers for more effective care, no readmissions, and a reduction in unnecessary visits. This, in turn, impacts patient satisfaction levels, increasing trust from both patients and clinicians, and lowering the total cost of care.

KPIs

- Visit resolution rate - resolution of the remote visit without requiring a subsequent visit



98%

remote visit resolution to keep families at home with access to lower-cost care

Directly linking the success of virtual care programs to critical business metrics enables healthcare organizations to fully appreciate the value of virtual care programs. TytoCare's Home Health Delivery Metrics™ drive home the impact that virtual care programs can have on patients, clinicians, and healthcare organizations.

