





Digitally connected



4th Industrial Revolution

No limitations:

- Wireless/Mobile computing
- High Speed Internet
- Cloud storage and computing
- Al/Automation
- Consumer expectations changing



4th Industrial Revolution Impacts

- 3D printing
- Precision Medicine
- AI/ML
- Workforce
 - Touch
 - Balance/Culture



Use of digital to access healthcare





PRE-COVID

40%

Age 55+

TODAY

80%



2018: Vernacular confusion

DIGITAL

MOBILE

TELEMEDICINE

OMNI-CHANNEL TELEHEALTH
VIRTUAL



2018: Vernacular solution

A functional understanding based on connections



Patient to service provider(s), either live or asynchronous, ondemand or scheduled



 Provider(s) to provider(s), either live or asynchronous, ondemand or scheduled



Patient(s) to patient(s), either live or asynchronous



 Patient to device or software (i.e., apps), that perform any combination of storing, summarizing or escalating care based on data collected



A program that sequences any combination of the above, with or without traditional (i.e., in-person) services





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PHARMA SUPPLY CHAIN

NURX.

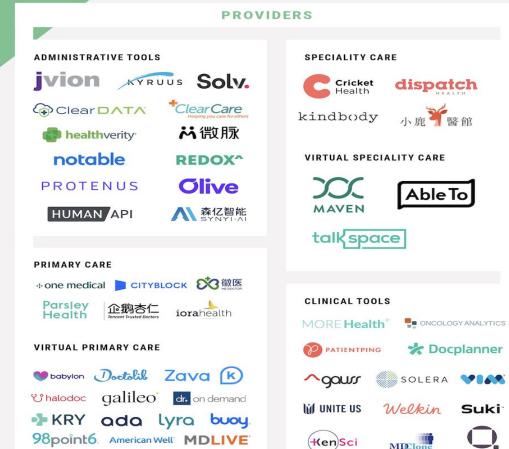
Good_R

hims

PILL CLUB















DRUG R&D



Quadruple Aim via Virtual Care

Better Outcome

- Standardized care
- Improved access
- Improved compliance
- Improved follow-up
- Improved metrics

Lower Cost

- Effective extender utilization
- Eliminate unnecessary testing
- Eliminate unnecessary transfers
- Improve recruitment & retentions



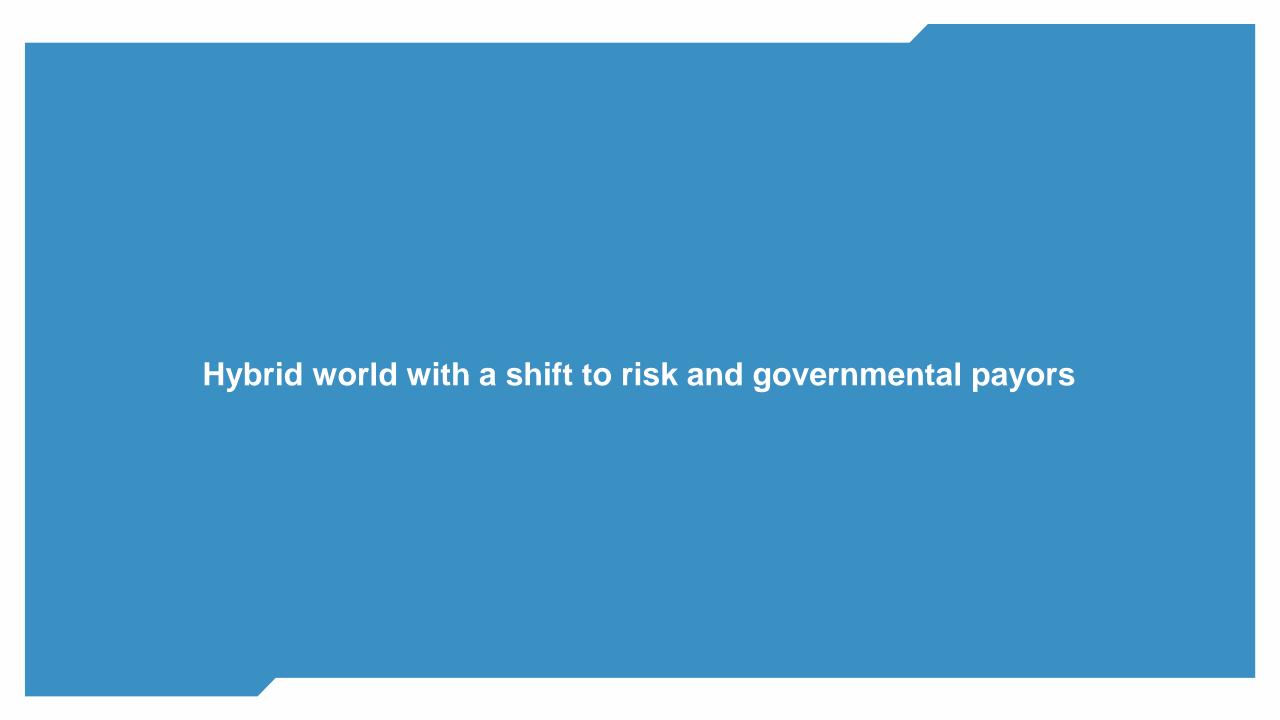
Provider Satisfaction

- Work-life balance
- Utilize expertise
- Decrease clerical work
- Patients over paperwork
- Improved engagement

Patient Experience & Access

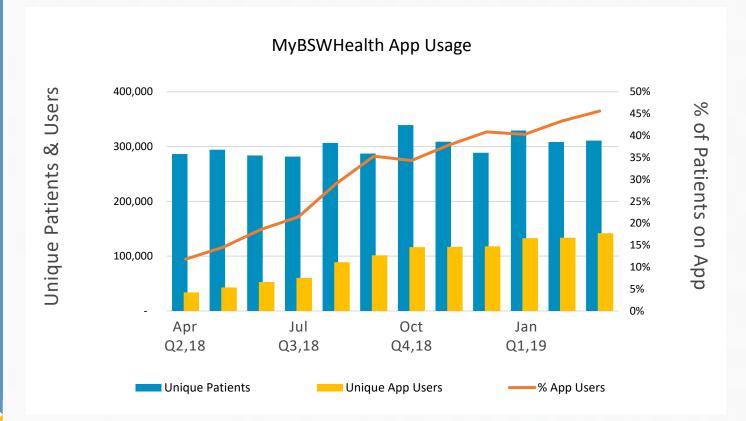
- Fast and convenient
- Cost-effective care
- Remote and/or at-home care
- Continuity of care
- Multidisciplinary care

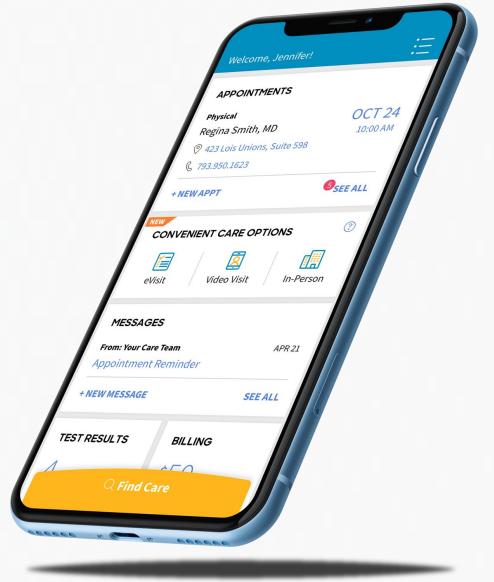




The best healthcare platform in the country







COVID-19 accelerated digital advances



Prediction through algorithms



- Continuous monitoring
- Advanced analytics to reduce Care Variation



Experience

- Simplified, pervasive virtual access
- Insight-driven digital experiences

Tailored Medicine





Analytics help us reduce

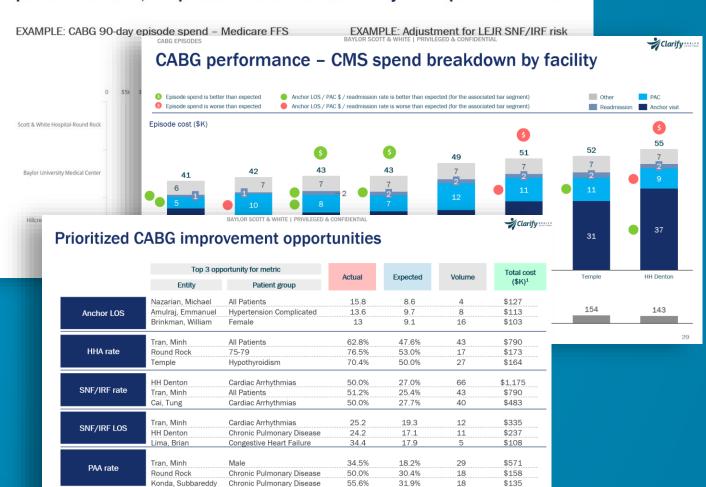
clinical variation and prevent/predict:

- Medication errors
- Adverse events
- Delays in treatment
- Infection
- Pressure ulcers
- Falls
- Readmissions
- No shows or delayed surgeries
- Unprepared bursts in clinic or hospital volume
- PPE supply chain issues



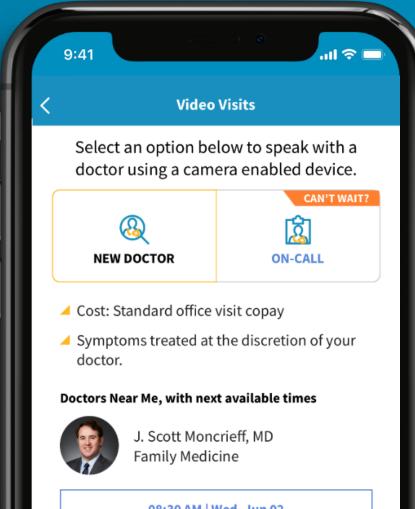
A predictive model with performance based on comprehensive patient factors; "Expected" value factors fully transparent to user

Not annual value, but rather total value over all episodes ending from Q12015 through Q32017
 Source: Clarify Prism analysis of BPCI-A eligible CABG episodes ending from Q12015 through Q3201





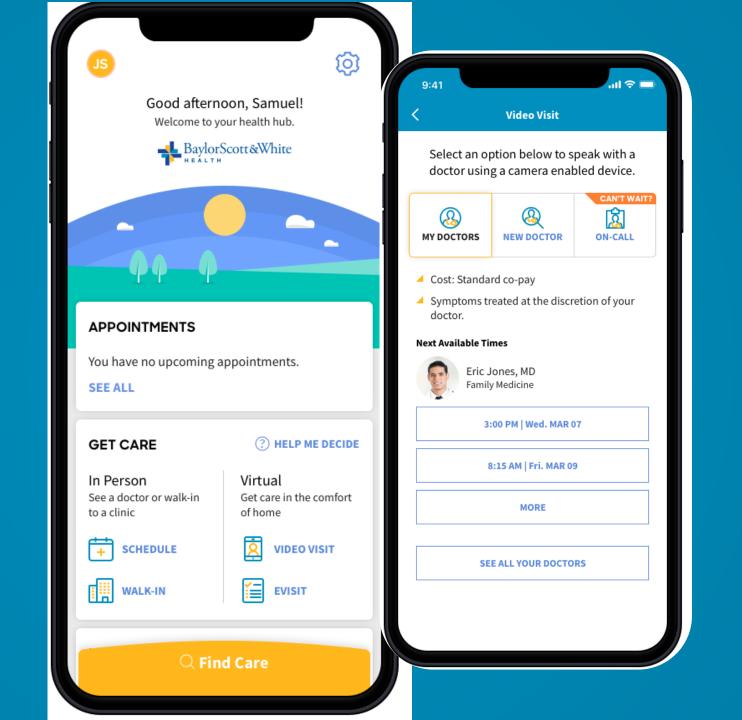
Patients book/receive care faster



"Great experience, and the video system was easy to use!"

"Experience was very well. The provider was very professional and gave excellent advice for treatment."

"The MyBSWHealth app allowed me to find a new doctor, book an appointment and see them all within the first week I moved to Dallas. The continuity of my care decreased my anxiety during a stressful period!"

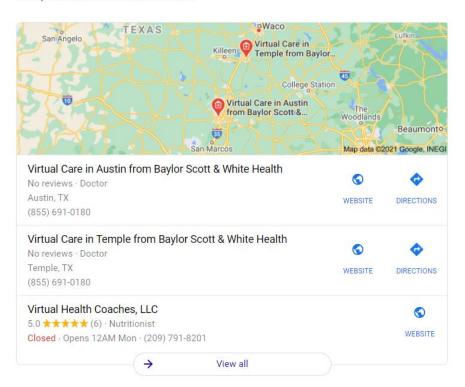


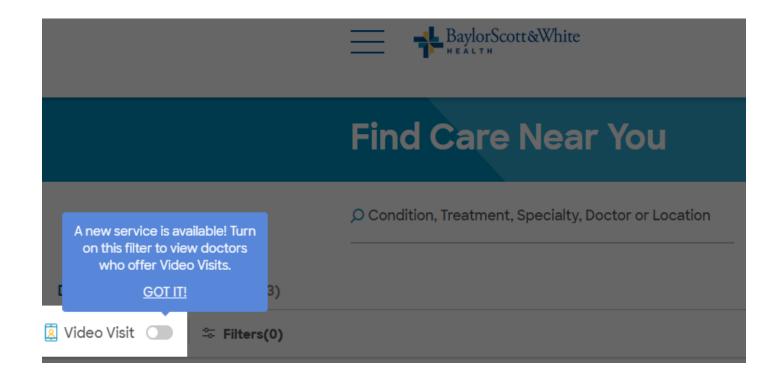
Video Visit Online Scheduling

www.bswhealth.com > virtual-care •

Virtual Care - Baylor Scott & White Health

Virtual care from Baylor Scott & White Health makes it easy for you to get the care you need when you need it with video visits or eVisits.







BSW Virtual – Share the Link

Share Virtual Link



Send a patient a text message outside of MyBSWHealth. If a patient does not have a MyBSWHealth account or is unable to access the account for the video visit, a video link may be shared to the patient via text or email.

Virtual Rooming



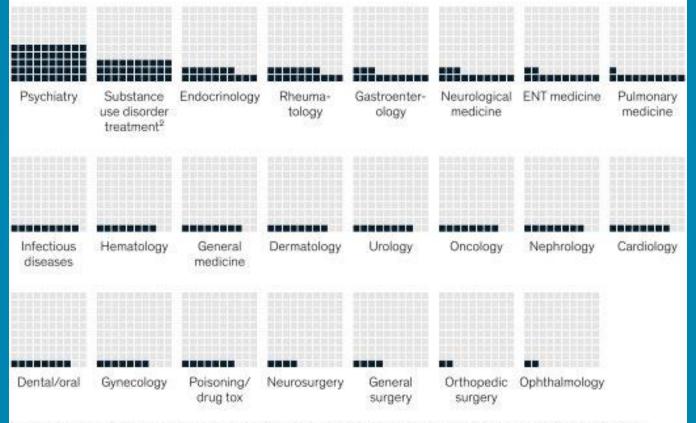
Staff can room virtual patients. Clinical staff with access to provider schedules can also log into BSW Virtual for pre-rooming activities that can include sharing the visit link with the patient.

Screen Sharing



Substantial variation exists in share of telehealth claims across specialities.

Share of telehealth of outpatient and office visit claims by specialty (February 2021), %



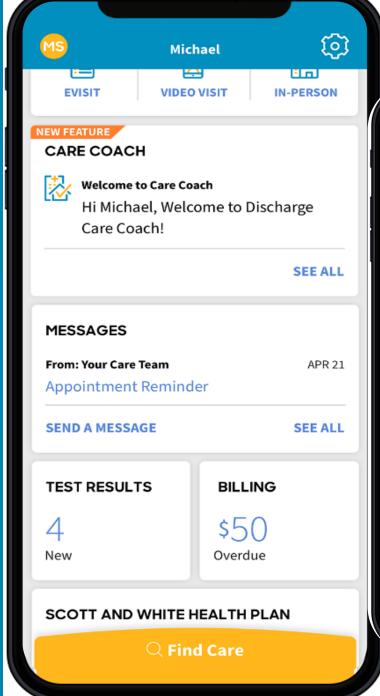
^{*}Includes only evaluation and management claims; excludes emergency department, hospital inpatient, and physiatry inpatient claims; excludes certain low-volume specialties.

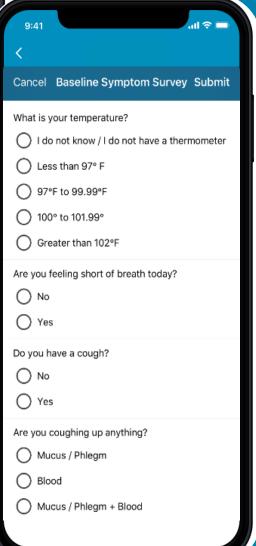
Source: Compile database; "Telehealth: A quarter-trillion-dollar post-COVID-19 reality?" May 2020, McKinsey.com; McKinsey analysis





²Also includes addiction medicine and addiction treatment.













1M+

Virtual Visits (Video & eVisits)

180K+

Enrolled in a Digital Care Journey

500K+

Net New Digital- First Customers



BSWH is investing in capabilities



SYSTEMS OF ENGAGEMENT



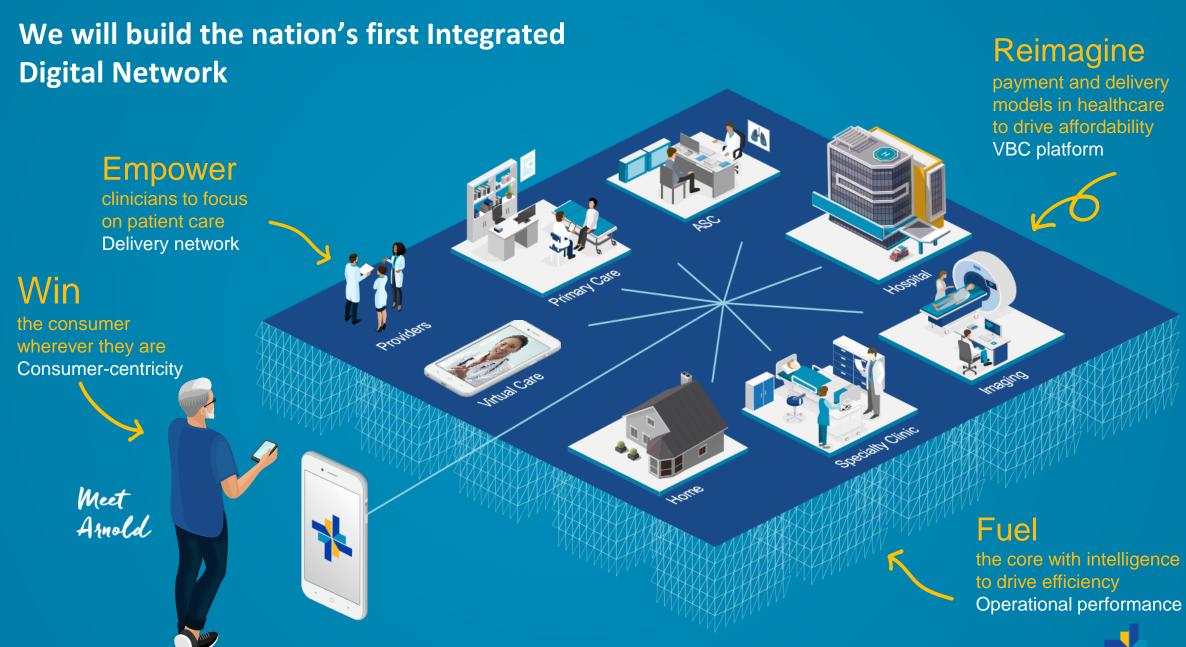
SYSTEMS OF INTELLIGENCE



SYSTEMS OF RECORD

Diversity of data







WHAT: FY22 Digital Programs



Frictionless transactions and orchestration



Personalized and proactive care



Platinum membership experience / Innovative products



Platforms of intelligence



Employee and clinical experience / Productivity



What are we focused on?





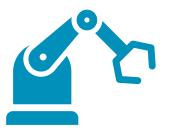


Memberships









Automation



CRM



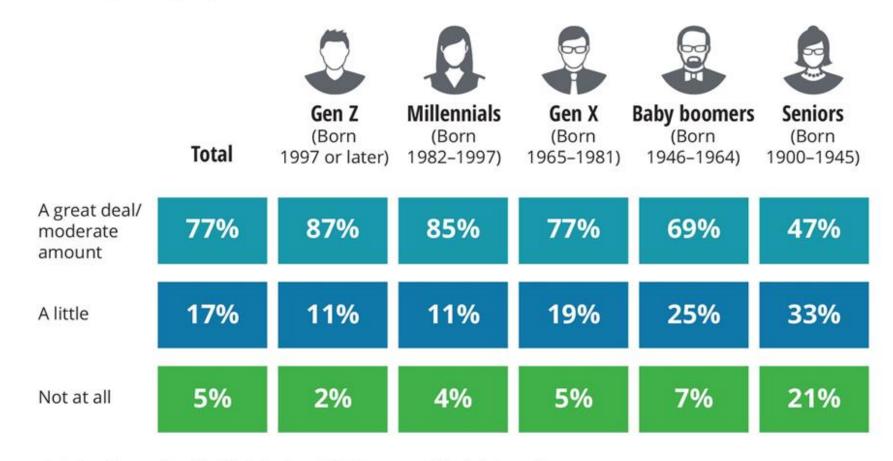
Health Plan



FIGURE 3

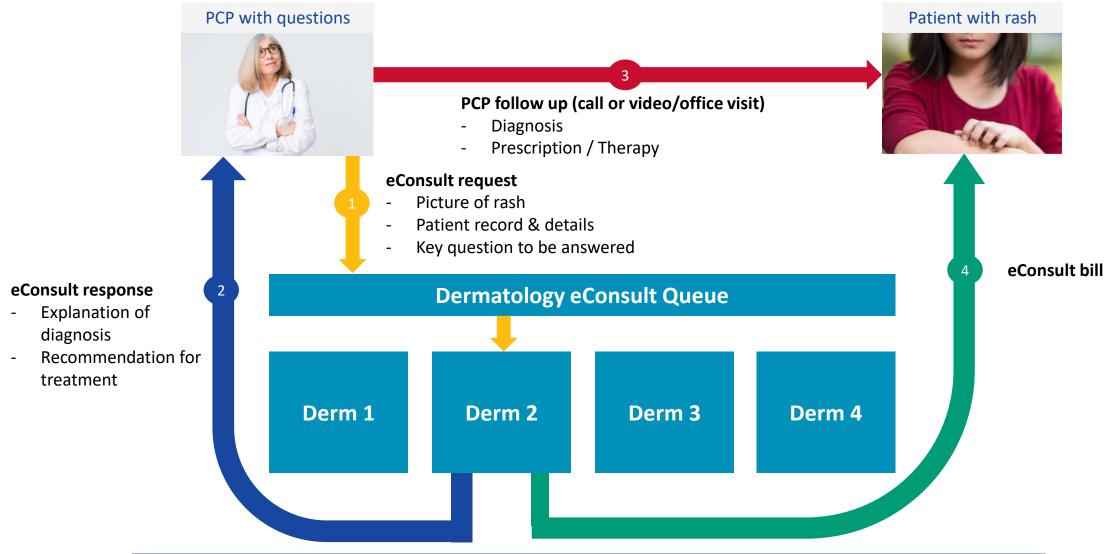
Gen Z and millennials are more likely than older generations to believe that trackers change their behaviors

You said you used a device to help measure your fitness or health. To what extent has using this technology changed your behavior?





How do eConsults Work (example = Dermatology)



In 2020, CMS created reimbursement codes for eConsults

(previously most of these 'curbside consults' were performed at no charge or not at all)



Questions?



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