

turn • key

HEALTH

End-of-Life Population Health Management / Palliative Care

Company Overview

Turn-Key Health is an end-of-life population health management company that aligns payers, community-based palliative care providers, and members through technology and process to solve the problem of poor quality, low satisfaction, and extreme high cost during the last years of life. The Company utilizes payer claims data and predictive analytics to identify members who are likely to die within 18 months. That data is stratified based on members who are predicted to experience an over-medicalized death. Turn-Key Health utilizes the stratified data to populate its mobile acute illness management (AIM) platform, which instructs and guides the community-based palliative care partners on patient assessments, interventions, and real-time risk stratification. All interactions and outcomes are provided in real-time dashboard views for payers and community-based palliative care providers. The result is improved quality, higher member satisfaction, and decreased expense for the member and payer.

Product Description

Market Need: In excess of \$20 billion is spent annually for Medicare patients during the last year of life that is unnecessary, reduces quality of life, and reduces the lifespan of patients. There is currently no meaningful, consistent, systematic way of addressing the needs of this 4% subset of patients. They are lost within the healthcare system and their needs are unaddressed with recent attempts at general population health management. Furthermore, most are either ineligible (due to criteria), unwilling (due to forgoing treatment), or not educated sufficiently to access the Medicare Hospice benefit. The market requires a solution capable of engaging with this unserved population to establish patient goals of care and advanced care plans, while improving patient and caregiver understanding of treatment options during the last years of life.

Analytics: Turn-Key Health has developed highly predictive algorithms to identify this small subset of Medicare patients within vast data sets. Using hospital and ambulatory claims, the Company is able to pinpoint patients who are likely going to receive treatment that is excessive and unnecessary. Examples of excessive and unnecessary care during the last year of life are: chemotherapy within the last 14 days of life, hospitalizations lasting greater than 30 days, medical expenses greater than \$50 thousand, life-sustaining treatment within the last 30 days of life, etc. Combining the over-medicalization probability with the probability of survival provides the overall risk stratification for patients within the larger population.

Partners: We partner with trained community-based palliative care providers to engage with these patient populations from both a palliative care and acute illness management perspective. Palliative care principles and practices are central to improving quality and reducing cost, all in keeping with the triple aim. Through scheduled home and telephonic visits, patients and families have access to experts in setting goals of care, advanced care planning, and medication management. Coordination and education with the patient, family and provider helps to plan care and avoid crises, thereby circumventing detrimental and costly hospitalizations and interventions.

Platform: Our partners use the Company's mobile platform, internet portal and dashboard to manage patient interaction and engagement – assessment, intervention, and education. The solution is equipped with workflows, incorporating scientifically validated assessments and tools, which facilitate the management of the patient as well as the ongoing stratification of the patient risk. Patient symptom management, goals of care, advanced directives, and interactions are all tracked and are reported via dashboard view to the payer and partner.

Financial Impact/Value: Our models indicate that 4% of Medicare patients annually will experience greater than \$24 thousand in avoidable excess care. The opportunity represents in excess of \$20 billion spent on suboptimal care, while representing a significant opportunity to improve patient / caregiver satisfaction, improve quality, and decrease expense. The decrease in expenditures shown from multiple controlled studies indicates our approach decreases hospitalizations by 43%, total spending by 33% and 30 day re-hospitalizations by 31%.

Competitive Advantage/Overall Innovation: The Turn-Key Health approach is unlike any traditional palliative care, population health, disease management, or acute illness program. The differentiation is derived by combining 3 distinct elements:

1. The Company has a niche focus, which increases impact and ROI for payers - using predictive analytics to identify a highly vulnerable population of patients who have a terminal trajectory and who are likely to receive detrimental and unnecessary treatment.
2. The Company engages with existing experts - community-based palliative care providers who provide advanced illness management of the patient and caregiver in a proven quality-centric way.
3. The Company created a unique platform - mobile platform, internet portal and dashboard, which are specifically designed to guide care and education for patients facing a life-limiting illness.