

We provide the only realtime performance management software to digitally enable sustainable behavior change to achieve targeted results.

“I’ve been searching for a way to focus all Associates on those behaviors that will have the greatest impact on patient satisfaction and clinical outcomes.

I firmly believe that this system will accomplish that and revolutionize healthcare delivery.”

— CHIEF EXECUTIVE OFFICER,
CHILDREN’S HEALTH SYSTEM

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TRANSFORMING PATIENT FEEDBACK INTO REALTIME SERVICE ADJUSTMENTS

PROBLEM

Every aspect of a patient’s experience depends on the behaviors of care team members. Currently, patient surveys, leader rounding, and other patient engagement tools gather feedback from patients about the care they receive. But these methods are too delayed, non-specific, and disconnected from individual care team members to produce meaningful behavior change. As a result, patients and their care teams have lost faith in these tools.

OUR SOLUTION

Our software, Ally Assist, helps patients and their care teams become allies during and after each care encounter to improve health outcomes. We do this by collecting extraordinary, realtime patient feedback and guiding care team members to make service adjustments that improve the total experience for both patients and themselves.

By purposefully configuring strategic networks of allies (patients, families, care teams, staff, and healthcare leaders) and providing them with a focused, realtime feedback and communication channel, our system ensures healthcare organizations reliably deliver better outcomes such as:

- ⬆ Quality and safety
- ⬆ Patient health outcomes
- ⬆ Employee engagement
- ⬆ Patient experience
- ⬆ Payor reimbursements
- ⬆ Employee retention

TOP BENEFITS FOR USERS

Patients/ Families

“Finally, my feedback makes a difference in my healthcare.”

>85%

Point of Care Survey Response Rate

Care Teams

“It is motivating to get this much rewarding and helpful feedback.”

>90%

Adherence to evidence-based vital behaviors

Senior Leaders

“We know exactly how much traction we are getting at any time.”

1st Tier

Performance



Ally Assist

“I’ve worked where this behavior-centric management approach was widely applied and I saw the results firsthand, including in my own management practices.

This approach had more impact than any other intervention.”

— EXECUTIVE,
HEALTHCARE INSURANCE COMPANY

Our app reliably improves any targeted performance 25-50%

THREE VITAL COMMUNICATION FOCUS AREAS

Ally Assist leverages behavior science algorithms to help allies communicate about three essential issues that need to be addressed to reliably change behaviors and produce mutual results.

ALLIES CONNECT REALTIME TO GIVE AND GET:



Clear expectations

Rapidly align around care expectations.



Individualized feedback

Artfully give and receive feedback on vital behaviors.



Barrier removal

Bust through human performance barriers that affect patient care.

THREE MODULES

Healthcare organizations can choose to implement one or more modules.

Patient Module

(Pages 3-7 describe the details of this module.)

Tools to gather individual patient expectations and experience data and communicate it to care team members so they can make realtime adjustments. This module also includes a groundbreaking care plan follow-up process that provides care team members actionable feedback they need to best support their patients in their healthcare goals.

Leader Module

Tools to ensure leaders provide ongoing, high-quality performance coaching (in 1:1 performance conversations, team huddles, regular management meetings, and targeted rounding) and get meaningful feedback on their coaching effectiveness.

Team Module

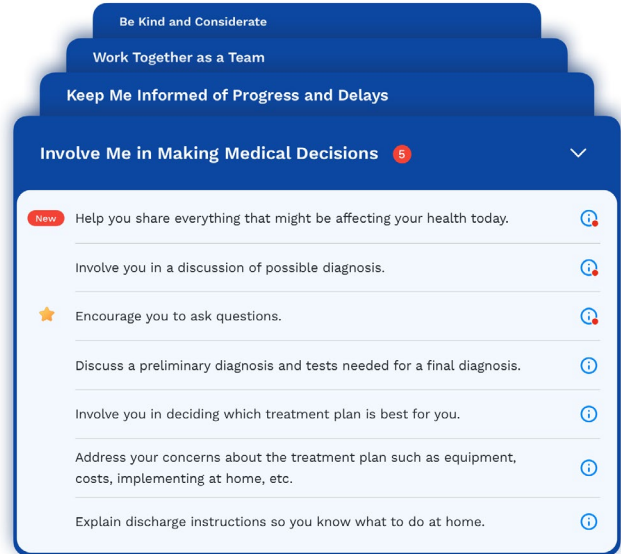
Tools for leaders and team members to align realtime around team performance expectations, get and give meaningful feedback to each other, remove barriers proactively together, and align daily behaviors to achieve targeted results.

PATIENT MODULE OVERVIEW

The following example focuses on improving patient satisfaction during a care encounter, as well as tracking the assistance a patient wants and needs post encounter. The same process can be used to engage patients as allies in improving quality, safety, and cost of care.

Crowdsourcing Engages All Users in Defining Vital Behaviors that Produce the Targeted Result

Patients, families, care team members, senior leaders, and subject matter experts engage in a crowdsourcing process to define the most important behaviors care team members need to do to create a great patient experience at your facility. Crowdsourcing is also used to engage all users in updating Vital Behaviors over time.



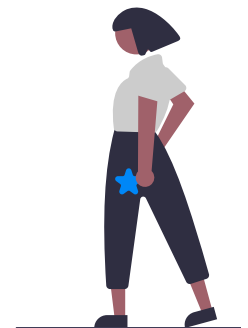
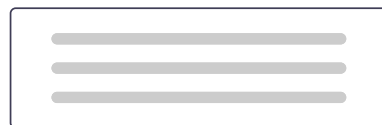
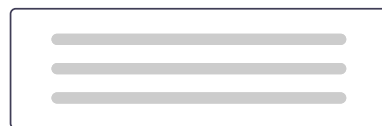
★ I am good at these Vital Behaviors and willing to help others succeed.

Pulse Checks Make It Easy to Sample Vital Behaviors

Our unique Pulse Check surveys randomly sample Vital Behaviors to make sure individual care team members and staff get the right mix of positive and constructive feedback from multiple sources—with minimal effort.

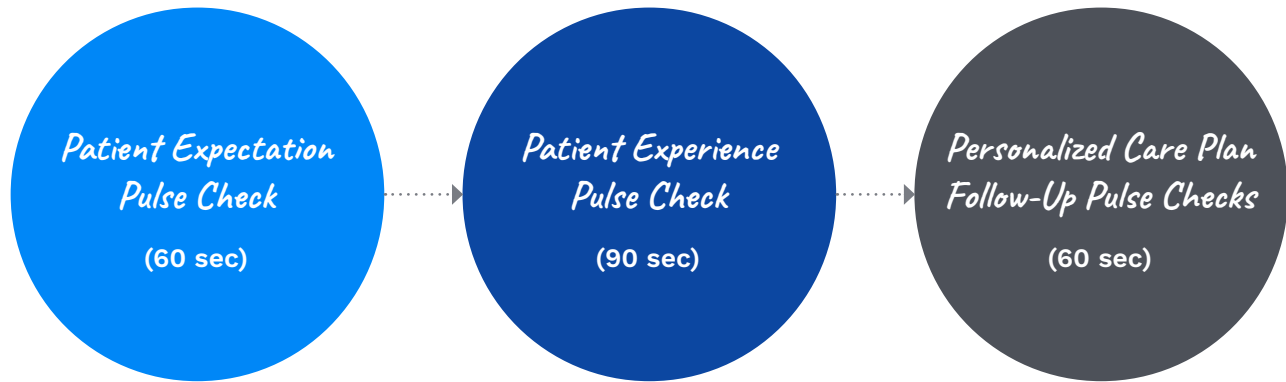
The survey response rate is >85% because they are brief, behaviorally-specific, and personalized to meet the needs of both the feedback giver and receiver.

Behavior change occurs quickly when care teams understand that their behaviors will be randomly sampled and frequent, meaningful feedback will be provided by patients.



PULSE CHECKS FOR REALTIME PATIENT ENGAGEMENT

These Pulse Checks are personalized for each patient, every healthcare encounter, across the continuum of care. The content, frequency, and timing are based on your organizations specific needs and workflows.



Personalized Patient Expectation Survey (60-seconds)

At the beginning of a healthcare encounter, patients are asked to complete a 60-second survey, which captures their top care expectation of their care team based on the Vital Behaviors. They also indicate why that choice is important to them. Organizations can add customized information fields so the care team has ready access to other non-clinical information (e.g., preferred name of patient) they want and need.

In addition to receiving excellent medical care, my other top priority for the care team is to: (Select one)

- Be kind and considerate ⓘ
- Involve You in Decisions Regarding Your Care Plan ⓘ
- Involve me in making medical decisions ⓘ
- Work together as a team ⓘ

Why is this the most important for your visit today?

This is the third time we've been here this month and my child is still dealing with the same health issue.

Care Team Link

Before a care team member first engages with the patient, they access the patient's expectation survey. From a service perspective, knowing the patient's top expectation in behavioral terms enables each care team member to quickly establish a personal relationship and adjust their behaviors to meet the patient's needs.



Personalized Patient Experience Survey (90 seconds)

Near the end of the healthcare encounter, the patient is asked to complete a 30-second post-treatment survey. The first question is, “How effectively did the care team meet your top expectation?” This key question closes the feedback loop between what was expected by the patient and then delivered.

To drive patient feedback to specific individuals, patients are asked to select the pictures of those care team members who “exceeded their expectations.”

The patient is invited to take another 60-seconds to provide more specific behavioral feedback to an individual care team member who interacted with them. The first individual to rate is randomly selected, after that it is the patient’s choice. Individual care team members can ask for feedback on a personal goal that they have set for themselves. This makes the entire process highly personalized for both patients and caregivers.

Personalized Care Plan Follow-Up Pulse Checks (60 seconds)

Follow-up is personalized for each patient based on their care plan and the level of support they desire. Brief surveys are sent to the patient to gauge their progress and determine exactly how the care team can help.


How well did we meet your top expectation:

Involve You in Decisions Regarding Your Care Plan ★★☆☆☆


Select all behaviors where we did well to:

- Help you share everything that might be affecting your health today.
- Involve you in a discussion of possible diagnosis.
- Encourage you to ask questions.
- Discuss a preliminary diagnosis and tests needed for a final diagnosis.
- Involve you in deciding which treatment plan is best for you.


Please select team member(s) who exceeded your expectations today.




Caren Bush
Physician




Alaina Caldwell
Nurse



Yessy Reyes-Villa
Radiologist



Mark Smith
Phlebotomist



Jim Scattergaria
Scheduler

Caren Bush Physician Great Job! Keep Trying N/A

PERSONAL BEHAVIOR GOAL

Speak in an age-appropriate way to include your child in the discussion. ✔️ ⏪ ⏩

RANDOMLY SELECTED VITAL BEHAVIORS

Introduce myself and my role. ✔️ ⏪ ⏩

Give you enough time when you needed it. ✔️ ⏪ ⏩

Referral Pulse Check

Were you able to meet with the specialist we referred you to? Yes No

Based on your experience, how likely are you to recommend this specialist to your family and friends?

★ ★ ★ ☆ ☆

Neutral

Select all areas they did well:

- They were kind and considerate
- They kept me informed about progress and delays
- They involved me in decisions regarding my care plan
- They worked together as a team

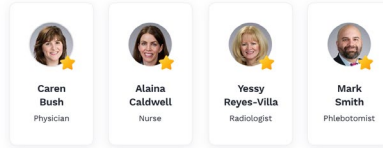
PATIENT PULSE CHECK REPORTS

Team Huddle Board

Team huddle reports are generated to show the care team's performance data from the previous day. These performance metrics focus on the percent of patients who used the app, the frequency with which their expectations were met or exceeded, their likelihood to recommend the hospital, etc. Additionally, the pictures of all care team members who exceeded a patient's expectations from the previous day are displayed. This acts as a key motivator for care team members.

Our Patient Feedback

Recognized by Patients as a Great Team Member



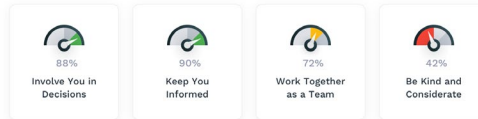
Patient Expectations Met

4.8 ★
180/200 Patients

Average Likelihood to Recommend

4.2 ★
180/200 Patients

Care Categories



Extraordinary Individualized Feedback Changes Behaviors Within Two-Weeks

Individuals can access their personal dashboards at anytime. Heat maps organize ratings feedback from Pulse Checks into red, yellow, and green so users can see their progress over time for specific behaviors.

Comments made on patient surveys are communicated directly to those individuals whose behavior was sampled. They can use Ally Assist text messaging to engage in further dialog with the person who provided feedback.

Behavior Momentum Dashboards

As individuals master Vital Behaviors, targeted results improve. Our easy-to-use dashboards provide continuous line-of-sight between Vital Behaviors and targeted results. Individuals can see how their performance compares to others. Leaders can see the degree of variability that exists across care team members. This dashboard helps users quickly prioritize which behaviors to improve, when to celebrate progress, and when to select new behaviors.

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Involve Me in Making Medical Decisions

Help you share everything that might be affecting your health today.



Involve you in a discussion of possible diagnosis.



Encourage you to ask questions.



Discuss a preliminary diagnosis and tests needed for a final diagnosis.



Patient "Great Job!" ratings on: All Vital Behaviors

— % of patient health goals met
● % "Great Jobs!" ratings
● Average for You
● Average for Care team members
■ Range for Care team members
● Low ● Medium ● High



BETA RESULTS FOR THE PATIENT MODULE

Children's Health System

100% employee engagement

No management “push” needed.
Behavioral alignment occurred within
two weeks of implementation.

>95% of patients provided realtime feedback to their care team members

(National average is <10%).

Because more than 95% of patients completed the survey process, each care team member knew there was a high probability that any given patient might be the one who rates them. Our intelligent random sampling survey process led to tremendous behavior change on the part of care team members. Also, a plethora of data was available to review during team huddles, 1:1 coaching conversations, team huddles, and leadership meetings.

IMPLEMENTATION

Ally Assist is configured for each organization to integrate seamlessly with existing workflows. The app can stand alone or be integrated with other systems. Configuration is supported by our Human Performance Engineers as needed.

