

Digital Front Door — leveraging innovative technology to deliver personalized experiences.



uhealth

# About UCHealth

More than

**6,000** affiliated or employed providers

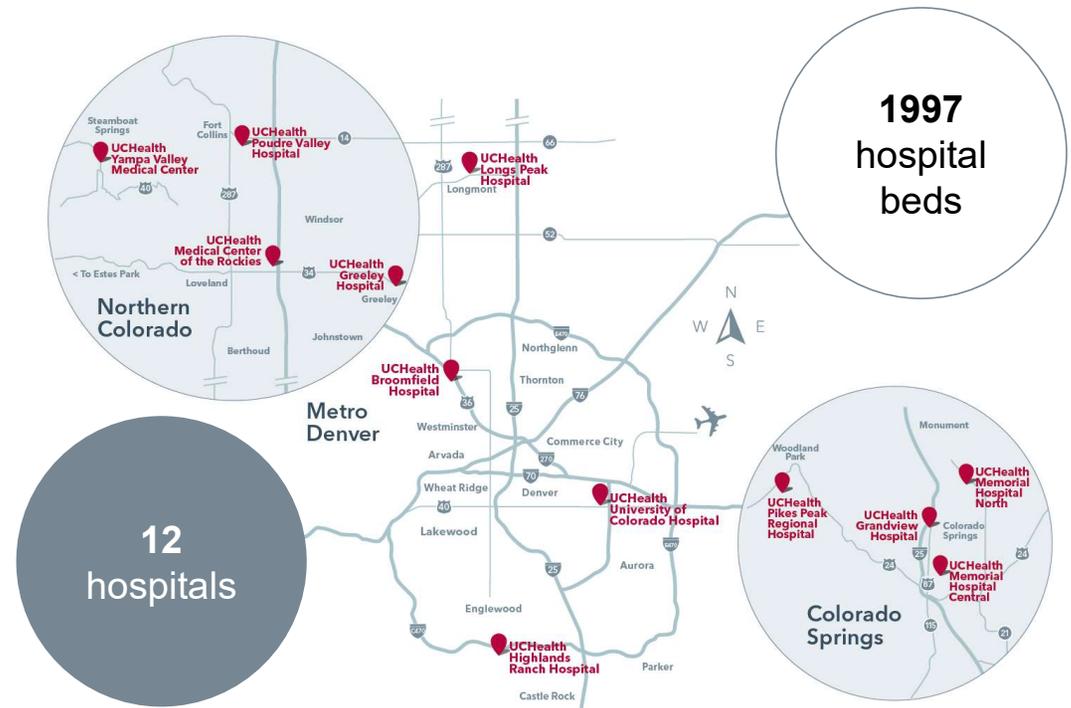
**26k** employees

**141k** inpatient admissions & observation visits

**13k** babies delivered

**94k** surgeries

**5 MILLION** Outpatient, urgent care and emergency room visits



*“Because the world is changing, we can never assume that the way we have done things in the past is adequate for the future.”*

Yvon Chouinard, Patagonia

Technology to connect you to your health.



# The mobile app is the place for everything.

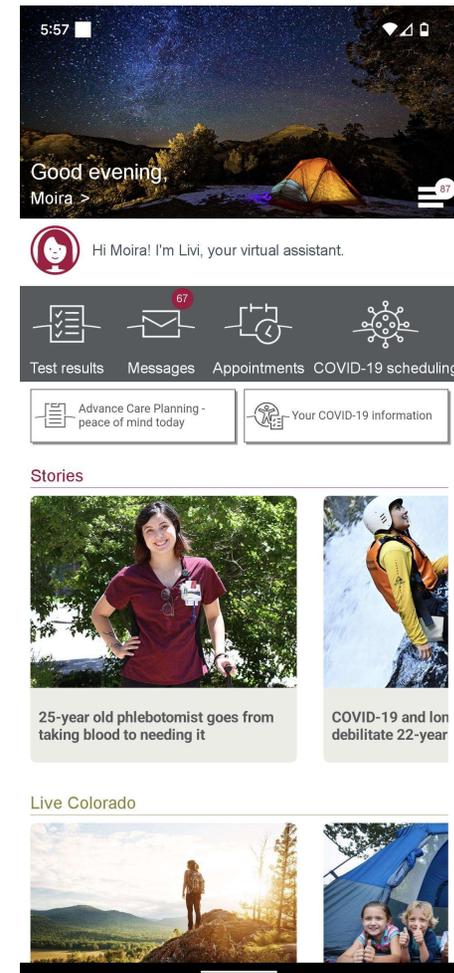
## Big picture

- **3.8 Trillion hours** spent using apps in 2021
- Just shy of **90%** of mobile internet time is in apps.
- Health and fitness app downloads are up **47%** YOY (pandemic)

Health care is now “on demand”.

## Our patients

- One app, mobile-first strategy.
- Want fast, simple access to tasks, like appointments, messages, or viewing test results.
- **74%** want more health and wellness features, but they can't get in the way of direct tasks.



# One app: Our patients' health record and beyond.



## Manage your health

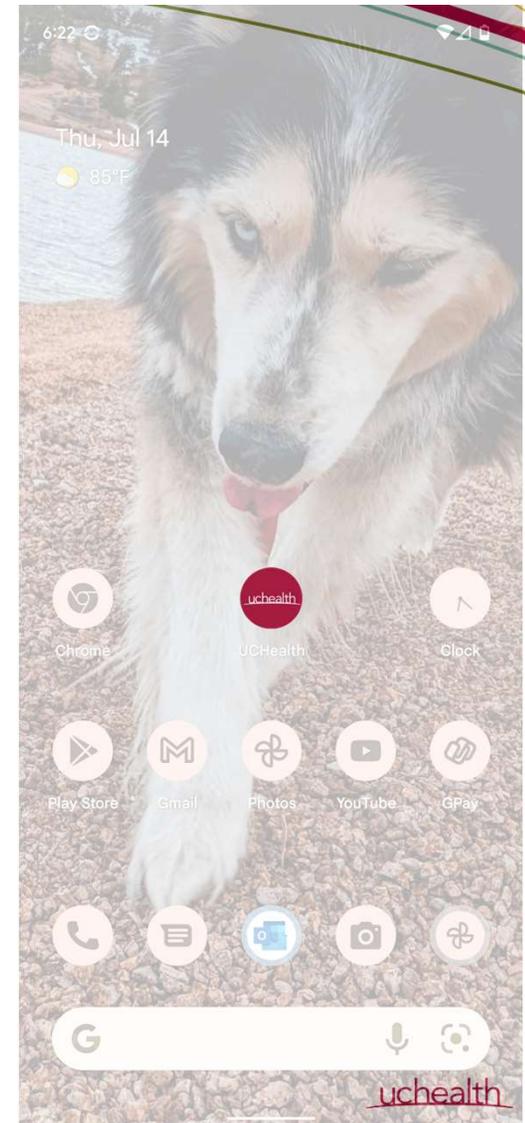
- Test results.
- Messages.
- Schedule appointments.
- Medications.
- Bill pay.

## Check your health

- Blood pressure (Riva).
- Reminders and goals.
- Wearables (RPM).
- Mental Health monitoring.  
(Health Rhythms)

## Take charge your health

- Wellness content.
- Preventive care.
- Meditate with Livi.
- Live Colorado.
- Community events.
- Rewards for meeting goals.



Technology to find your way.



# Find your way as part of the entire journey.

## Big picture

- **40%** of patients and visitors entering hospitals get lost.
- Over **1 Billion** people use Google maps every month.
- Patients and visitors have the entire spectrum of emotions when at the hospital.

## Our patients

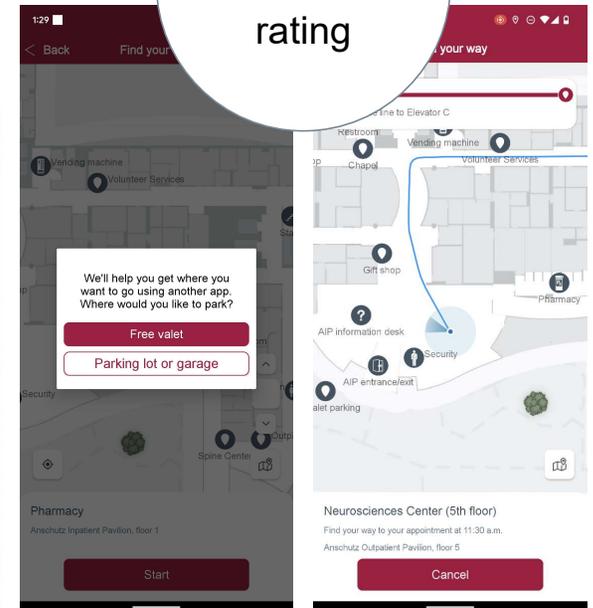
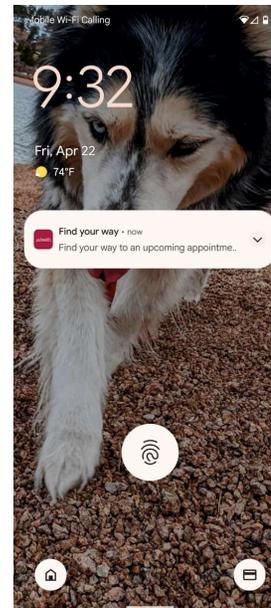
Real-time comment:

*“Finding out where to go was pretty difficult. We ended up on the opposite side of the building from where I was instructed to park. Finding the building to start was a little bit difficult it seemed like there could be more signs as we were walking to it.”*

Patient app feedback about indoor wayfinding feature:

- *“That was **AWESOME.**”*
- *“Excellent! This got me exactly where I needed to be.”*
- *“Very easy to find esp with help of electronic guidance!!”*

★  
4.8/5  
rating



Technology to be enhance human connection.

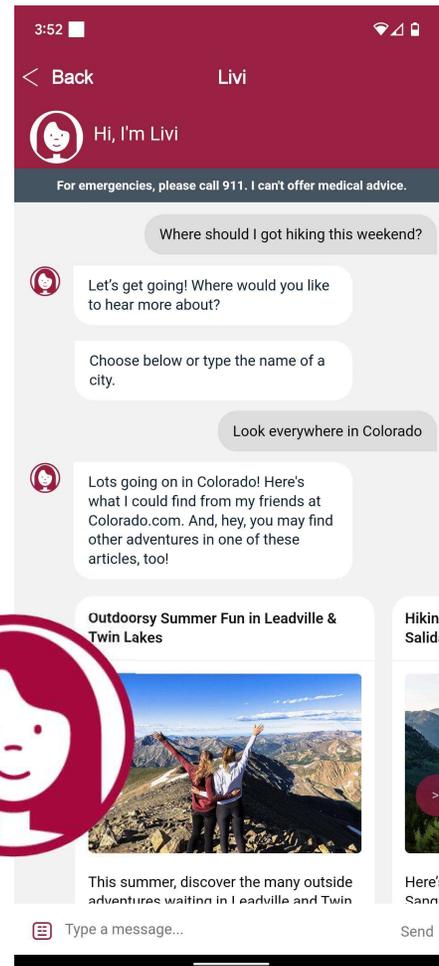
# Enhancing human connection.

## Big picture

- Chatbots are projected to handle 75-90% of health care & banking queries by end of 2022.
- 68% of consumers like chatbots because they provide quick answers.
- Chatbots are predicted to save businesses 2.5 billion hours by 2023.

## Our patients

- We adopted the technology in 2017 to stay on the edge so we're ready to fulfill our vision.
- **In the last year Livi has helped**
  - Nearly **250,000** patients
  - With over **1.2 Million** queries



## Top 5 user queries this year

1. Test results
2. Find a new provider
3. Family access
4. I need help logging in
5. How long to COVID test results take?

# Her personality is key to the experience.

Livi is a Colorado native with a passion for helping people. She is caring, witty, dependable, easy to get along with and always positive.

**Age:** 35 (always)

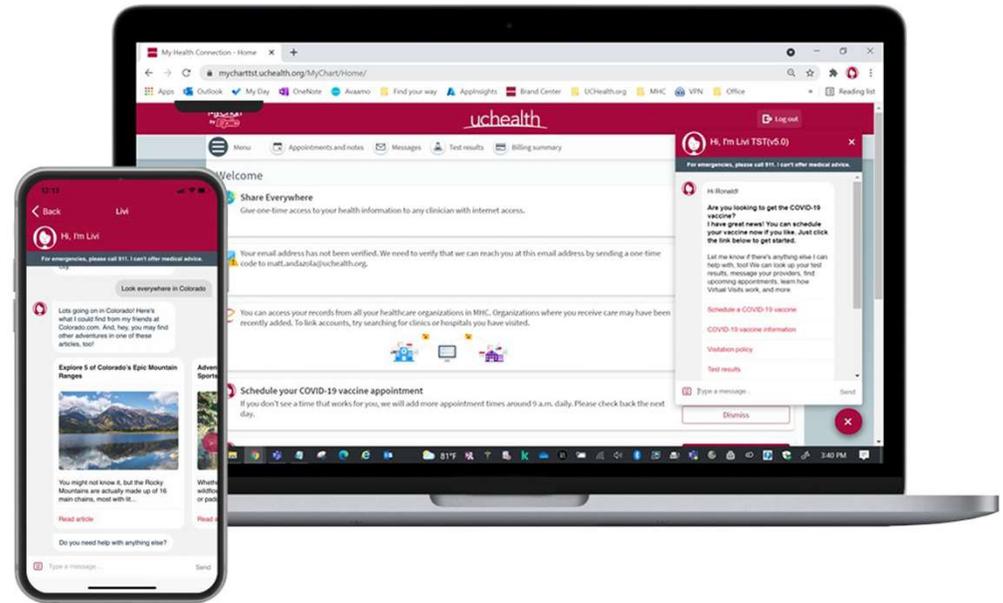
**Role:** Volunteer patient coordinator.

## Life:

- Livi loves the outdoors and staying active.
- She's currently on a mission to cross off all of Colorado's 14ers.
- She drives a Jeep for extra dog room.
- She's not a sports fanatic, but keeps up on local teams.

## Philosophy:

- She believes in putting people first. That means spending as much time as necessary with whomever she's speaking.
- If she doesn't have the answer, she will get them to someone who does.
- She is always there for our patients, 24/7.



Technology to distract and inspire.



# Extraordinary experiences through the power of virtual reality.

## Big picture

- The global virtual reality in health care market is expected to grow from **\$1.42 billion in 2021 to \$2.07 billion in 2022.**
- Health care treatments, hospital stays, and procedures can bring with it everything from **loneliness and anxiety to anticipatory nausea.**
- VR offers an immersive experience that allows patients to escape their environment through content, games, and apps. It is not an entertainment platform.

## Our patients

- Our program covers: burn, wound care, oncology infusion, laboratory, dialysis, orthopedics, heart/vascular, employee wellness.
  - Distraction therapy for pain, fear/anxiety, loneliness/isolation.
- We've delivered **18,000 experiences** since 2018.
- We use our partnerships to find meaningful, personalized experiences to deliver to patients.
  - Avalanche Stanley Cup parade, Broncos "behind the scenes", Colorado Symphony

Percent of Patients Who Would Use VR Again



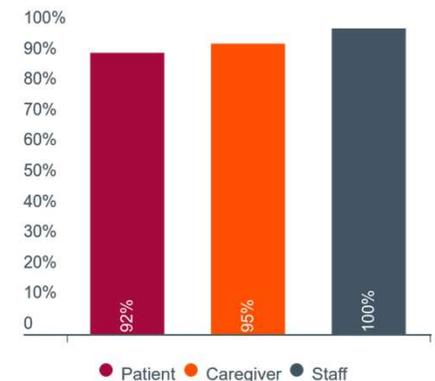
Percent of Caregivers Who Would Use VR Again



Percent of Staff Willing to Offer VR



VR Experience - Top 2 Box



# What we've learned from our patients about virtual reality.

## Top patient feedback trends

- Gives patients something to look forward to.
- Creates an atmosphere where the concept of time disappeared.
- Is not just a distraction, but an escape from their environment.
- An escape from their illness – even if for a brief moment.
- Alters mood and, in some cases, reduced anxiety.
- Gives patients the freedom to live extraordinary lives.

*“ It changed my mood...because when I was talking, I was crying and now when I see it, I feel happy.*

*“ Virtual reality separates you from the visual reminders/cues of a difficult environment. It helps reduce anxiety and bring comfort, and distracts you from delays. It's outside of time.*

*“ I want to travel and do things, but I can't with my disease. Virtual reality immerses you, blocks everything else out. I felt free.*

*“ This is incredible, it took me away for a minute...out of the element of this place and I didn't think about my cancer or this place.*