

Telehealth Performance Goals and Utilization



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Telehealth Performance Goals

1. Reduce the total # of emergency room visits by 40 %

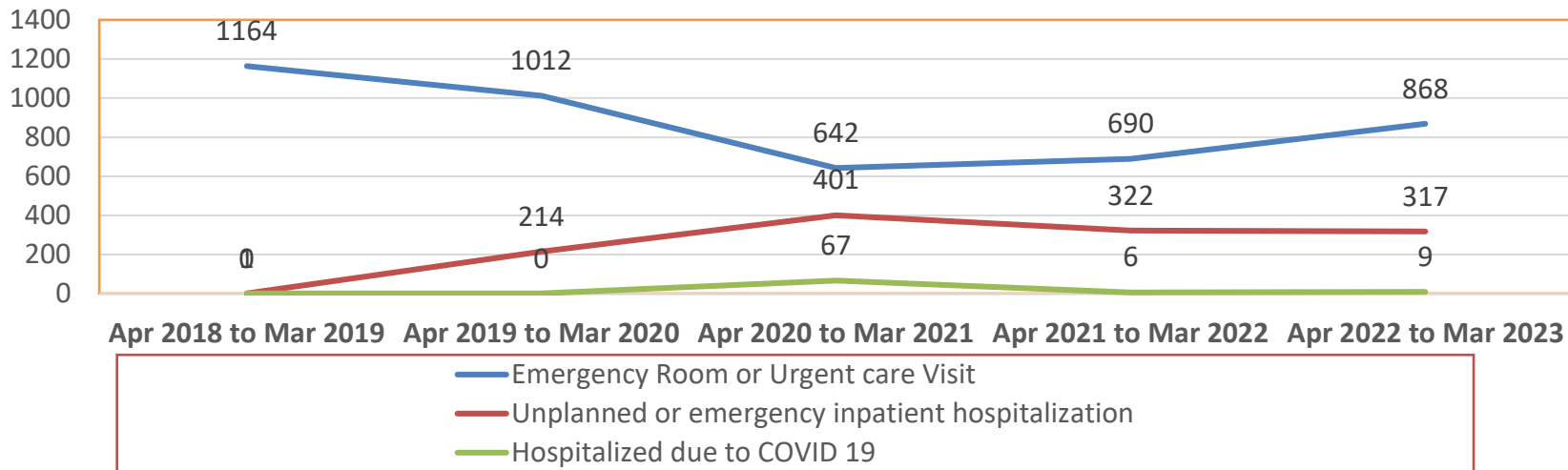
2. Reduce the total number of unplanned inpatient hospitalizations by 30%.



Incident Reports compared by

Incident Types:

Emergency Room or Urgent Care Visit, Unplanned or Emergency Inpatient Hospitalizations & Hospitalizations due to COVID 19



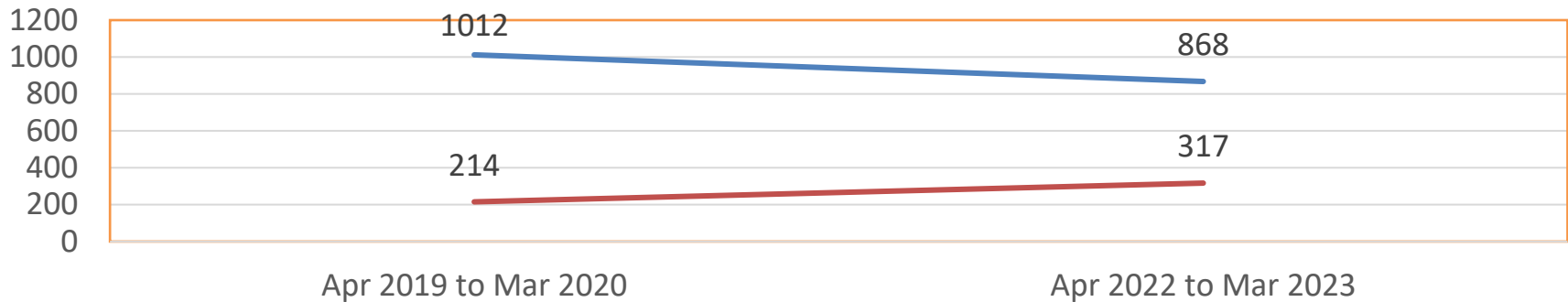
Period	Emergency Room or Urgent Care Visit	Unplanned or Emergency Inpatient Hospitalization	Hospitalized due to COVID 19	Grand Total
Apr 2018 to Mar 2019	1164	1		1165
Apr 2019 to Mar 2020	1012	214		1226
Apr 2020 to Mar 2021	644	401	67	1112
Apr 2021 to Mar 2022	700	324	6	1030
Apr 2022 to Mar 2023	881	320	9	1210
Grand Total	4401	1260	82	5743

Note: Excludes the following facility types: Community Residential Facility, Correctional facility, Hospital, Natural Home, Nursing Home, Out Of State Placement/Unknown and Respite, Day Services (Support Employment & Day Treatment).

Incident Reports compared by

Incident Types:

Emergency Room or Urgent Care Visits (ER-UC) &
Unplanned or Emergency Inpatient Hospitalization (EIH)



— Emergency Room or Urgent care Visit
— Unplanned or emergency inpatient hospitalization

Period	Emergency Room or Urgent Care Visit	Unplanned or Emergency Inpatient Hospitalization	Grand Total	ER-UC Change %	EIH Change %	Overall Change
Apr 2019 to Mar 2020	1012	214	1226			
Apr 2022 to Mar 2023	868	317	1185	-14.2% ↓	48.1% ↑	-3% ↓

Excludes periods before and during COVID-19 time: “Apr 2018 to Mar 2019, Apr 2020 to Mar 2021, Apr 2021 to Mar 2022”

Note: Excludes the following facility types: Community Residential Facility, Correctional facility, Hospital, Natural Home, Nursing Home, Out Of State Placement/Unknown and Respite, Day Services (Support Employment & Day Treatment).

Incident Reports compared by Facility Type

Emergency Room-Urgent Care Visit



	Apr 2019 to Mar 2020	Apr 2022 to Mar 2023	Change %
Setting Type	ER-UC	ER-UC	
Supported Living	728	662	-10%
Residential Habilitation	61	53	-15%
Natural Home/Supported Living	8	17	53%
Intermediate Care Facility	137	91	-51%
Independent Living		1	100%
Host Home	21	16	-31%
Department of Behavioral Health(DBH)/Supported Living	57	28	-104%
Grand Total	1012	868	-17%

Note: Excludes the following facility types: Community Residential Facility, Correctional facility, Hospital, Natural Home, Nursing Home, Out Of State Placement/Unknown and Respite, Day Services (Support Employment & Day Treatment).

Incident Reports compared by Facility Type

Unplanned or Emergency Inpatient Hospitalization (EIH)



	Apr 2019 to Mar 2020	Apr 2022 to Mar 2023	Change %
Setting Type	EIH	EIH	-
Supported Living	103	183	44%
Intermediate Care Facility	75	92	18%
Residential Habilitation	16	23	30%
Department of Behavioral Health(DBH)/Supported Living	3	13	77%
Natural Home/Supported Living	5	4	-25%
Individualized Day Service	0	1	100%
Mental Health Facility		1	100%
Host Home	12	0	-
Grand Total	214	317	32%

Note: Excludes the following facility types: Community Residential Facility, Correctional Facility, Hospital, Natural Home, Nursing Home, Out Of State Placement/Unknown and Respite, Day Services (Support Employment & Day Treatment).

Utilization of Telehealth



Incidents Report

&

Telehealth Reported Calls



Telehealth Providers



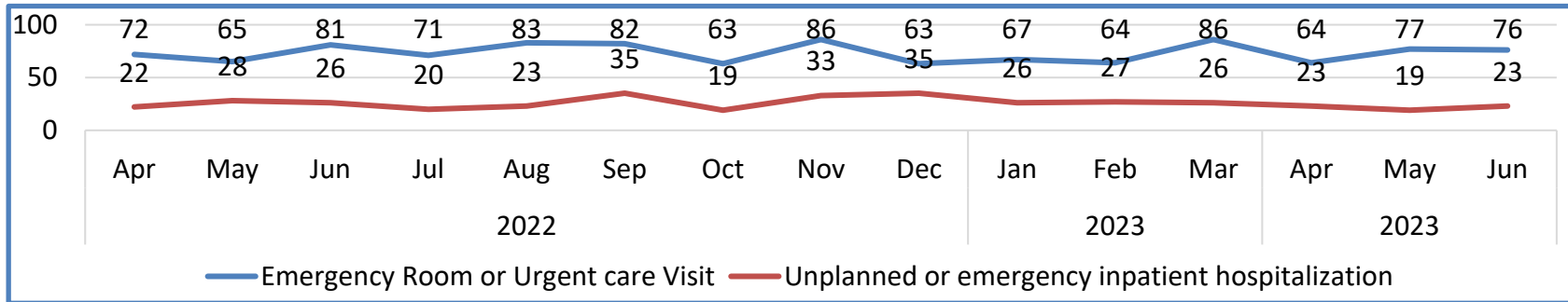
Provider	# of Homes	Provider	# of Homes	Provider	# of Homes
1. Frontline Community Services	37	22. MT & G Enterprise, LLC	11	43. KBEC Group, Inc.	3
2. National Children's Center	35	23. DC Care Center, Inc.	11	44. 360 Support, Inc.	3
3. COMMUNITY MULTI-SERVICES	35	24. LIFE LINE, INC.	10	45. Gentle Touch, Inc.	3
4. ST JOHNS COMMUNITY SERVICES	33	25. Amazing Grace Supports, Inc.	9	46. Humanity in Transition	3
5. Innovative Life Solutions	33	26. Volunteers of America	9	47. American Health Care Services, Inc.	3
6. RCM of Washington	32	27. Fescum Inc.	9	48. COMPREHENSIVE CARE II, INC.	2
7. Wholistic Habilitative Services	31	28. Agape HealthCare Services	8	49. Divine Connect Care Inc.	2
8. Capital Care Inc	28	29. Anna Healthcare Inc	7	50. Galaxy HealthCare Solutions, Inc.	2
9. My Own Place Inc	25	30. DC Residential Services, Inc.	6	51. L'ARCHE INC.	2
10. METRO HOMES, INC	23	31. MARJUL HOMES INC	5	52. First Metropolitan Community Service, Inc.	2
11. Ward & Ward	21	32. Community Support Systems, Inc	5	53. Health & Joy Services, LLC	2
12. Project Redirect Inc.	20	33. Global Resources and Supports, LLC	5	54. INNOVATIVE CONCEPTS	1
13. Individual Advocacy Group	19	34. Abundant Life Residential Services	5	55. Epic Life, Inc.	1
14. ASSOCIATED COMMUNITY SERVICES	19	35. The VanMar, Inc.	4	56. Apex Healthcare Services, Inc.	1
15. DC HEALTHCARE, INC.	18	36. Behavior Research Associates	4	57. Total Quality Residential Services, Inc.	1
16. Hope Found, Inc.	18	37. MBI Health Services	4	58. Gina Outreach Services, Inc.	1
17. Total Care Services Inc.	17	38. Supreme Healthcare Services, LLC	4	59. Verigreen, Inc.	1
18. Symbal Foundation	14	39. Finsby Care, Inc	4	60. Superior Caring Hands LLC	1
19. Blossom Services Inc	12	40. Eckington House Mental Health Services	4	61. Joyful Healthcare Inc.	1
20. Integrated Community Service	12	41. 1 Axiom, LLC	3	<i>Total Homes</i> 661	
21. MULTI-THERAPEUTIC SERVICES	12	42. Vested Optimum Community Services, Inc.	3		

Source: Station MD as of end of June 2023

Incident Reports - 15 Months (Since the Beginning of Telehealth Utilization)

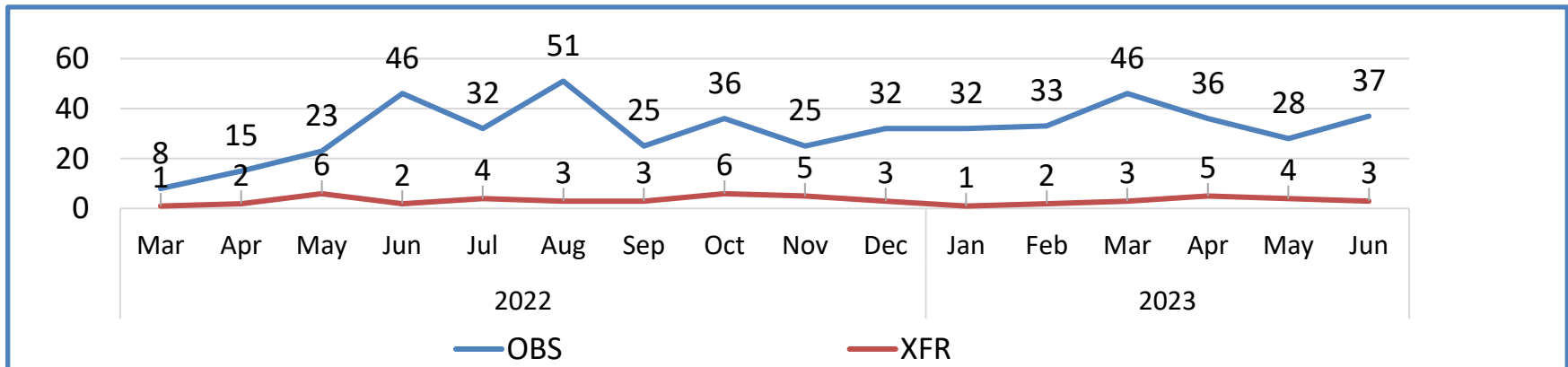


Incident Types: Emergency Room or Urgent Care Visits & Unplanned or Emergency Inpatient Hospitalization



Note: Excludes the following facility types: Community Residential Facility, Correctional facility, Hospital, Natural Home, Nursing Home, Out Of State Placement/Unknown and Respite, Day Services (Support Employment & Day Treatment).

Telehealth Utilization Call per Month by StationMD Observations (OBS) vs. Transfer (XFR) to ER



Incident Reports based on StationMD Use



Incident Categorization

*Was StationMD utilized? Yes No

*If yes, Did StationMD refer the person to the ER or Urgent Care? Yes No

*Incident Categorization:

*Incident Type:

Primary Location:

Period (March 2022 to June 2023 15 months)	Emergency Room or Urgent care Visit	Unplanned or emergency inpatient hospitalization	COVID-19 (EIH)	Total
Total of incidents reported by selected setting types	1117	406	8	1531
Total of incidents reported with access to telehealth	851	289	7	1147
Total of incidents reported with access to telehealth equipment that responded yes to "Was StationMD Utilized?"	66	19		85
Total of incidents reported with access to telehealth equipment that that responded yes to "Did StationMD refer the person to the ER or Urgent Care?"	54	15		69
Total of incidents reported with NO access to telehealth, but reported that StationMD was contacted.	11	6	1	18

Note: **Excludes** the following facility types: Community Residential Facility, Correctional Facility, Hospital, Natural Home, Nursing Home, Out Of State Placement/Unknown and Respite, Day Services (Support Employment & Day Treatment).

Telehealth Providers Utilizing StationMD

StationMD

- There were **558*** calls made to StationMD, since the beginning of Telehealth in March 2022.
- Out of 558 calls, **53** (9.49%) were referred to the ER
- Out of the **61** Telehealth Providers, **40** (65.5%) have utilized Station MD from March 1, 2022, to June 30, 2023.



* Source: Station MD. Include nine (9) calls made in March 2022.

Total of ER-UC/EIH-Incidents Reported by Providers with telehealth access but never used the service



Responsible Provider	ER-UC	U-EIH	Grand Total
A	27	12	39
B	24	1	25
C	21	5	26
D	19	5	24
E	18	11	29
F	13	3	16
G	13	13	26
H	8	1	9
I	7		7
J	4	1	5
K	1	1	2
L	1		1
M	1		1
N	1		1
O	1		1
P		1	1
Q		1	1
Grand Total	21	55	214

