SERVIAM™

Transforming Older Adult Health Through Value-Based Care

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November 14, 2023

There’s a higher path available for America’s seniors

The era of value-based care has arrived.
And senior living must lead the way.

SERVIAM

Empowering senior living's move to value-based care

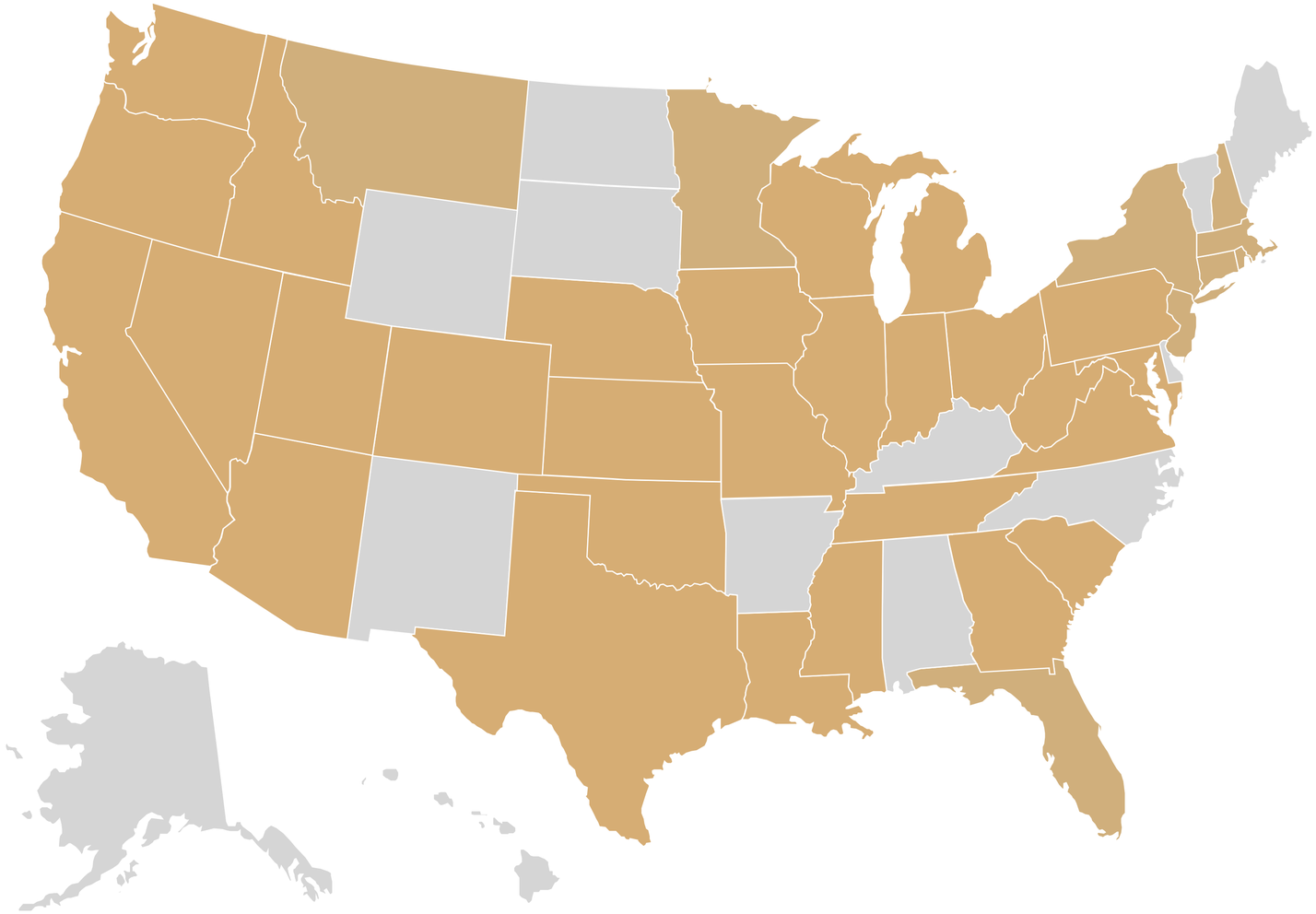
We're here to be the on-ramp for senior living communities to join this system of the future — today.

Our Purpose

To be in service to the transformation of how America cares for seniors.

We’re building a movement

Transformation won’t come from one of us. It comes from all of us.



600+

Communities

37

States

>50k

Seniors

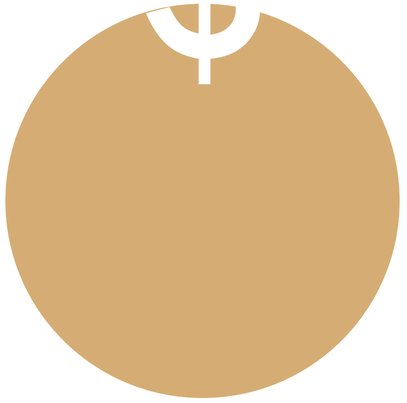
What is value-based care?

The concept that healthcare providers should get paid for keeping people healthy rather than the volume of services they deliver.

The goal is to help seniors maintain the highest possible level of wellness, rather than waiting until they get sick to provide care, which is often more complex and expensive.

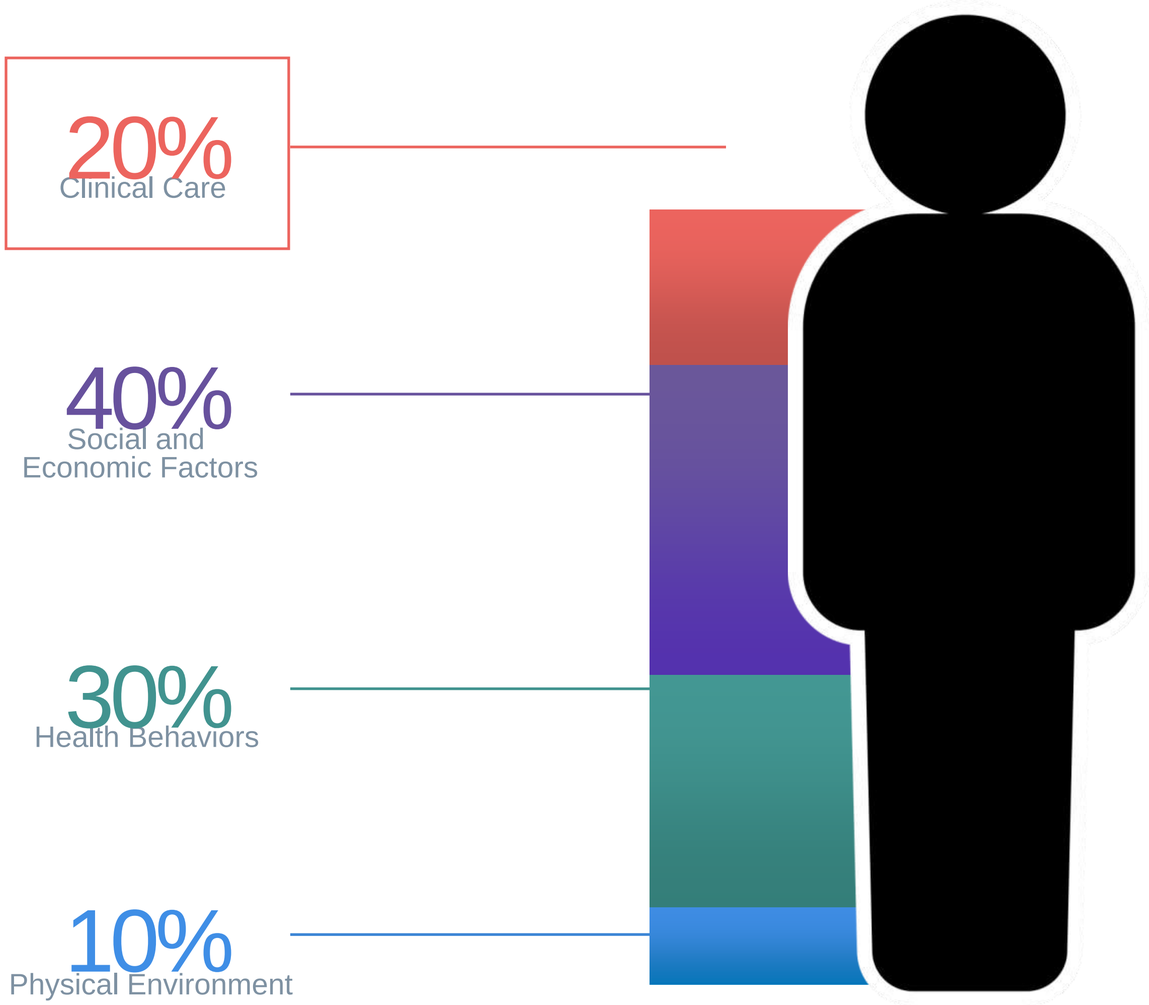
Proactive
Health Model

Improved Health
Outcomes for Residents

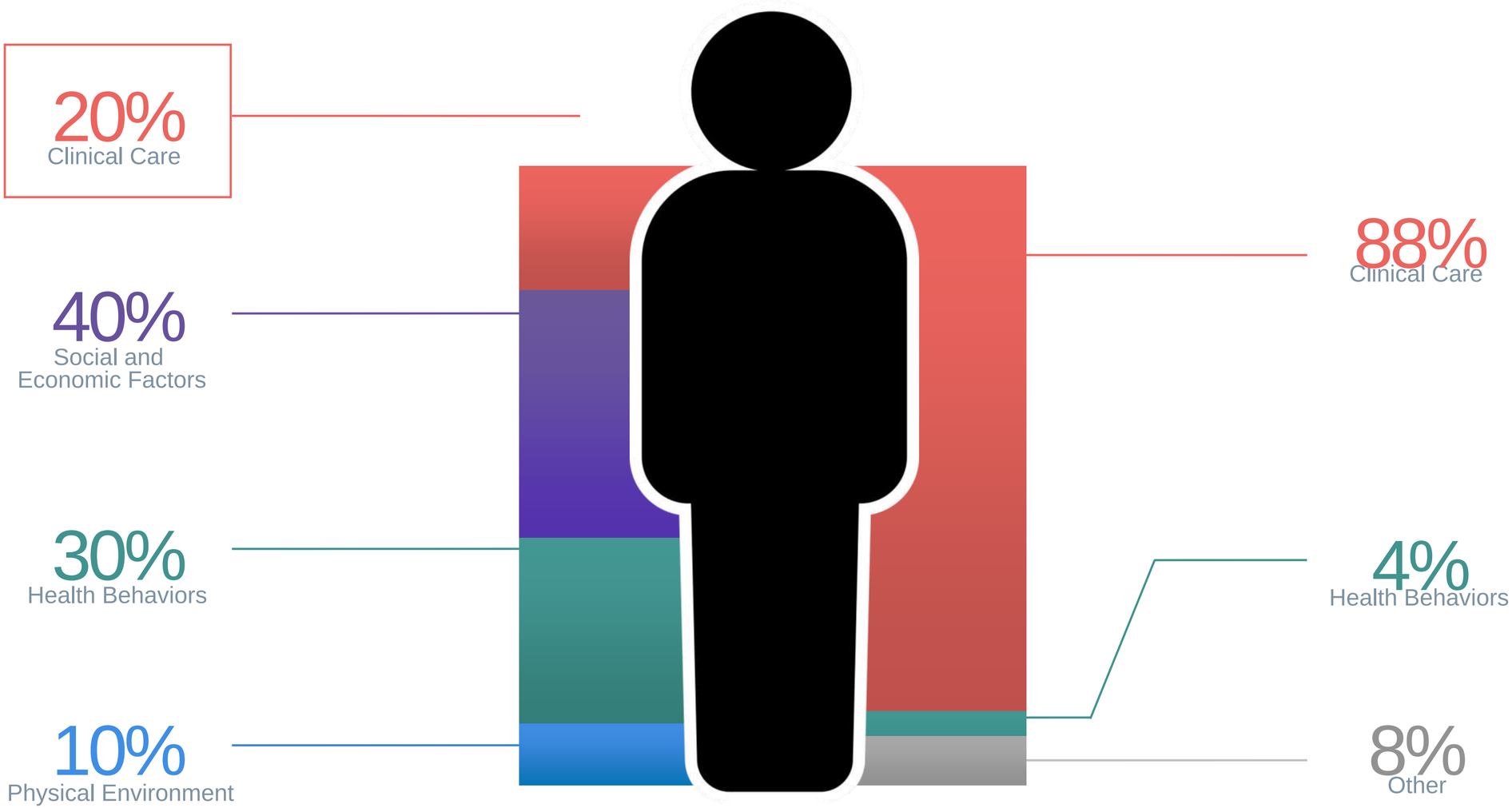


Financial Incentives
for Operators

What drives health **outcomes**?



What drives health **outcomes**?



Where do we **spend** health care dollars?

What has this created?

A hospital-centered sick care system

- Reactionary & episodic
- Fragmented & disconnected
- Creates dependence
- Expensive

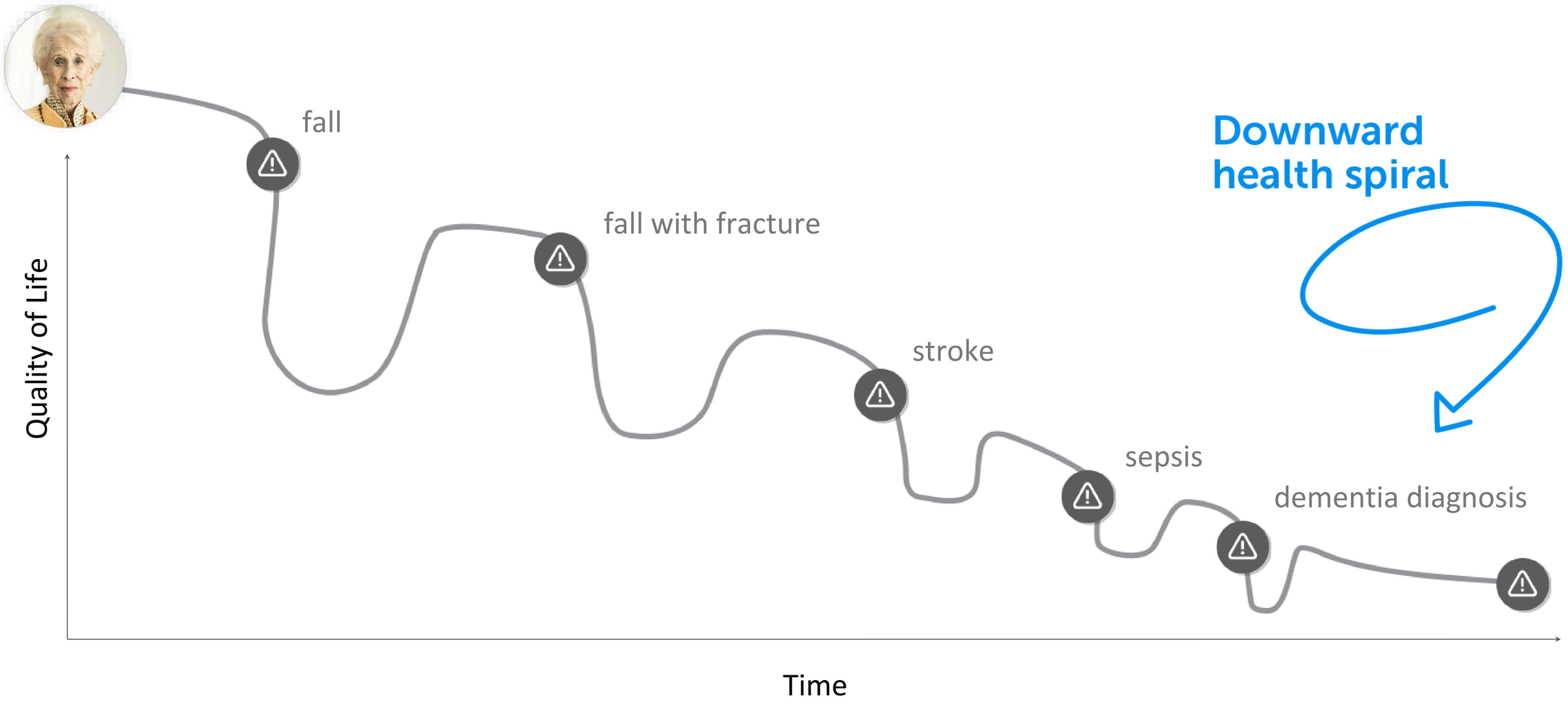
The Senior's Journey on the *LowerPath*

Health, Dignity, Independence, etc.

Quality of Life

Time

The Senior's Journey on the *LowerPath*



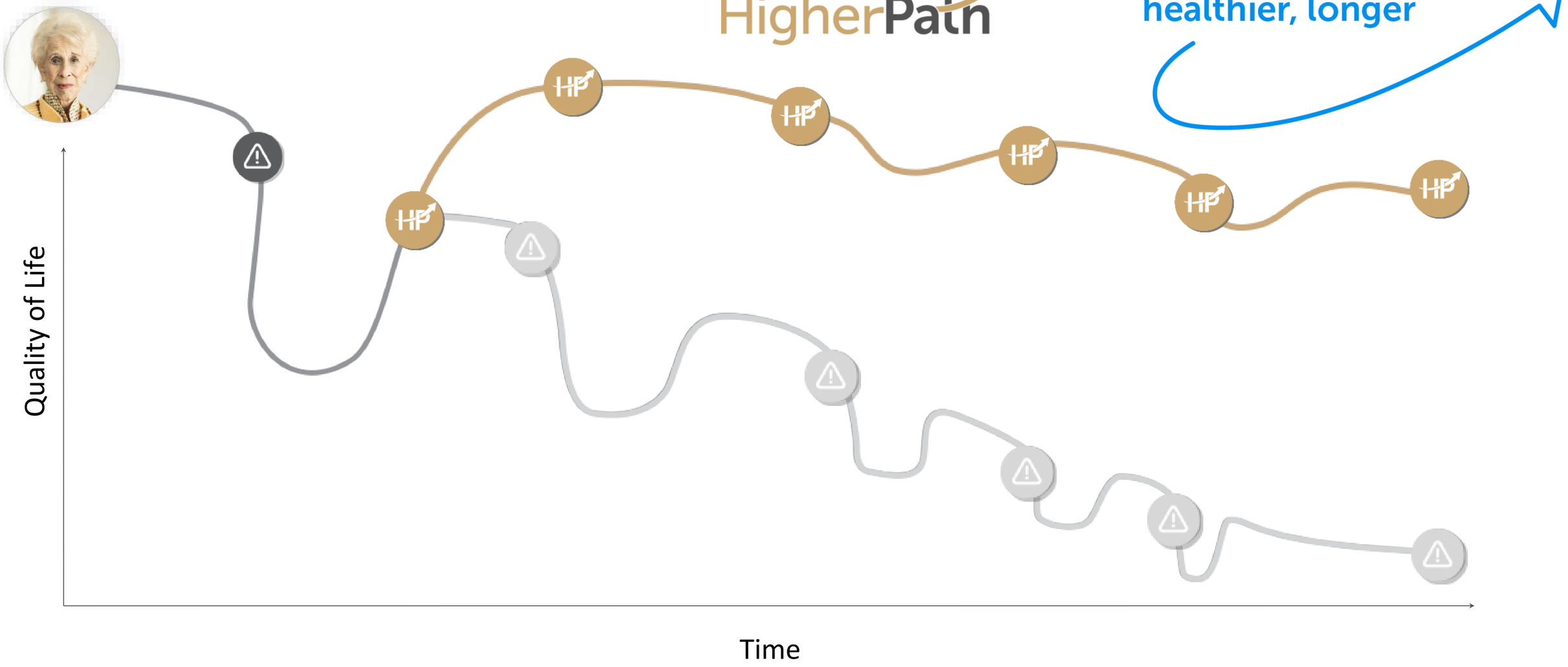
Health Care Spending

$800K
Lower Path

Quality of Life

Time

The Senior's Journey on the *LowerPath*



Health Care Spending

10–30%
Savings

$56
Higher

Quality of Life

Spending

Time

Senior Living is the key stakeholder in the move to value-based care

Senior living impacts ALL the factors that drive outcomes

(i.e. environment, social, behaviors, clinical)

Captive population in a community-based setting (their home)

Trusted advisor relationship impacts:

Physician choice

Pharmacy choice

Health insurance choice

Exponential impact in healthcare spending

50-60% of total health care spending is on 15% of the total population (seniors)

Strategic source for development
of health plan benefits and sales

The Problem

Senior living communities don't have the capacity to operate within a value-based care system

Capacity Gaps

Educational
Don't understand the model

Operational
Requires a different business/care model

Relationship
Don't have relationship with key stakeholders, specifically payors

Technology
Requires different technology solutions

Density
Inability to aggregate lives

Scale
Difficulty scaling this model across an organization

Incentive
Financial model is misaligned

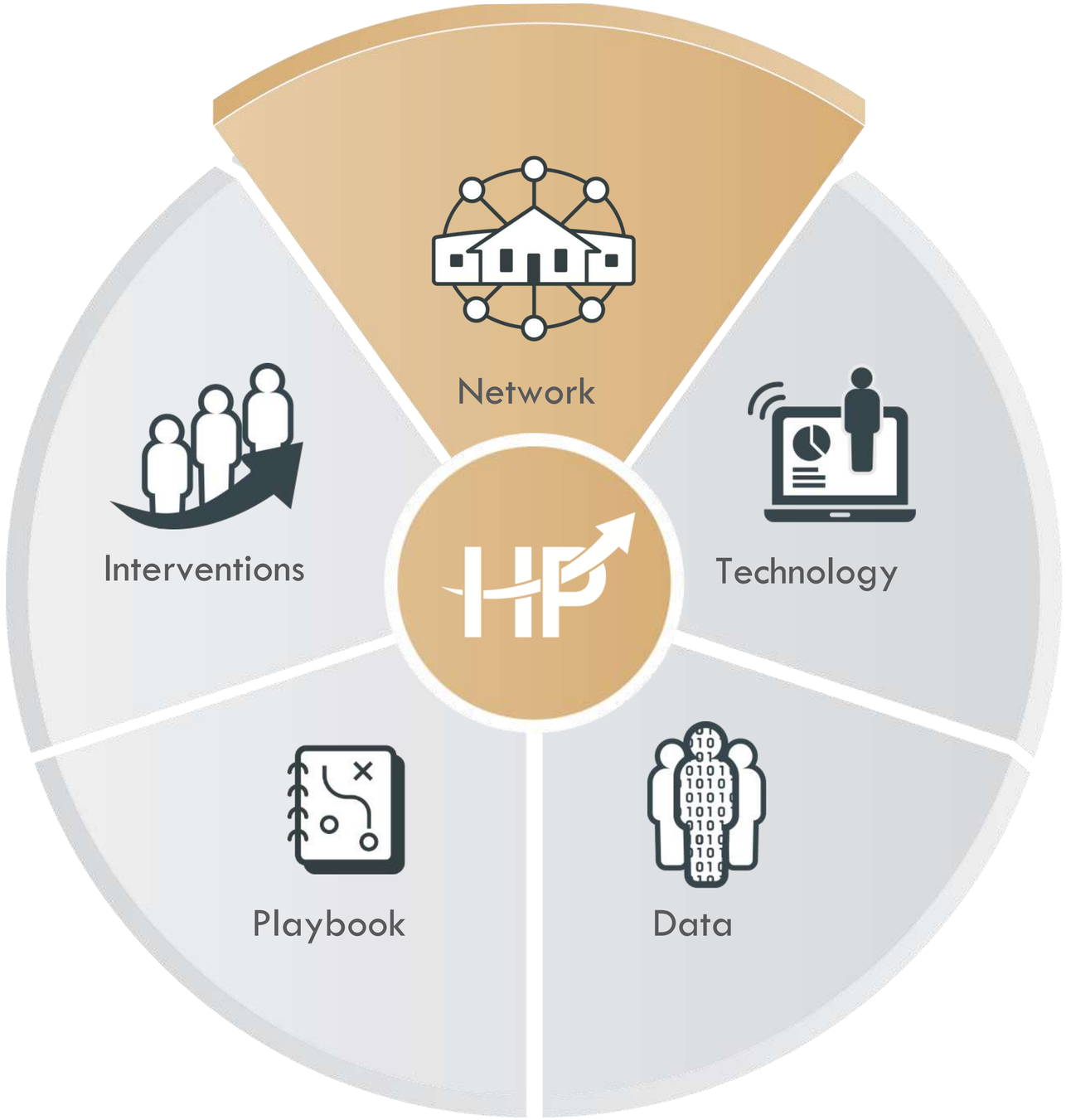
The Problem

Senior living communities don't have the capacity
to operate within a value-based care system

The Solution

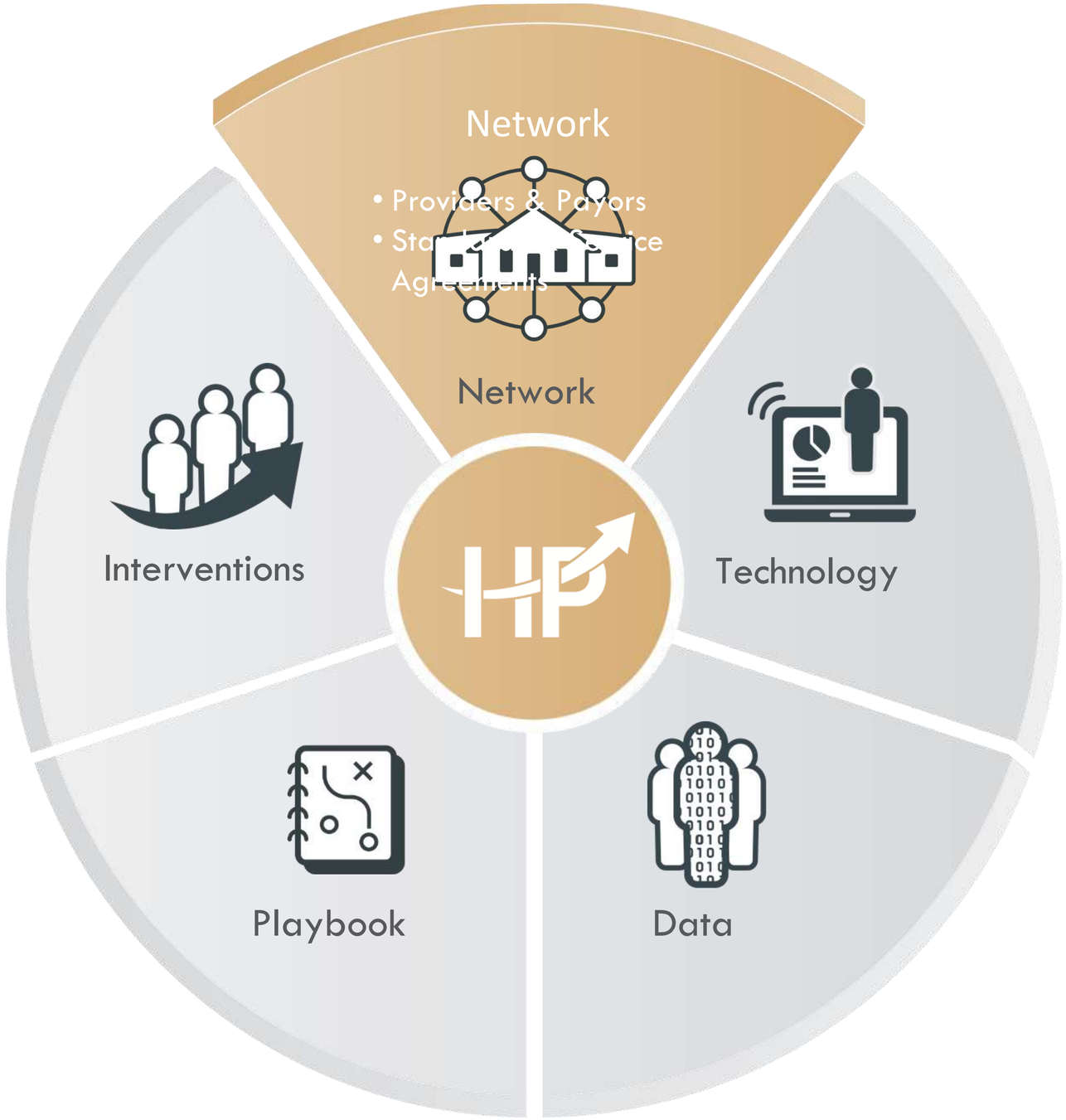
Create a platform that allows senior living communities
to thrive within a value-based care system

Health Model	Holistic approach Proactive vs reactive Improves outcomes
Local Value-based Care Alliance (MSO)	Creates scale and density Aligns incentives Manages the network



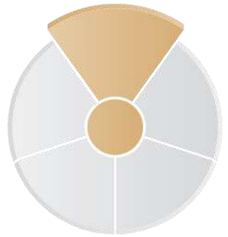
HigherPath

Our nationally recognized approach to help seniors live happier, healthier – longer

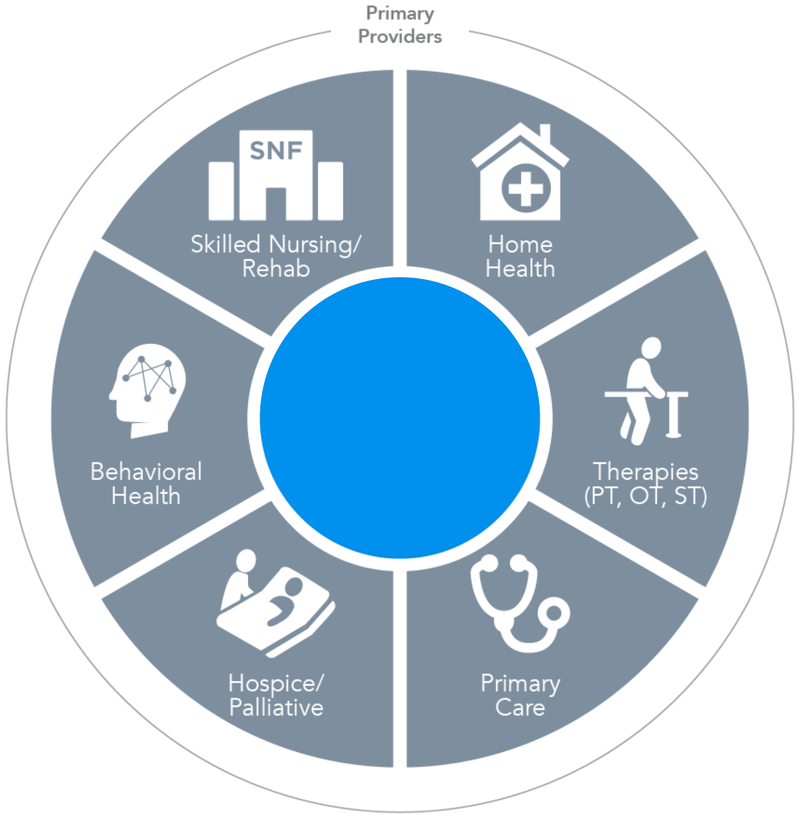


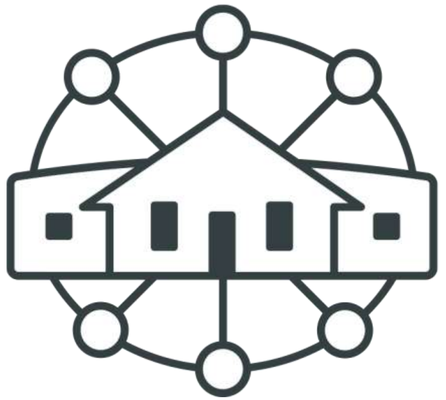
High-Performing Network

High-Performing Network

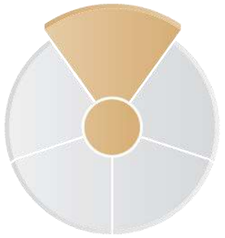


Network





High-Performing Network



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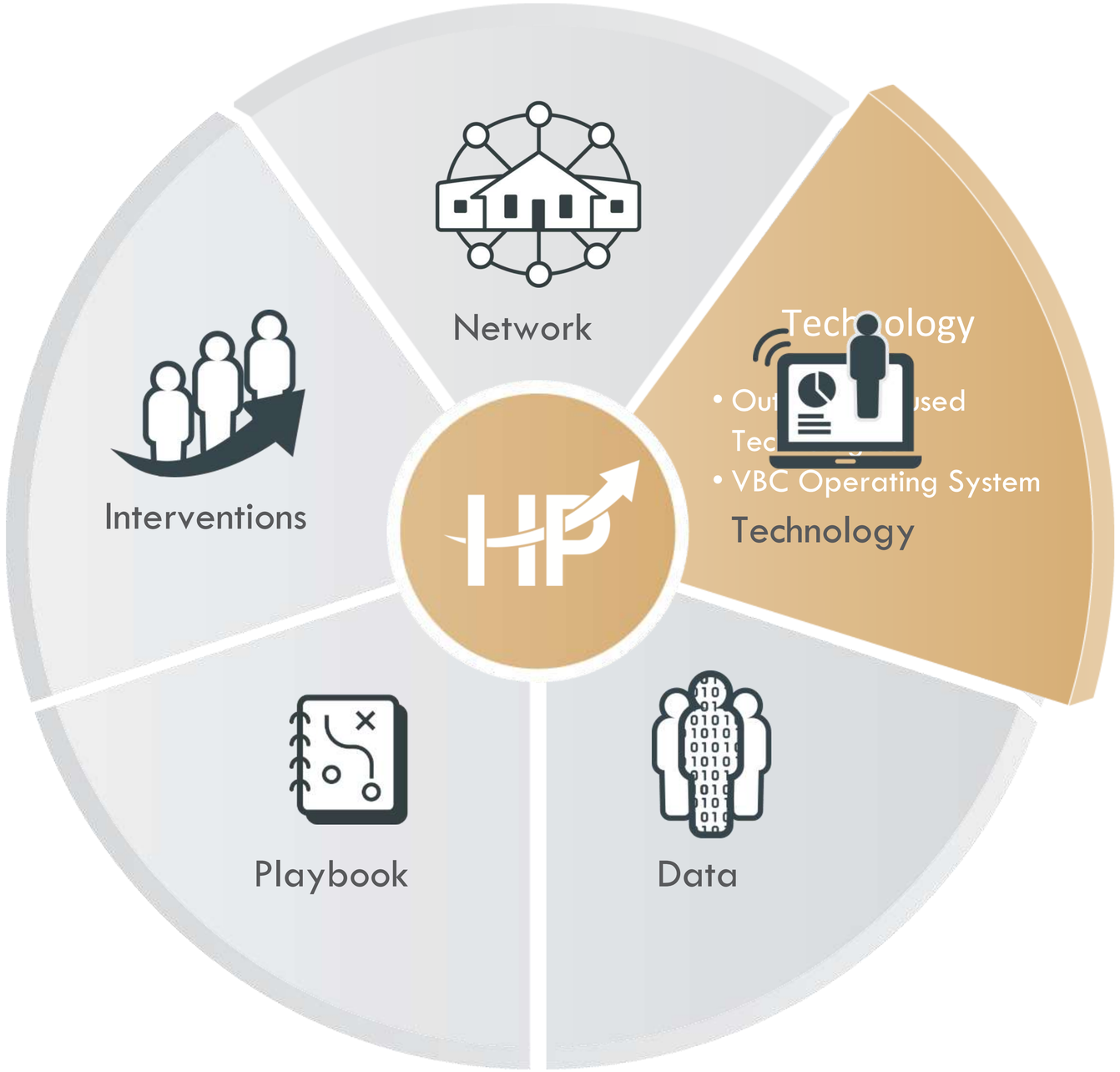
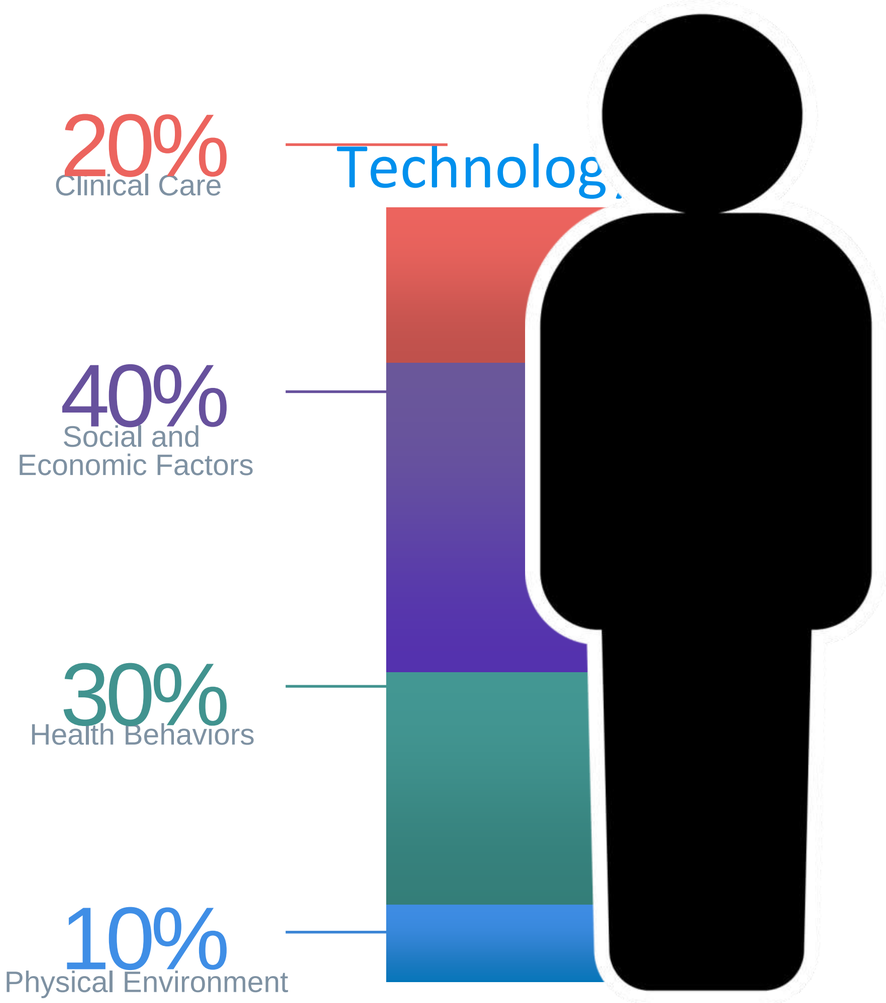
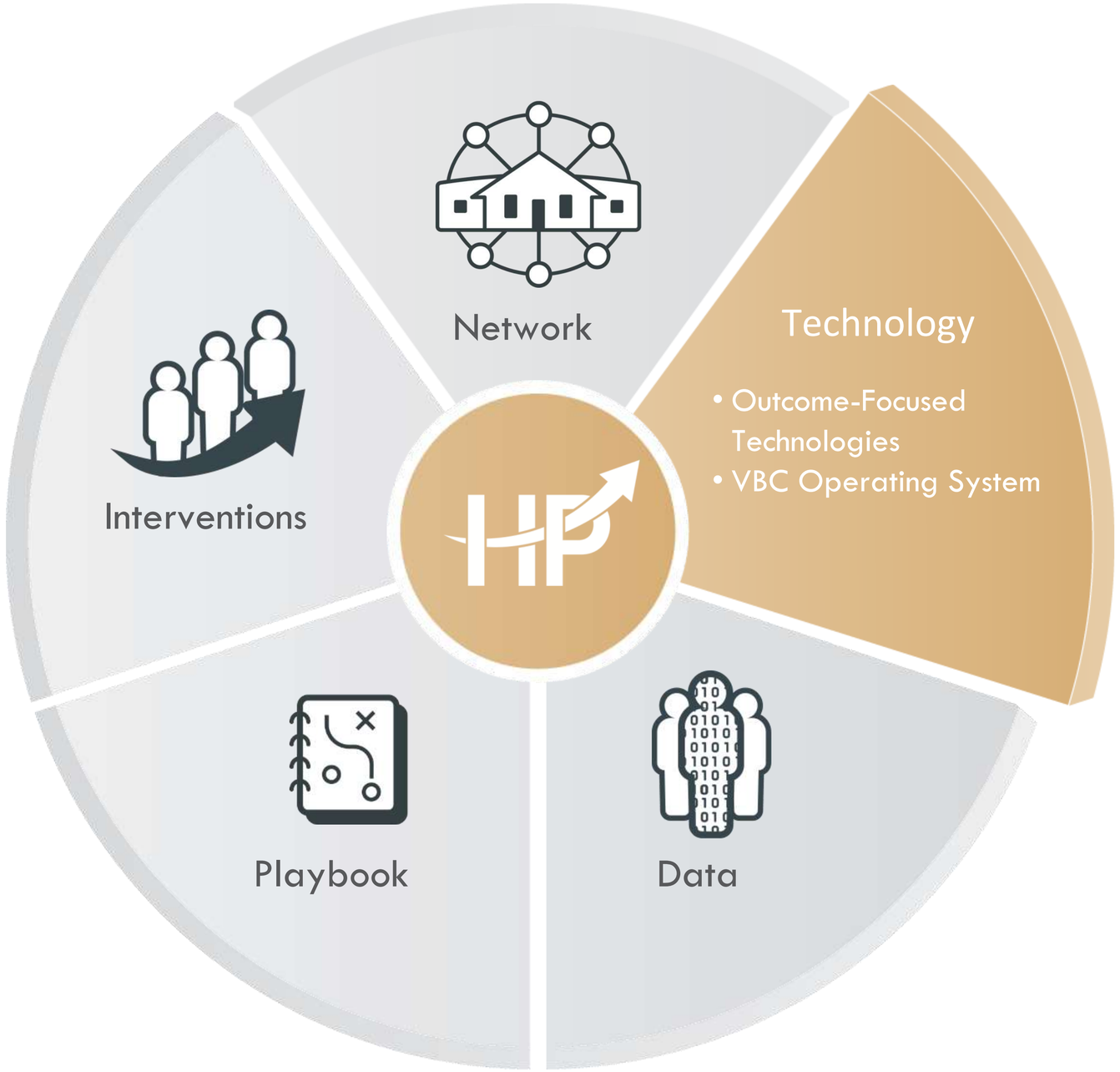


What drives health **outcomes**?



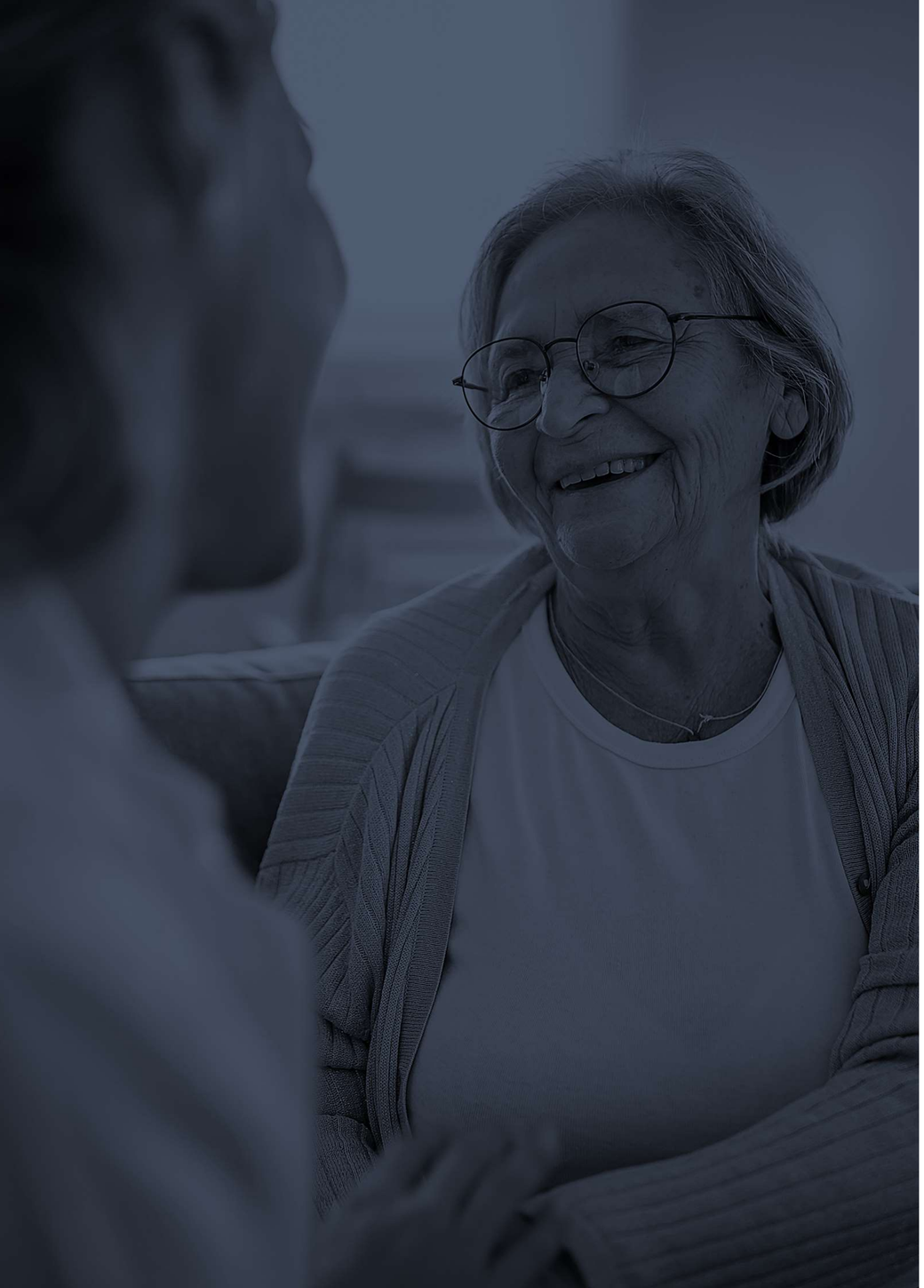
AI-Enabled Fall Detection Technology

Technology



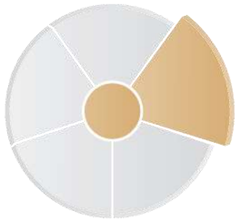
HigherPath

Value-Based Care Operating System



VIA HigherPath

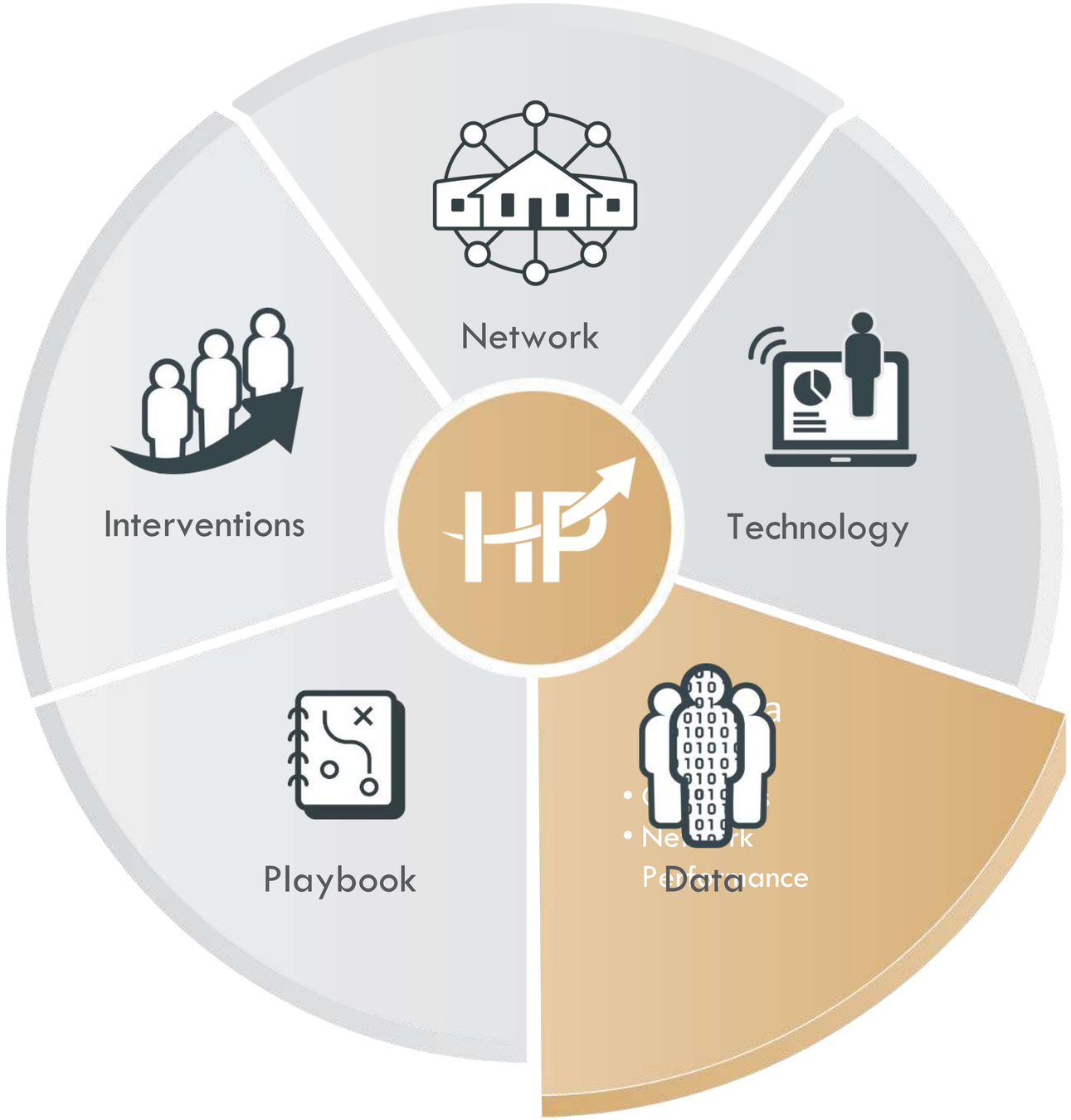
A Value-Based Care Operating System



Technology

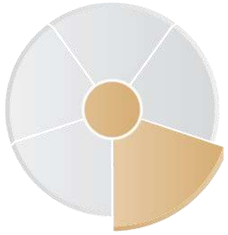
Transforming independent care providers into a high-performing network

- Integrated health record
- Community-level population health
- Enrollment manager
- Network management
- Communications hub
- Workflow automations
- Actionable insights
- Committed Actions
- HigherPath Council tracker



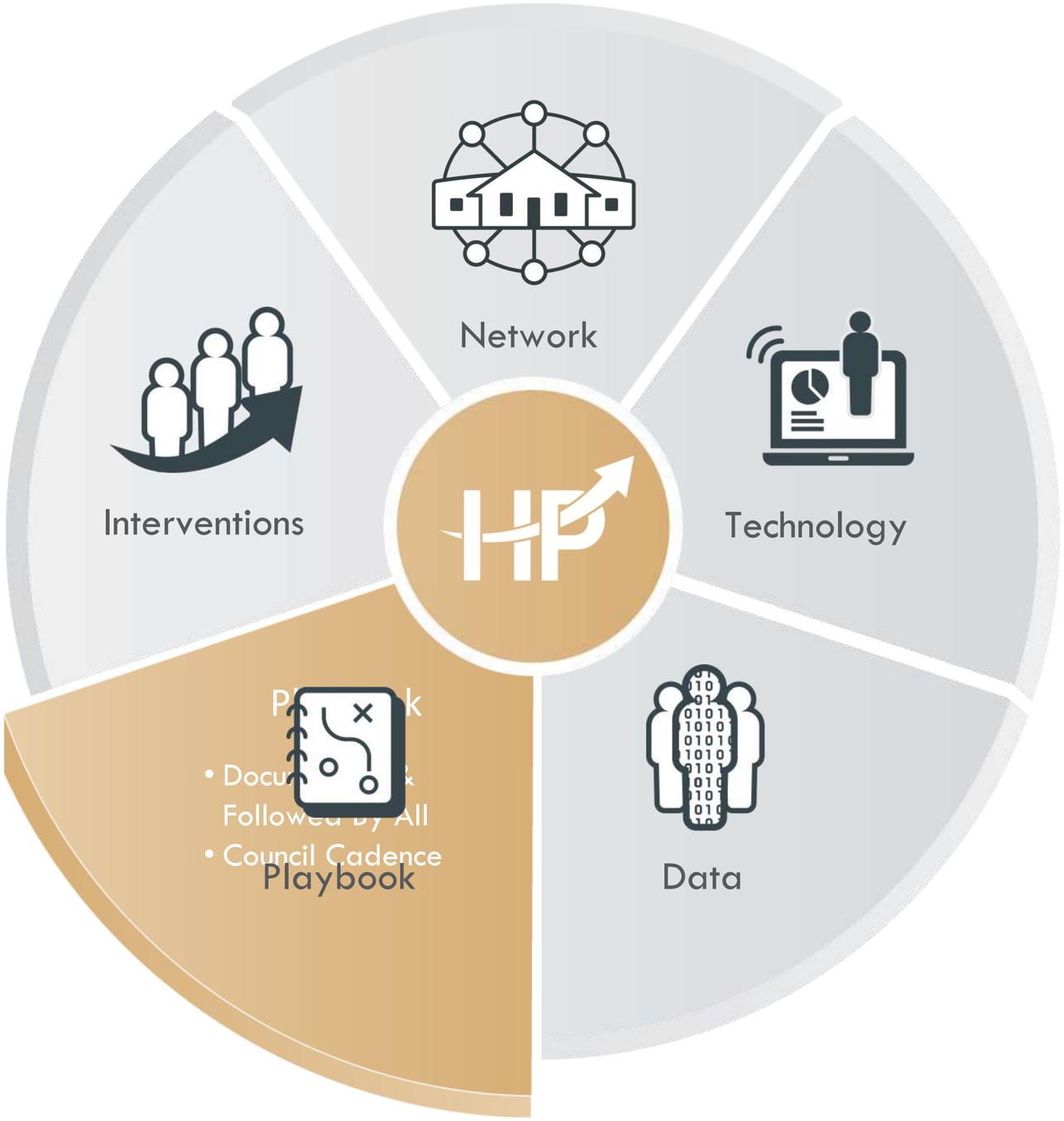
Data

Outcomes



Scorecard

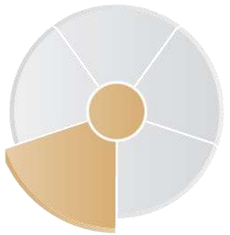
Title	Goal	Dec 30 - Jan 05	Dec 23 - Dec 29	Dec 16 - Dec 22
Physical response times - Care Predict	< = 5	9	8	9
Number of falls	= 0	4	2	4
Falls with significant injury	= 0	0	0	1
Hospital visits - observation only	= 0	0	0	1
ER visits	= 0	1	0	1
In-patient hospital admission	= 0	1	0	0
Move outs / hospital discharges	= 0	0	0	1
PCP assigned primary	> = 58	47	45	45
PCP assigned secondary	= 64	57	55	54
Health plan enrollment	> = 32	11	12	13


Network
Interventions
Technology
Data
Playbook
• Docu
Followed By All
• Council Cadence
Playbook

Playbook

HigherPath Council

- Weekly 90-minute in-person meeting
- Interdisciplinary care providers
- Runs in V/A HigherPath



Sales Director

Activities Director

Nurse Practitioner

Nursing Director

Senior Living Community

Provider Network

Therapist

Executive Director

Fall Specialist

HigherPath Council

Playbook

Total: 03:15

1.	CELEBRATIONS	5 MIN
2.	HEADLINES	5 MIN
3.	DATA	10 MIN
4.	FALL HUDDLE	15 MIN
5.	COMMITTED ACTIONS	5 MIN
6.	INSIGHTS	45 MIN
7.	CONCLUDE	5 MIN

HigherPath Celebrations

HigherPath Council

Playbook

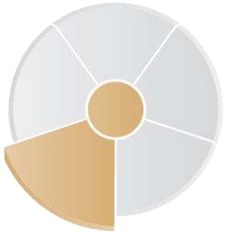
Total: 09:23

1. CELEBRATIONS 5 MIN
2. HEADLINES 5 MIN
3. DATA 10 MIN
4. FALL HUDDLE 15 MIN
5. COMMITTED ACTIONS 5 MIN
6. INSIGHTS 45 MIN
7. CONCLUDE 5 MIN

Headlines

Title	Owner
☐ FOX caseload - 25 patients	
☐ New resident - Debbie Bohi!	
☐ Walter Quigley - D/C from PT	

HigherPath Council



Total: 14:08

1. CELEBRATIONS 5 MIN
2. HEADLINES 5 MIN
3. DATA 10 MIN
4. FALL HUDDLE 15 MIN
5. COMMITTED ACTIONS 5 MIN
6. INSIGHTS 45 MIN
7. CONCLUDE 5 MIN

Outcome Data

Title	Goal	Dec 30 - Jan 05	Dec 23 - Dec 29	Dec 16 - Dec 22
Physical response times - Care Predict	< = 5	9	8	9
Number of falls	= 0	4	2	4
Falls with significant injury	= 0	0	0	1
Hospital visits - observation only	= 0	0	0	1
ER visits	= 0	1	0	1
In-patient hospital admission	= 0	1	0	0
Move outs / hospital discharges	= 0	0	0	1
PCP assigned primary	> = 58	47	45	45
PCP assigned secondary	= 64	57	55	54
Health plan enrollment	> = 32	11	12	13

HigherPath Council

Playbook

Total: 25:38

1.	CELEBRATIONS	5 MIN
2.	HEADLINES	5 MIN
3.	DATA	10 MIN
4.	FALL HUDDLE	15 MIN
5.	COMMITTED ACTIONS	5 MIN
6.	INSIGHTS	45 MIN
7.	CONCLUDE	5 MIN

Fall Huddle

HigherPain Council

Playbook

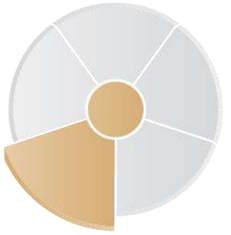
Total: 37:13

1. CELEBRATIONS 5 MIN
2. HEADLINES 5 MIN
3. DATA 10 MIN
4. FALL HUDDLE 15 MIN
5. COMMITTED ACTIONS 5 MIN
6. INSIGHTS 45 MIN
7. CONCLUDE 5 MIN

Committed Actions

	Title	Due By	Owner
○	Sue Glasco - check on PRN pain medications and educate on med tech giving to Sue	Dec 8	
✓	Pem Shuler - see if home health can address different wheelchair cushion (Roho cushion)	Dec 8	
✓	David Wilson - check on status of UTI test	Dec 8	
✓	David Wilson - check on if he is in paint d/t being up all night	Dec 8	
✓	Florine Clarke - reach out to her cousin to discuss Ally Senior Care plan	Dec 22	

HigherPain Council



Playbook

Total: 37:13

1.	CELEBRATIONS	5 MIN
2.	HEADLINES	5 MIN
3.	DATA	10 MIN
4.	FALL HUDDLE	15 MIN
5.	COMMITTED ACTIONS	5 MIN
6.	INSIGHTS	45 MIN
7.	CONCLUDE	5 MIN

Committed Actions

	Title	Due By	Owner	
☐	Sue Glasco - check on PRN pain medications and educate on med tech giving to Sue	Dec 8		Nurse Practitioner
☑	Pem Shuler - see if home health can address different wheelchair cushion (Roho cushion)	Dec 8		Physical Therapist
☑	David Wilson - check on status of UTI test	Dec 8		Executive Director
☑	David Wilson - check on if he is in paint d/t being up all night	Dec 8		Nursing Director
☑	Florine Clarke - reach out to her cousin to discuss Ally Senior Care plan	Dec 22		Sales Director

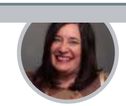
HigherPath Council

Playbook

Total: 42:33

1.	CELEBRATIONS	5 MIN
2.	HEADLINES	5 MIN
3.	DATA	10 MIN
4.	FALL HUDDLE	15 MIN
5.	COMMITTED ACTIONS	5 MIN
6.	INSIGHTS	45 MIN
7.	CONCLUDE	5 MIN

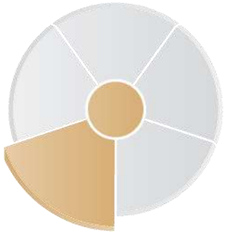
Insights

Title	Owner
1. Nancy Davis 12/29/22	
2. Brigid Nelson 12/25/22	
3. Sue Glasco 1/3/23	
4. Secondary Consent for Curana	
5. Response Times to Residents	
6. Raymond Pryzborowski 1/5/23	
7. Mildred Shafer - New Move In	

Brigid Nelson 12/25/22

Having lots of hallucinations, still refusing meds and cussing at BFMs. Does not like loud noises or a lot of commotion.

HigherPath Council

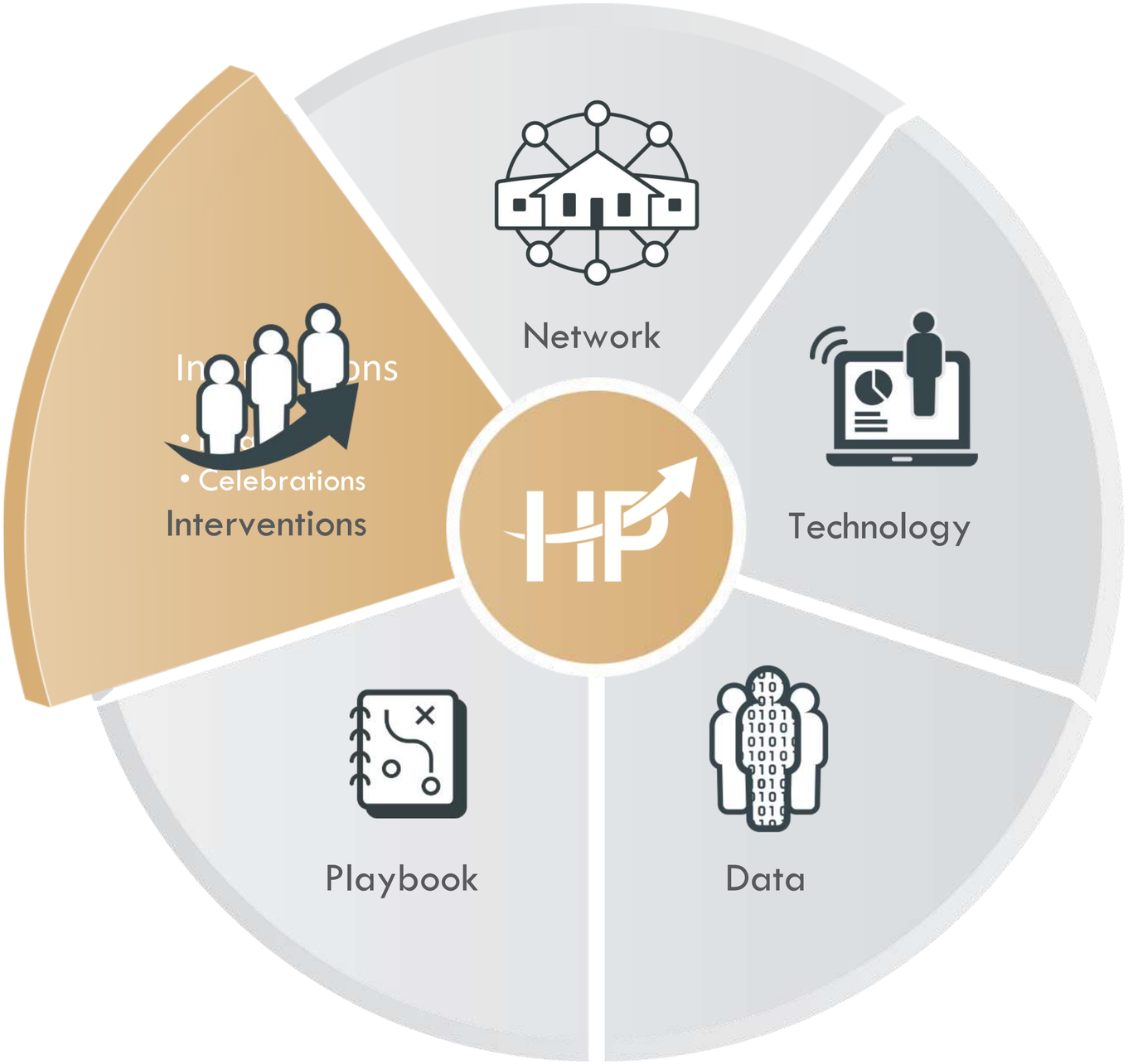


Total: 89:02

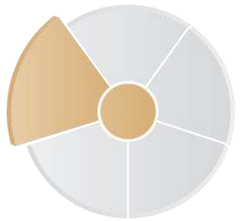
1.	CELEBRATIONS	5 MIN
2.	HEADLINES	5 MIN
3.	DATA	10 MIN
4.	FALL HUDDLE	15 MIN
5.	COMMITTED ACTIONS	5 MIN
6.	INSIGHTS	45 MIN
7.	CONCLUDE	5 MIN

Rate the Meeting

Ratings (1-10)	Rating	Absent
Jennifer Gilgenhouser	8	☐
Sheila Fritz		☑
Bob Truman	8,5	☐
Amy Kline	8	☐
Max Blossom	9	☐



Interventions



Interventions

Loss of spouse

Apartment clutter

Change of daily routine

Nutrition deficits

Increased isolation

Install fall monitoring technology

Fall

Organize apartment

Set up a weekly Bridge game

Monitor meal consumption

NEW YEAR

313
COX
HAPPENINGS

What living happier, healthier – longer looks like

↓ 69%

Falls

↓ 54%

ER Visits

↓ 39%

Hospitalizations

↓ 49%

Re-hospitalizations

↑ 67%

Length of Residency

Seniors are able to stay at their senior living community longer without needing to move to higher-care settings

Value-Based Care requires payment models that align with resident outcomes

VBCA VALUE-BASED CARE ALLIANCE OF VIRGINA

To get the attention of payors, you can't go at it alone. You have to create a local network that produces superior outcomes.

30-50

2k-3.5k

Value-Based Care Alliance objectives

VALUE-BASED CARE ALLIANCE OF VIRGINA

- On-ramp to VBC
- Create scale & density
- Implement HigherPath Senior Health Model
- Provide/align economic incentives
- Evolve to an at-risk model

What does the Alliance do?

VALUE-BASED CARE ALLIANCE OF VIRGINA

- Manages the network (data, standards, performance, etc.)
- Creates value-based contracts with payors and providers
- Identifies and integrates outcome-focused technologies
- Provides an operating system (VIA HigherPath) that supports the model
- Provides implementation support for senior living communities to operate the HigherPath Senior Health Model

What do I get as a member of the Alliance?

VBCA VALUE-BASED CARE ALLIANCE OF VIRGINA

- Access to outcome-focused technologies at no/reduced cost
- No-cost access to VIA HigherPath
- No-cost implementation support (dedicated HigherPath Guide)
- A playbook to operate as a high-performing network
- Negotiating power and influence
- Improved resident and operational outcomes
- Significant differentiation amongst your competitors
- Share in the financial savings the model creates

This is a way you can participate
in a value-based care system without needing
your own capital, relationships, or density of lives

How do I join?

VALUE-BASED CARE ALLIANCE OF VIRGINA

Sign
the contract to
become a member of the
Value-Based Care Alliance

Implement
the HigherPath
Senior Health Model

...mprove
health outcomes and share
in the financial rewards