Helping create the healthcare systems of tomorrow... today.
The nGage Health Team

We believe that the intelligent use of technology can significantly enhance the ability of providers to deliver quality care.

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Founder
Product Development

Physician: specialist in pulmonology. UK.
Product development consultant, RedBrick Health Inc. USA
Founding partner at vielife (acquired by CIGNA Corporation 2006)

Simon Armstrong
Founder
Technology

Chief Technical Architect, vielife (acquired by CIGNA Corporation 2006)
Senior Technical Consultant, Conchango (acquired by EMC 2008)
Senior Web Architect, BMW

Sean Eligon
Founder
Creative Director

Director of User Experience, Head London UX & Design Lead, vielife
Assistant Creative Director, Fusion Design Studio
Background
Healthcare's evolution

How we deliver healthcare is fundamentally changing. The model for remunerating providers is no longer based on how many patients are treated or how quickly...

Meeting patient number targets + Reducing patient appointment waiting times = Remuneration $$$$
Healthcare's evolution

...but by how well they manage treatment costs and show MEANINGFUL improvement of their population's health and wellbeing.

Improve your population's health & wellbeing

+ Reduce the cost of chronic disease treatment

= Remuneration $$$
The existing healthcare model will not achieve the new goals

- 360+ days a year we have no interaction with the majority of our patients

- No other industry in the world has less contact with their customers

- We are the only industry that 'discharges' our clients!

- Technological connectivity is ubiquitous in society - 87% of households have an internet connection and 94% of the population have a mobile phone, yet less than 5% of doctors use these means to communicate with their patients
Consumer - Provider health ecosystem

The nGage Health patient relationship management solution assists providers in delivering better patient care and driving better outcomes.

Popular Media

- Google
- Cosmopolitan
- Men's Health
- OptumHealth
- limeade
- American Well
- WebMD
- GQ

Employer and Health Plan Initiatives

- MATRIA
- HEALThWAYS
- OptumHealth
- Men's Health
- limeade
- American Well
- WebMD
- GQ

Non-profits & Providers

- Essentia Health
- American Heart Association
- Allina Health

Pharmaceutical Companies

- Roche
- Bayer
- Merck

Social Media & Consumer Health Technology

- facebook
- fitbit
- RunKeeper

Retail Vendors

- Walgreens
- CVS
- Weight Watchers
- Johnson & Johnson

Professional Associations

- ACP
- AAMA
- ARGUS
- EXPRESS SCRIPTS
- medco

Pharmacy Benefits Management

- Express Scripts
- Medco
- Express Scripts
- SureScripts

Practice Management

- Allscripts
- Sage
- eClinicalWorks
- Practice Fusion

Electronic Medical Records

- INGENIX CareTracker
- eMDs
- Cerner
- Epic

Health Plans

- Johnson & Johnson
- Aetna
- UnitedHealth Group
- BlueCross BlueShield of Minnesota

Non-profits & Providers

- Essentia Health
- American Heart Association
- Allina Health

Pharmaceutical Companies

- Roche
- Bayer
- Merck

Social Media & Consumer Health Technology

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Practice Management

- Allscripts
- Sage
- eClinicalWorks
- Practice Fusion

Electronic Medical Records

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- Epic

Health Plans

- Johnson & Johnson
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- UnitedHealth Group
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Patient Relationship Management System

Not for just transactional processes like appointment booking or prescription refills, but to enhance outcomes across the whole spectrum of the healthcare continuum.

Healthcare Continuum

- Birth & Early Years
- Wellness
- Chronic Disease
- Complex Conditions
- End of Life

The Triple Aim

Improving Patient Experience (Quality & Satisfaction)
Improving Outcomes
Reducing Per Capita Costs
Electronic Health Record

Electronic Health records (EHRs) are designed for recording and storing data at an individual level. They are not optimized for viewing and acting on population level data, or determining what is happening in the “here and now”. Using an EHR for population health management is like driving exclusively with your rear-view mirror!
We have created a cloud-based patient engagement and relationship management platform that has been developed specifically for the needs of healthcare providers.

- Meet Meaningful Use 2 Patient Engagement requirements.
- Streamline Annual Wellness Visit process with a highly patient focused Health Risk Assessment and Care Plan creator.
- Capture many valuable patient self-report metrics to assist with Clinical Quality Metric (CQM) reporting.
- Demonstrate patient outcomes using powerful data visualization and reporting tools.
- Help patients understand & create Advance Care Directives so they receive the care they want at the end of life.
The Technology

Electronic Health Record

Import from and publish to electronic health records

Apps, Devices & BlueButton

Import data from health tracking devices

Provider Portal

Realtime health data view
Individual and population views
Direct patient messaging

Patient Portal

Health assessment data capture
Measurable health tracking
Symptom reporting
Access to health record data

Electronic Health Record Apps, Devices & BlueButton
Why is this different from what is currently available?

- Proprietary algorithms for risk stratification of individuals have taken over a decade to validate and perfect by our team.
- System is live in the marketplace with positive feedback from a number of clients in both the US and UK.
- Extensive usability research and iterative design has optimized the user experience (something many healthcare IT solutions do not deliver).
- Developed from a deep understanding and practical experience of consumer engagement in healthcare.
- Solution creation backed up by over two decades of healthcare delivery experience and understanding of the key facets of patient behavior that have the potential to improve outcomes.
Suite of Functionality Focused on Delivering the Triple Aim.

- Annual Wellness Visit
- Symptom & Metric Tracking Care Plan Creation
- Connectivity to Telehealth Solutions
- Advanced Care Plan Creation & Dissemination

- Improving Patient Experience (Quality & Satisfaction)
- Improving Outcomes
- Reducing Per Capita Costs
PATIENT PORTAL

Health Assessment
ACP Creator
Symptom & Metric Tracking

App & Device Integration
BlueButton Connectivity

Access to Pertinent Health Record Data Stored in EHR
The Patient Portal

Health Risk Assessment

The nGage Health Risk Assessment is used to prepare patients for their Annual Wellness Visit.

Proprietary algorithms have been developed to categorize and segment individuals and populations based on risk status.

The HRA meets the guidelines recommended by the CDC (our research work was referenced in the CDC framework)

Actionable recommendations about local health initiatives are provided through customizable content in the health assessment report.
The Patient Portal

Advance Care Plan Creator

Working closely with experts in palliative care and oncology, and with significant input from UMass Memorial Medical Center, we have created the Advance Care Plan solution.

The Advance Care Plan creator walks an individual through the steps of determining their wishes, communicating these to relatives and creating an ACP.

The ACP is stored on the patient portal as well as a copy being stored in the electronic health record. The ACP can easily be updated if circumstances change.
The native data capture of the patient portal is augmented by being able to capture health data from a wide range of existing health apps and devices.

Connecting to apps and devices through their APIs allows for a more complete picture of patient health with a live, up-to-date stream of data that would otherwise go unseen by health professionals.

Patients can also connect their portal instance with downloadable BlueButton data, increasingly becoming the de facto health record data sharing technology for patients.
The Patient Portal

Access to own Health Record

The patient portal can be connected to the EHR so that data can flow both ways.

Meaningful Use 2 criteria requires patients to have electronic access to their health records.

Many EHR patient portals are confusing and not fit for purpose. We have created an intuitive interface that allows a patient to interact with (and share if desired) their health record data.
Individual & Population View of Health Data (Amalgamation of Self-report & EHR data)

Annual Wellness & Care Plan Creator Summary of patient’s ACD wishes & copy of plan

Powerful Reporting & Population Health Insight Tools
The Provider Portal

Population View of Health Data

The population dashboard is designed to provide unique insight into the key health risks and issues affecting a patient population.

Extensive usability research has formed the backbone of the design and presentation of this data to make it easy to use, engaging and intuitive.

High risk groups can be targeted and appropriate resources directed to those that need them most. Secure messaging allows providers to directly communicate directly with individual patients. Or groups of patients.
The Annual Wellness Plan solution has been developed to streamline the process of conducting this annual, fully covered visit.

The process follows the CDC’s framework for the annual Medicare annual wellness visit, and allows providers to be able to bill for delivering it.

This solution allows a provider to set health targets for his or her patients and track their progress.

The Annual Wellness Plan solution can also be used to create care plans for individuals with long-term conditions such as diabetes or COPD.
The Provider Portal

Powerful Reporting Solutions

The provider reporting section uses a wide range of clinical and self-reported data to create reports on almost any aspect of population health.

Intuitive graphs and charts aid with understanding and make often complex data actionable.
Example Journey

Annual Wellness Visit (AWV)

Patient receives communication from their provider to complete online health risk assessment (HRA) prior to AWV.

Patient completes online health assessment and receives report (either through standalone portal or integrated into existing infrastructure).

Report highlights areas for improvement that can be discussed with provider at AWV. There is the option for the provider to include details of pertinent local resources and initiatives in the report (e.g., telephone number to quit smoking service).

Patient completes online health assessment and receives report (either through standalone portal or integrated into existing infrastructure).

Provider has real-time view of which patients have completed an HRA and details of their health status and risks identified.

Provider and patient schedule an appropriate time for the AWV (this can be done via the nGage Health Patient portal or through existing scheduling functionality).

Patient agrees appropriate metrics to track with provider in AWV. This ongoing data stream automatically updates their profile and can be monitored by their provider.

Patient meets provider and together they co-create an annual wellness plan for the year with achievable goals and a schedule for recommended preventive services. Once the provider is happy with the plan it is published and available to the patient to access online.
So, why us?
Organizations we have worked with

nGage Health’s founding team each have over a decade of experience creating health technology solutions for many different organizations. Here are just some of the companies we have worked with over this time.
Summary

• The model for healthcare delivery is changing in the developed world. Providers are being forced to shift from transactional, episodic care towards a model of total population health management. They will increasingly be remunerated based on outcomes and cost containment.

• nGage Health provides technology driven patient engagement and health management solutions for healthcare providers in the USA and UK which address some of the new challenges facing the sector.

• Integrating with the commonly used electronic health record systems, the nGage platform provides proactive real-time information to physicians allowing them to manage health risks within their patient population before significant costs are incurred.

• Intelligent use of data allows for proactive personalized outreach to “at-risk” individuals and groups in a scalable and cost effective way.
Further Information:

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Appendix: Publications

We have published widely in peer-reviewed scientific publications over the last decade.

- **Design, development and validation of the RedBrick Health Assessment: A questionnaire based study.**

- **Health Promotion in the UK.**
  Peter Mills & Katy Cherry. In Global Perspectives in Workplace Health Promotion. Published by Jones & Bartlett 2011.

- **Health Promotion, Participation and Productivity.**

- **Employee performance in the knowledge economy: Capturing the keys to success.**
  Fauth R, Bevan S, Mills P. Psychology Research & Behavior Management. 2009: 2; 1-12. [download]

- **Impact of a Health Promotion program on Employee Health Risks and Work Productivity.**

- **The effect of high correlated color temperature office lighting on employee wellbeing and work performance.**

- **The development of a new corporate specific health risk measurement instrument, and its use in investigating the relationship between health and well-being and employee productivity.**