

digitalhealth

REWIRED

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Headline Sponsors:



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Chief Revenue Officer,
Ummanu Health





Empowering Telehealth

Ummanu's System and Technology in Numbers



500

Active Clinicians
on the system 24hr/d

2 Mln

Online consultations in 2022

26

Different clinical
specialities delivered via
the system

4-12

Consultations/
hour/ clinician

20 mins

Average patient waiting time

68% more

time available for Clinical advice



GDPR
Compliant

Ummanu is a digital health tech company. A part of the Davidoff Group of companies, with technologies and services that support the needs of over 40 million people every day across 3 continents and multiple markets inc. the UK, the US, India and China

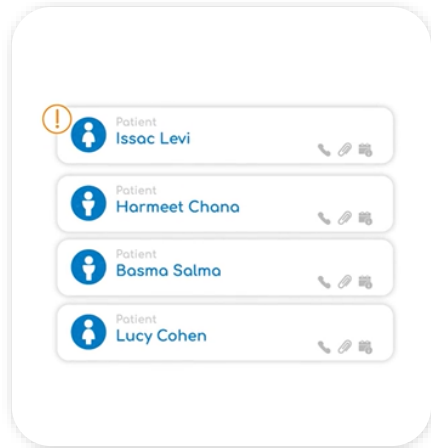
Ummanu's predictive dialler



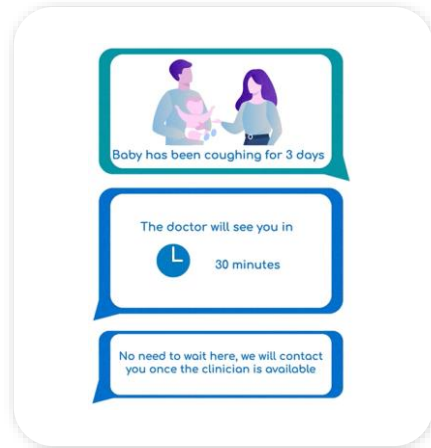
Ummanu's predictive dialler automates the consultation flow based on real-time data of patient demand and clinician capacity



How does the Ummanu System work?



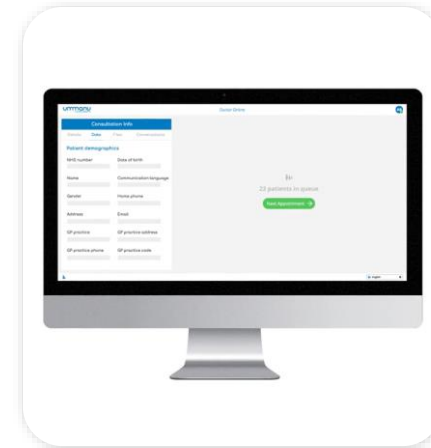
Intelligent Automation for Queuing



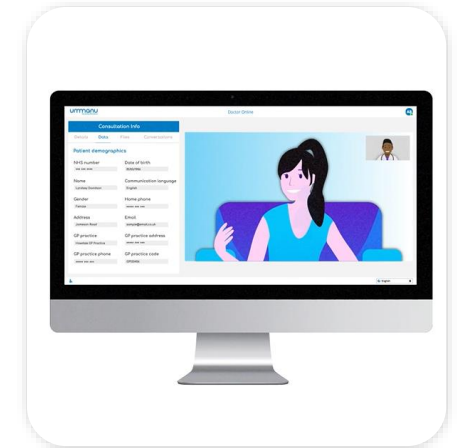
Automated communication management



Virtual Waiting Room



One Button for Clinicians "Next Appointment"



Easy interface for continuous consultation flow

Administrative call-handling



Administrative call-handling tasks impact

Clinicians' Productivity for remote healthcare providers globally

CHALLENGE #1

Workforce Shortage

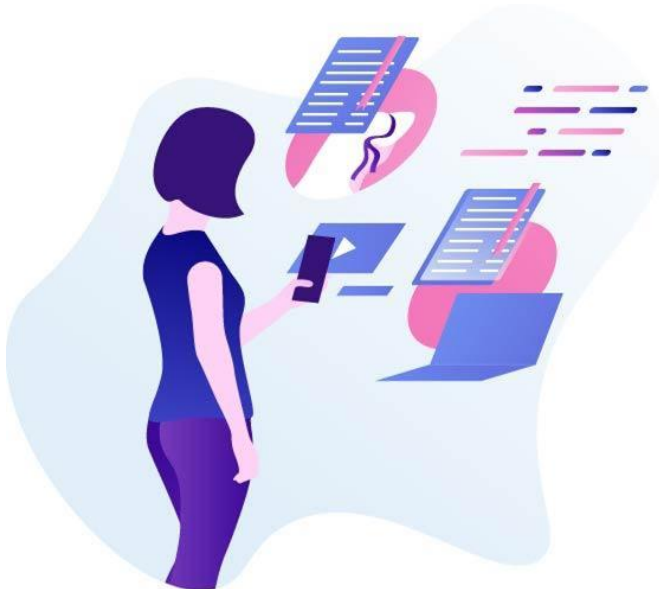
+

Precious clinician's time
used for admin
activities

=

Impact

Falling public/ patient
satisfaction and
confidence



OUR SOLUTION

Autonomous Predictive Dialer with a Smart Virtual Waiting Room

THE RESULT IN THE UK -

26% increase in clinician productivity on average and 50% on weekends!

Insufficient communication with waiting patients



Insufficient communication with waiting patients impacts the **Patient Experience** for remote healthcare providers globally

CHALLENGE #2

Long waiting times

+

Uninformed patients
are frustrated

=

Impact

Falling public/ patient
satisfaction and
confidence



OUR SOLUTION

Automated communication management for comfort calls and notifications throughout the patient journey

THE RESULT IN THE UK -

Increase patient satisfaction to 98% rating!

Inconsistent management of waiting lists



Inconsistent management of waiting lists also impacts **Clinical Safety** for remote healthcare providers globally

CHALLENGE #3

Long waiting times

+

Inefficient management
of case urgency
("Cherry Picking")

=

Impact

Clinical safety is
jeopardised



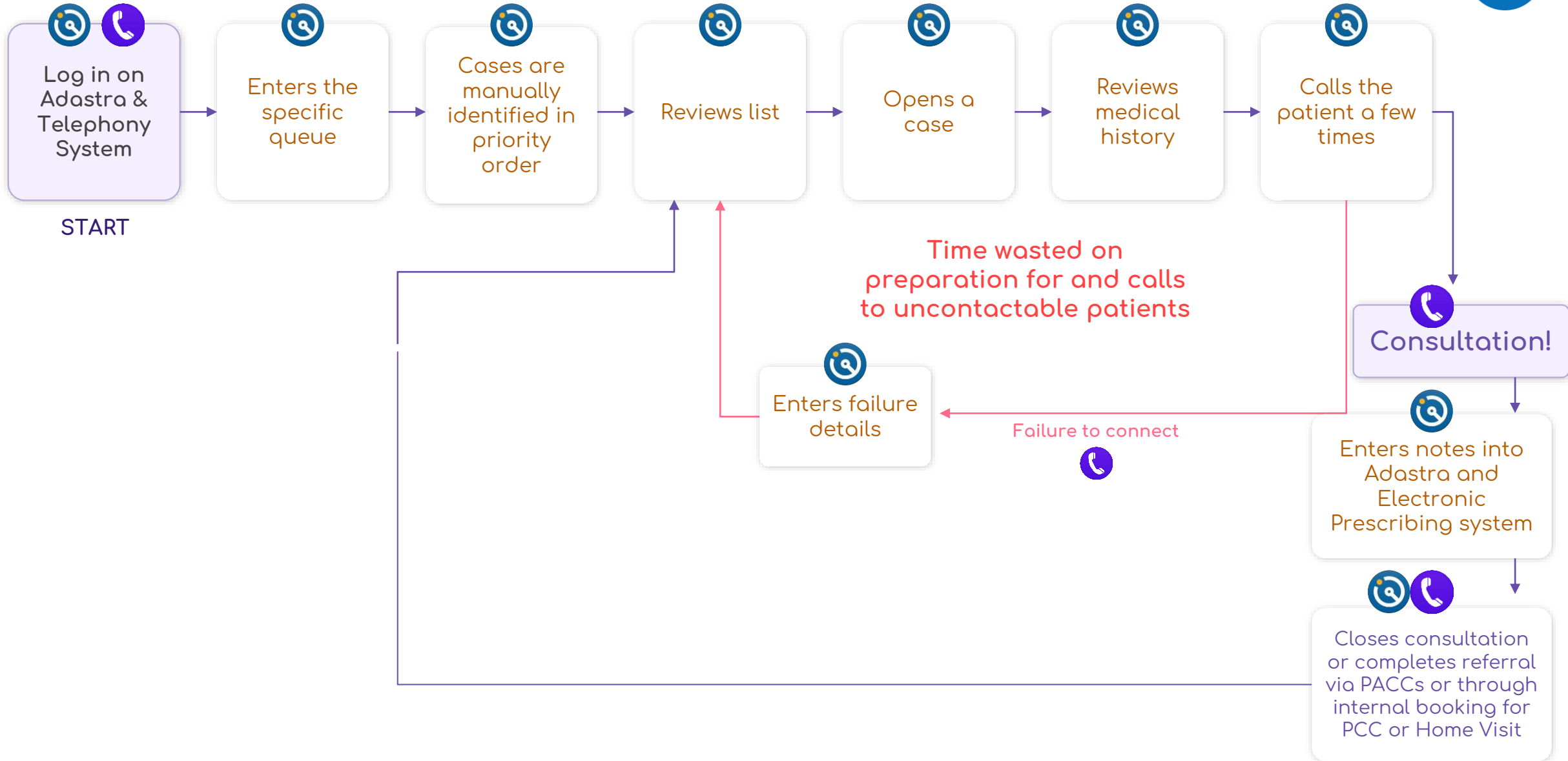
OUR SOLUTION

Smart automation of case urgency streaming based on agreed organizational disposition

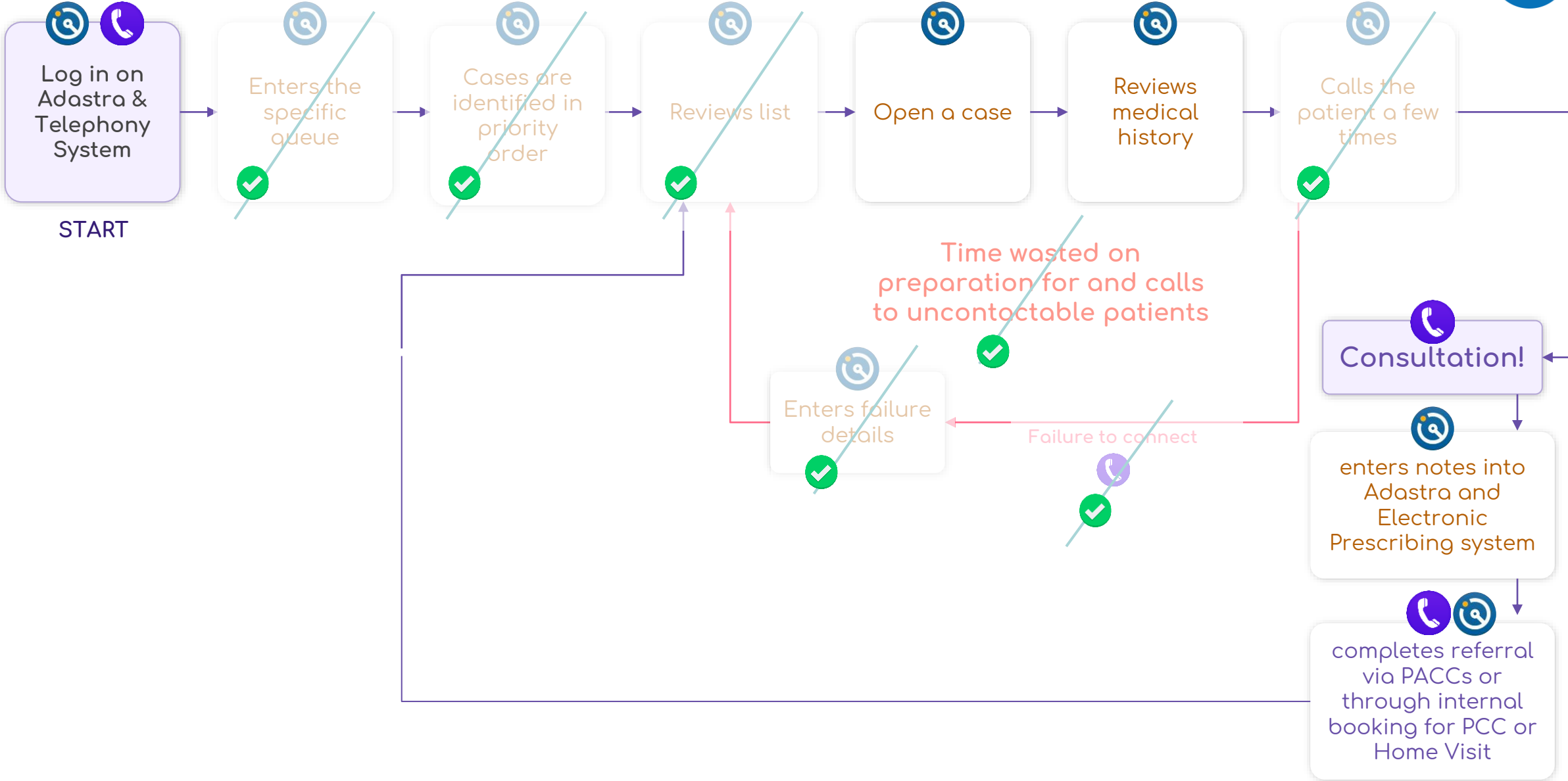
THE RESULT IN THE UK -

Timely assessment of urgent calls (95% in 20 mins) and routine calls (99% in 60 minutes)!

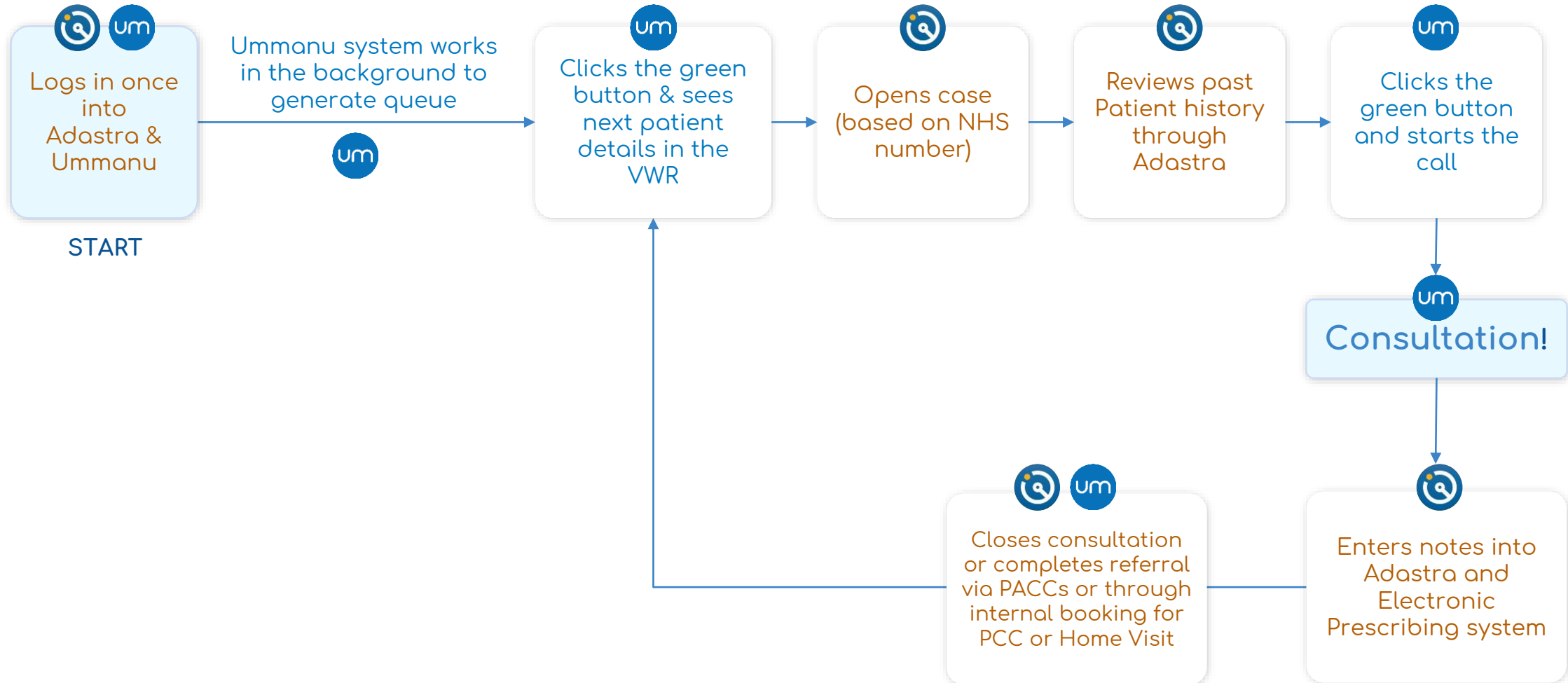
The current Standalone Aداstra operational process



The steps removed from the current operational process, when working with Ummanu







Ummanu/ Adastra side-by-side operation process



1. No cherry-picking of patients- Avoiding 100% wasted time on choosing patients from the list (32 patients /shift)
- 2.No time spent on uncontactable patients - Avoiding 25% of overall time preparing for a patient (8 uncontactable/shift)
- 3.No manual calling- Avoiding 100% wasted time on calling patients (~ 56 calls/ shift)



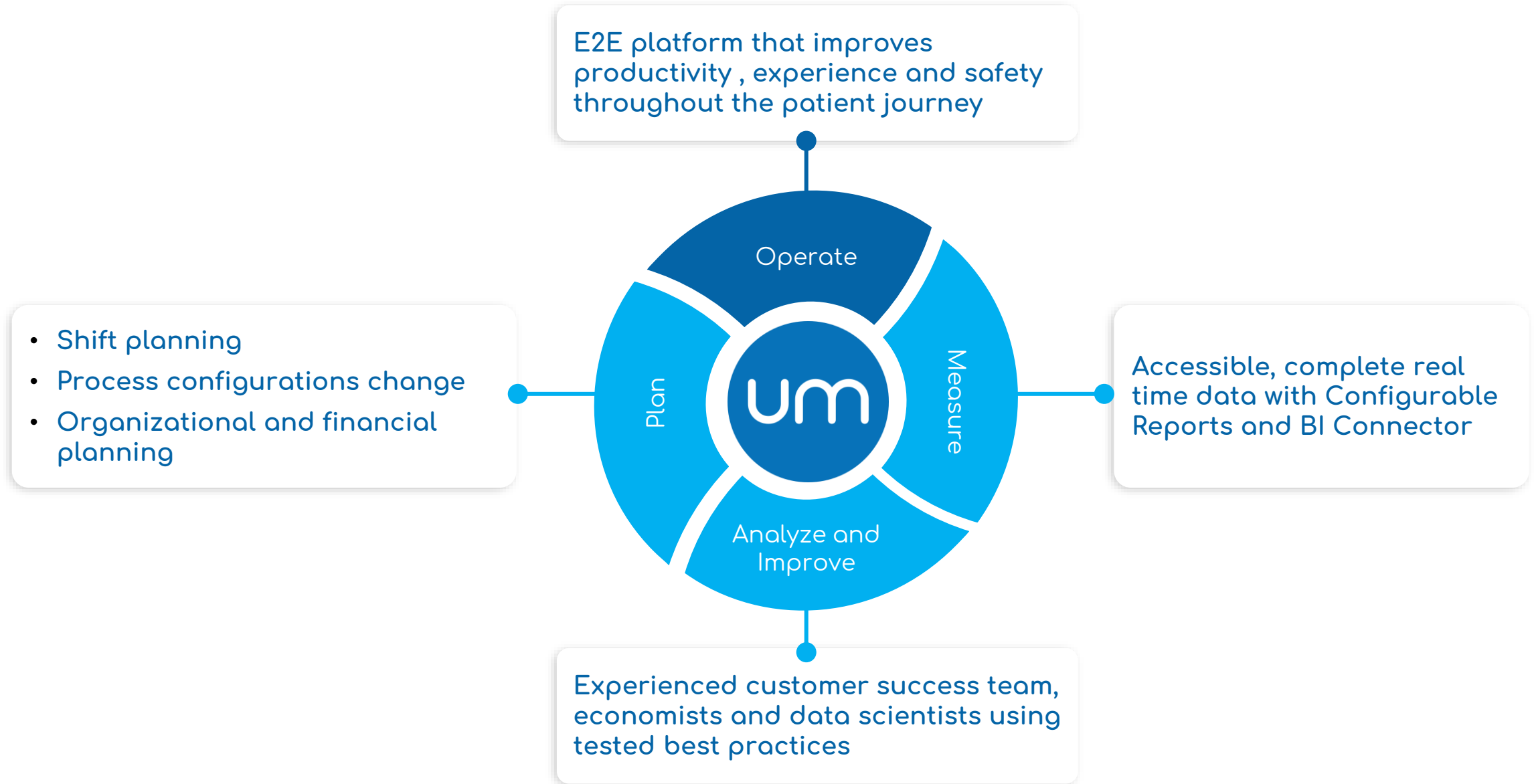
- Using the standalone Adastra system, 202 minutes/shift (42%) are spent on unnecessary administrative tasks, leaving only 278 minutes for clinical work
- With Ummanu, 190 (202-12) minutes/shift are saved, allowing 68% more time to care!

-  **“Increased clinician time available for consultations or other value-adding activities”** - Clinician productivity increased by 26%
-  **“Better patient safety for urgent cases”** - In just 5 months, Badger had hit their target that 95% of urgent calls are to be assessed within 20 mins . In addition, the percentage of routine calls assessed within 60 minutes rose from 93% to 99%
-  **Patient satisfaction increased** - 98% rated the overall virtual waiting room experience as good or excellent.
-  **“Overall, An easy-to-understand and use tool for clinicians, Shift Managers, and Patients”**

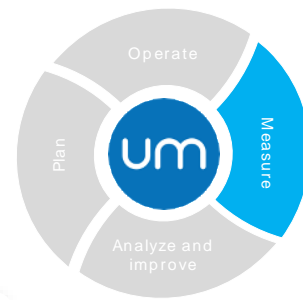
A leading out-of-hours and urgent care provider in Birmingham & Solihull with over 400 clinical and operational personnel, serving patients of contracting ICBs and subcontracting GP practices with a total patient base of circa 1.4 million

Go-live Feb-2022, already over 23,000 virtual appointments completed using the system with ~200 staff members trained

We support you in the continuous improvement of your organization



What can we learn from the live dashboard?



The status of the Clinician- indicates whether they are on a call, available to accept a call or not available at all.

The amount of time a clinician is in the current status.

The number of appt. the clinician has completed.

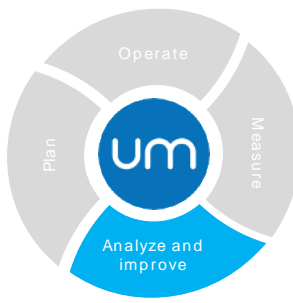
Total providers: 6

● 1 ● 1 📺 1 📞 3

Provider Name	Status	Time	Closed	Open
Dr. Jack	📞 Audio Call	0:01:06	0	0
Dr. Max	● Not in service	0:02:32	39	0
Dr. Suzie	📞 Audio Call	0:00:26	11	0
Dr. Angela	● Available	0:00:03	0	0
Dr. Ben	📞 Audio Call	0:01:57	66	0
Dr. Greg	📺 Video Call	0:03:59	7	0

The number of appt. that are open on the clinician.

Analyze Individual Clinician Activity

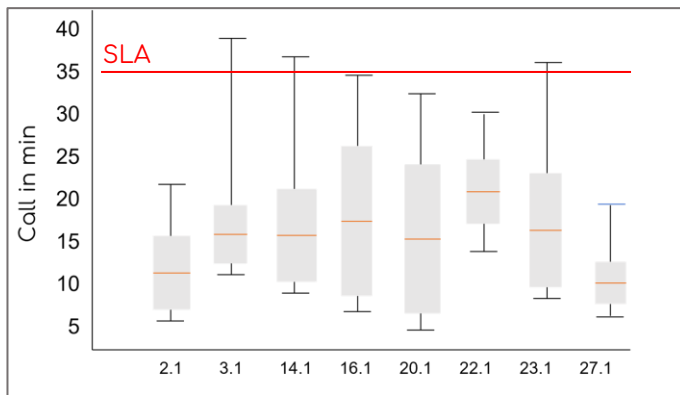


Using the data in the system we can further analyze each clinician activity, compare between providers and learn what can affect clinician behavior in order to adjust and improve operations;
for illustration -

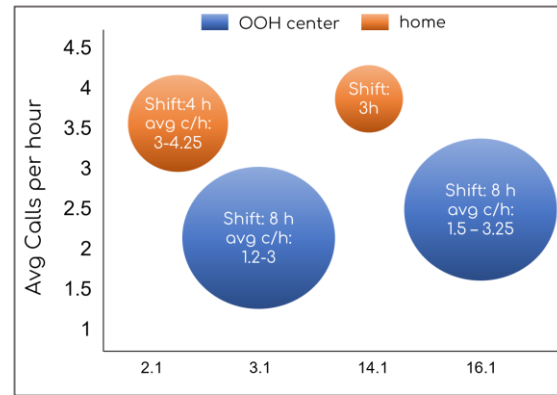
Clinician View

Provider name: Barbara Khan

Productivity avg: ↓ 2.7 consultations /h ; average 3.5 c/h



Call duration per shift



Shift duration and productivity

Avg call duration: ↓ 18m longer than avg

Time between calls: ↓ 7min longer than avg

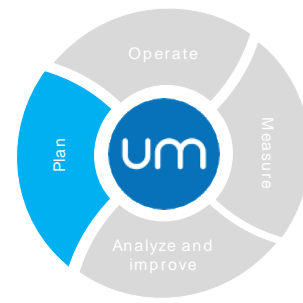
Patient experience: ↑ 8.5; avg 7.5

Returned patients: ↑ low

Work stress survey: ↑ low

Insights e.g.: longer time between consultations – Problem with documentation? Other?
higher productivity working from home
longer shifts – lower productivity

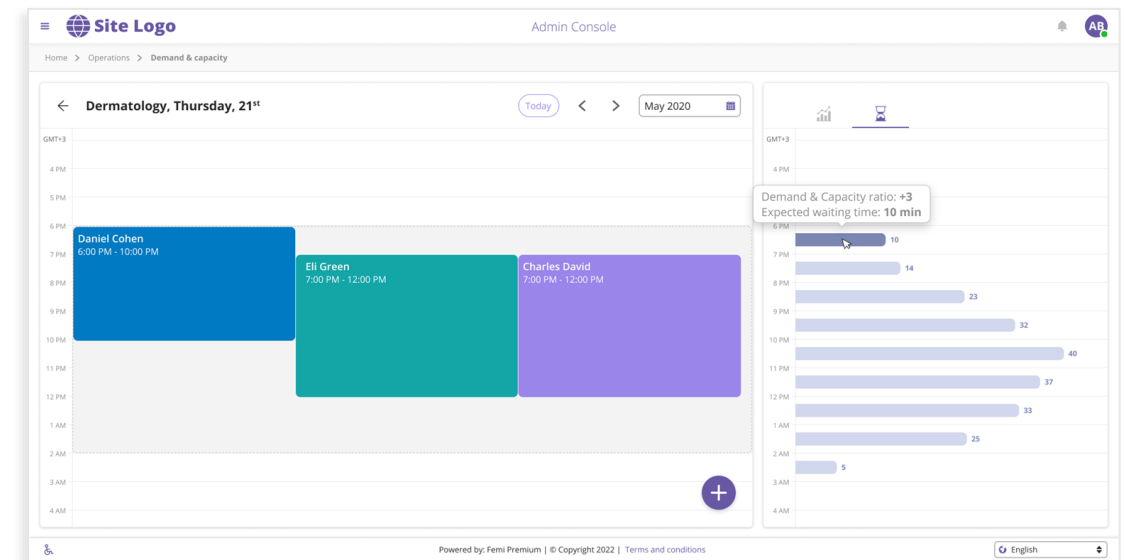
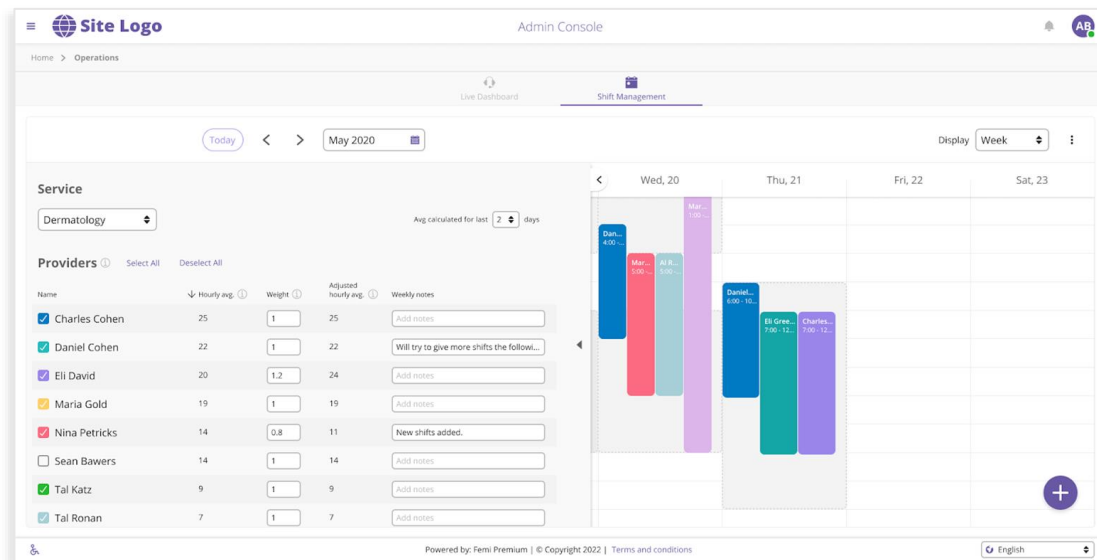
Data and solution to assist Shift Planning



Shift planning module for smart demand & capacity planning.

Ability to plan per service, per date using historical data on demand and providers productivity levels and ability to adjust to provider supply levels

Provide insights on future shift progress, waiting times, productivity and more



Partner with us to transform your operations!

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