Technology-Enabled Consumer Engagement Strategies for HCBS Programs

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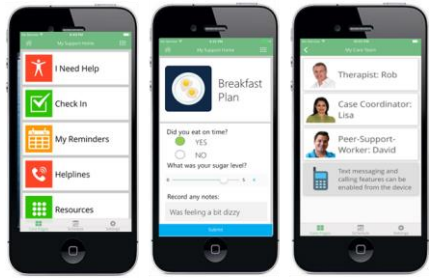
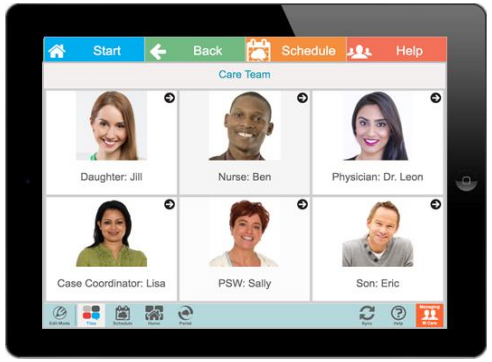
What is Mozzaz?

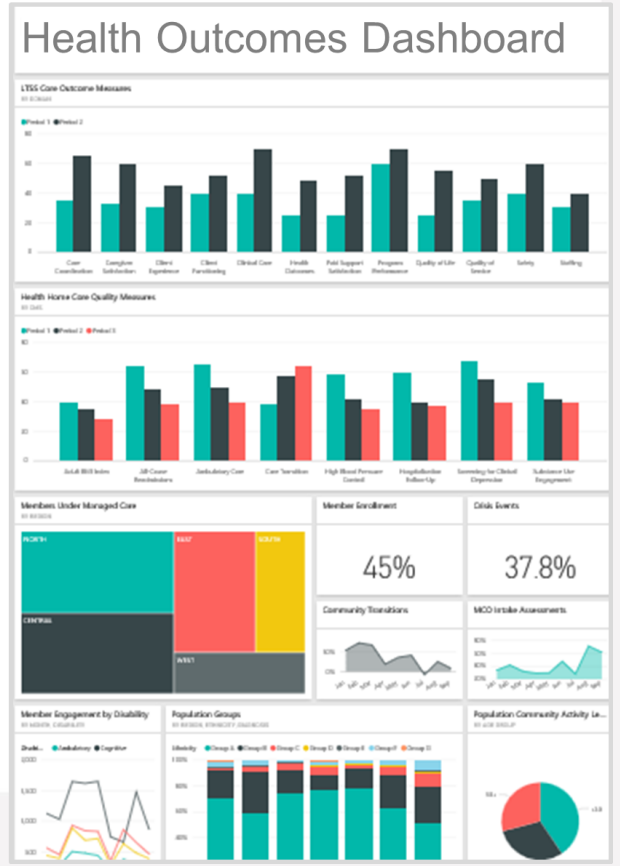
We're a digital health company delivering *person-centered connected-care* across the health system.

mHealth for Complex Care:

- Patient Engagement
- Patient Management
- "Smart" Analytics







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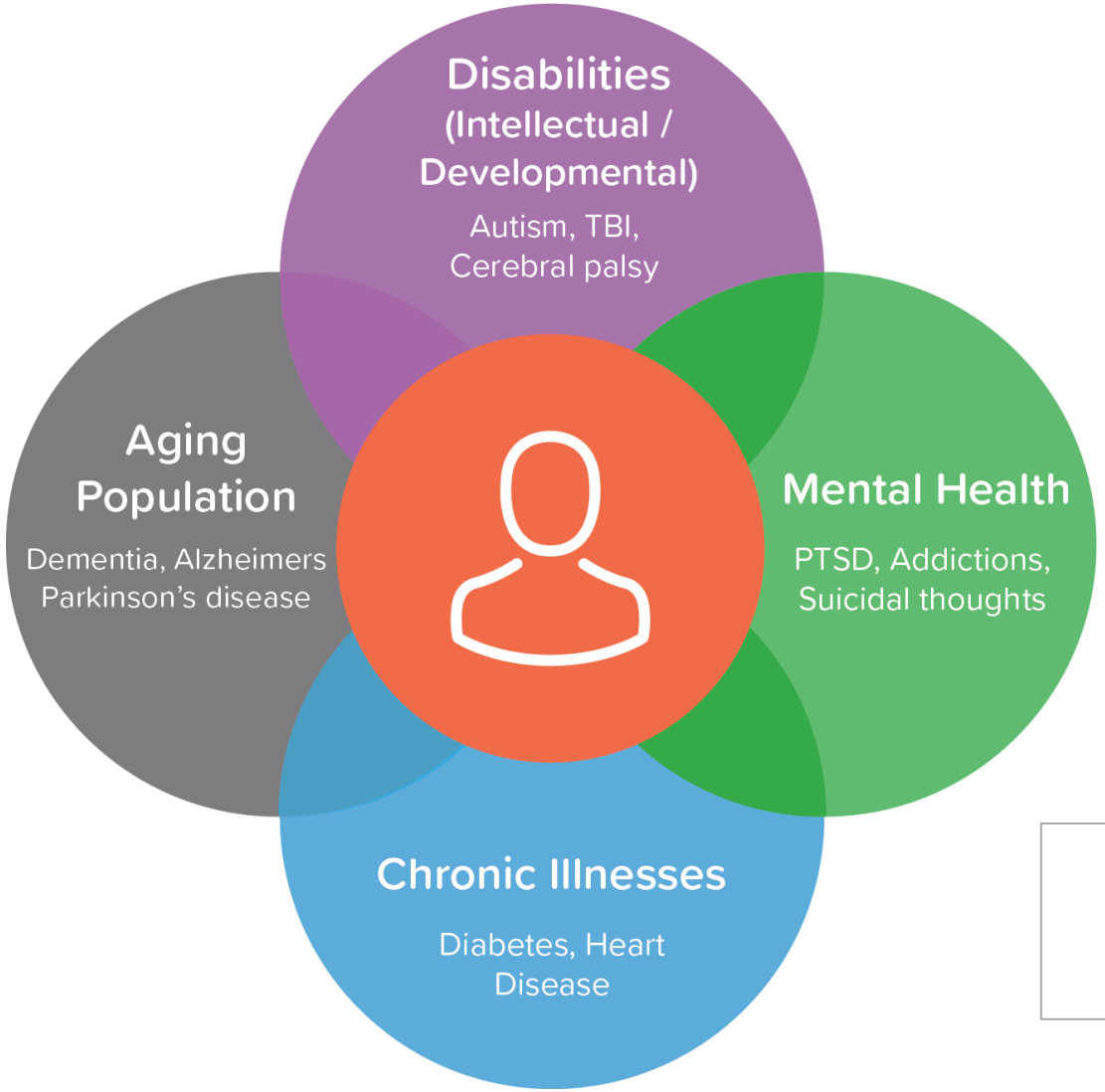
Our Focus: Complex Care Populations



IMPACT

- Lifelong, long-term conditions
- Multiple care providers
- High levels of co-morbidity
- Expensive continuous-care

Personalized interventions & plans of care with person-drive outcomes.

Person-Centered Desired Outcomes

Focus	Desired Outcome
Participant Access	Individuals have access to home and community-based services and supports in their communities.
Participant-Centered Service Planning and Delivery	Services and supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his/her life in the community.
Provider Capacity and Capabilities	There are sufficient HCBS providers and they possess and demonstrate the capability to effectively serve participants.
Participant Safeguards	Participants are safe and secure in their homes and communities, taking into account their informed and expressed choices.
Participant Rights and Responsibilities	Participants receive support to exercise their rights and accept personal responsibilities.
Participant Outcomes and Satisfaction	Participants are satisfied with their services and achieve desired outcomes.
System Performance	The system supports participants efficiently and effectively and constantly strives to improve quality.

The Mozzaz Solution

PAYER

- ✓ Compliancy and outcomes Reporting
- ✓ Risk stratification to impact Level of Care
- ✓ Gaps in service/utilization reviews

PATIENT

- ✓ Personalized Care Plans
- ✓ Connecting with Care Team
- ✓ Connecting Devices and Wearables

PROVIDER

- ✓ Remote care delivery
- ✓ Automatic data collection
- ✓ Measure outcomes

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The Mozzaz Approach

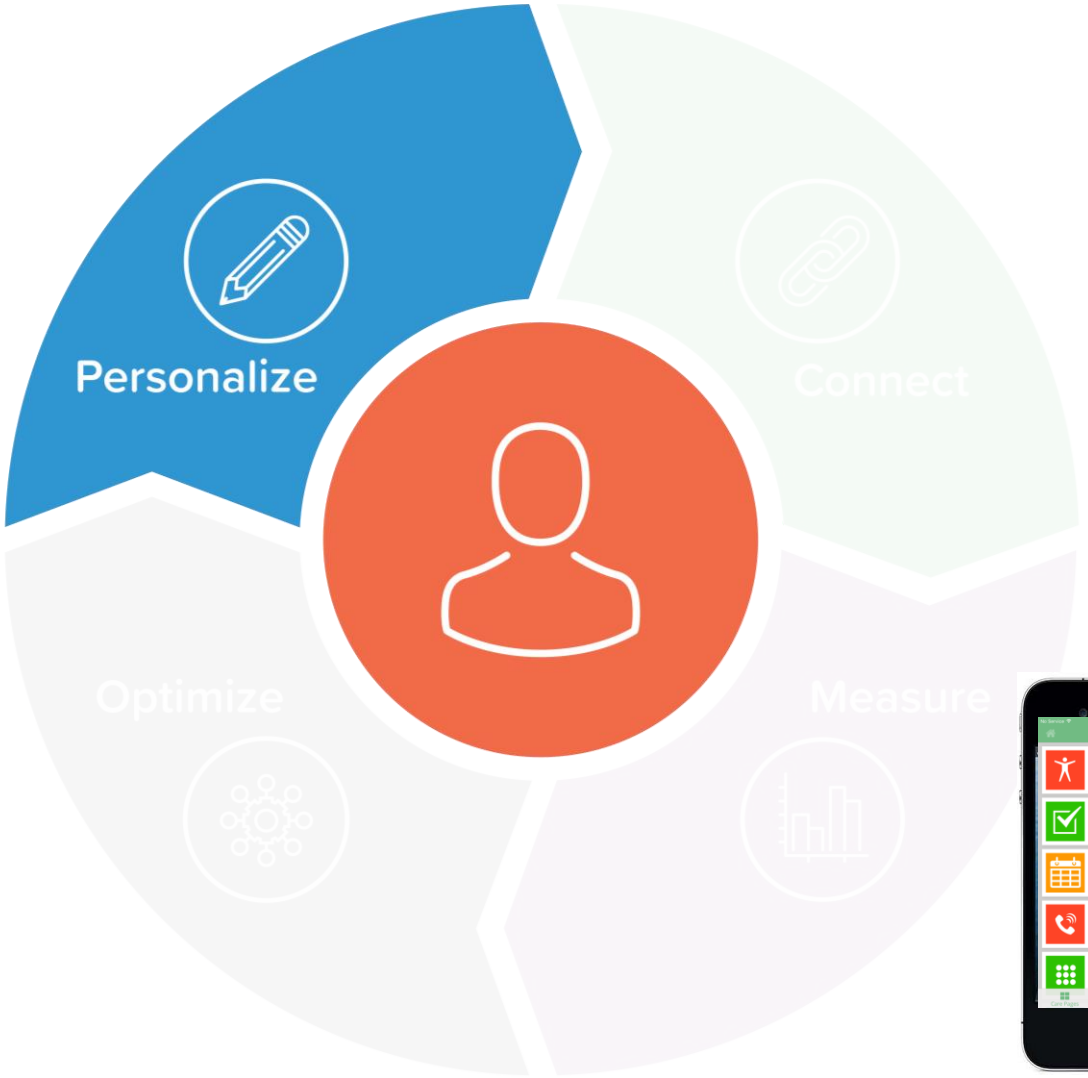
Enterprise Healthcare Ready

OBJECTIVE

Tech-enable Care Teams to activate patient-engagement to drive:

- ✓ Care Plan Adherence
- ✓ Positive Outcomes
- ✓ Reduce Costs

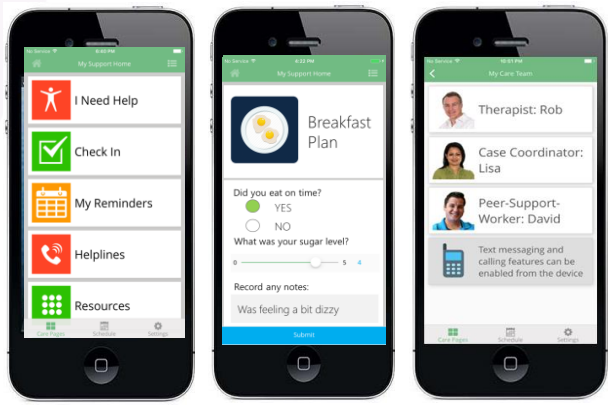
The Mozzaz Approach

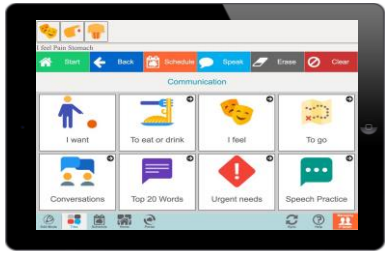


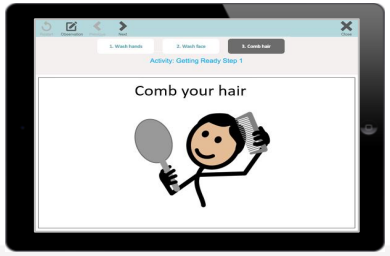
PERSONALIZE

Personalization of digital care and the user experience.

- ✓ Improved adherence to the personal care plan
- ✓ Increased levels of individual engagement
- ✓ Increased retention rates and adoption







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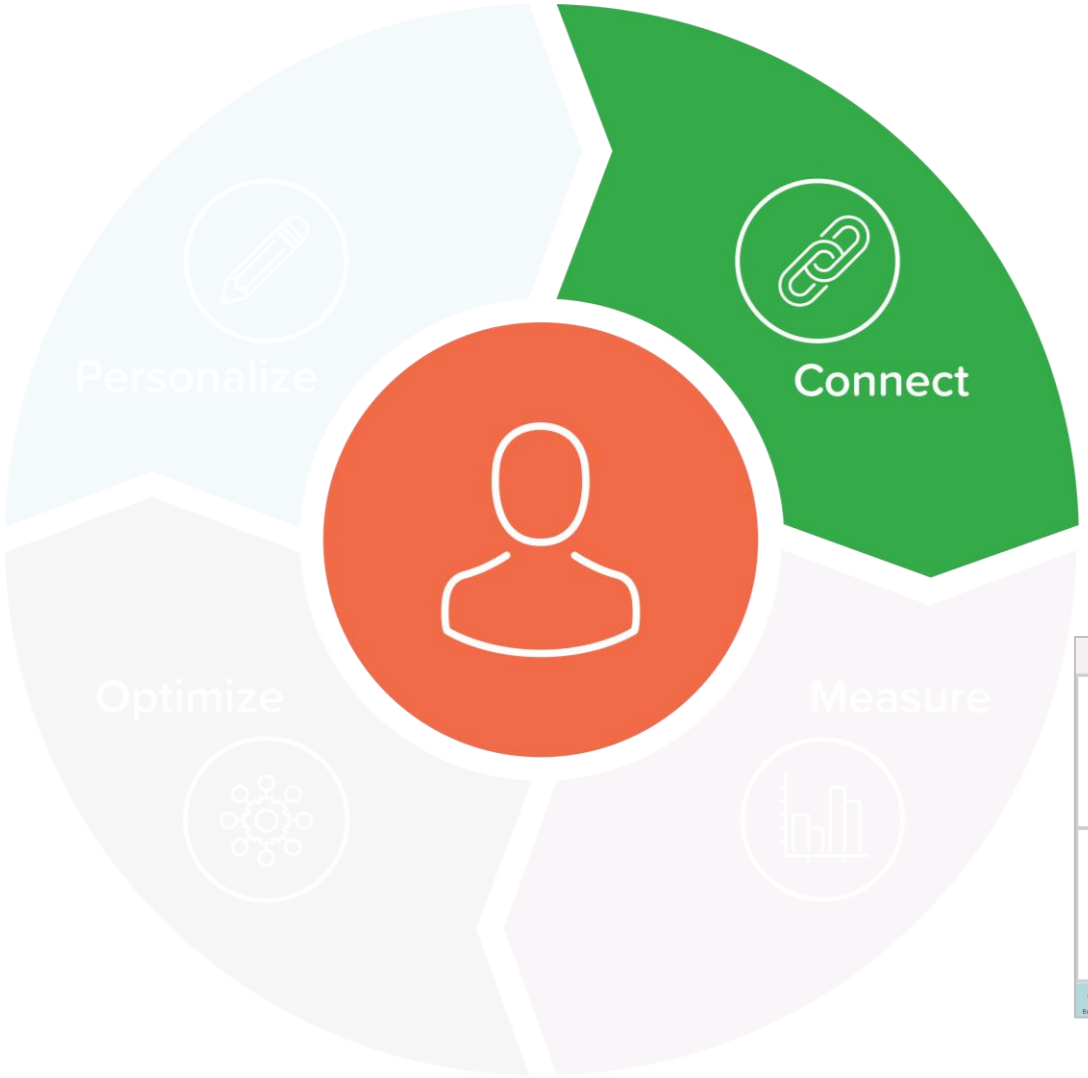
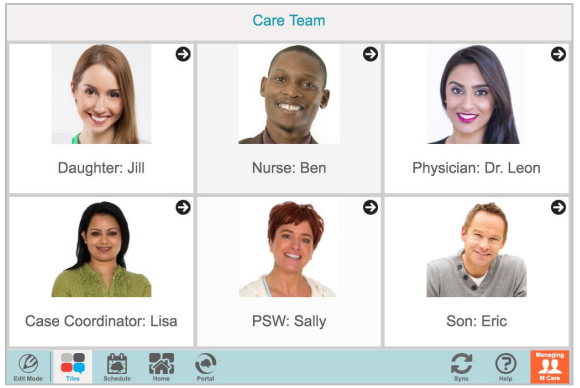
The Mozzaz Approach



CONNECT

Connected-care across care teams and health systems.

- ✓ Improved person-centered care coordination
- ✓ Reduce costs through health system integrations
- ✓ Enhance care with connectivity to better data



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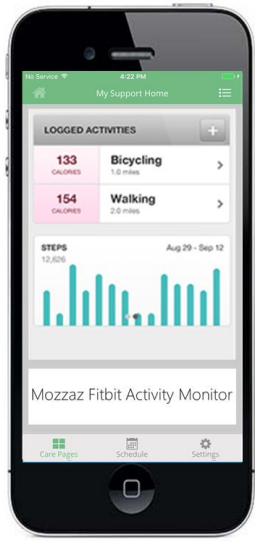
MEASURE

Enable measurement of progress and outcomes.

- ✓ Increase preventative care through monitoring
- ✓ Deliver proactive care through “smart” alerts
- ✓ Improved insight through multidata measurements



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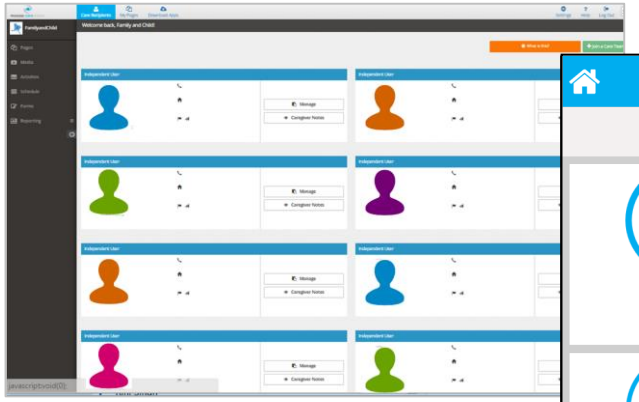
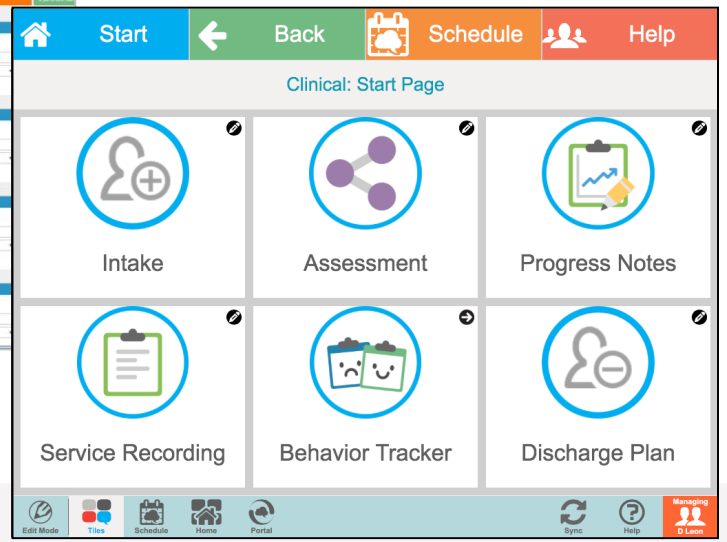
The Mozzaz Approach

OPTIMIZE

Data-driven care plan updates and adjustments.

- ✓ Improved care management through data analytics
- ✓ Minimized episodes through preventative care
- ✓ Improved outcomes through timely adjustments





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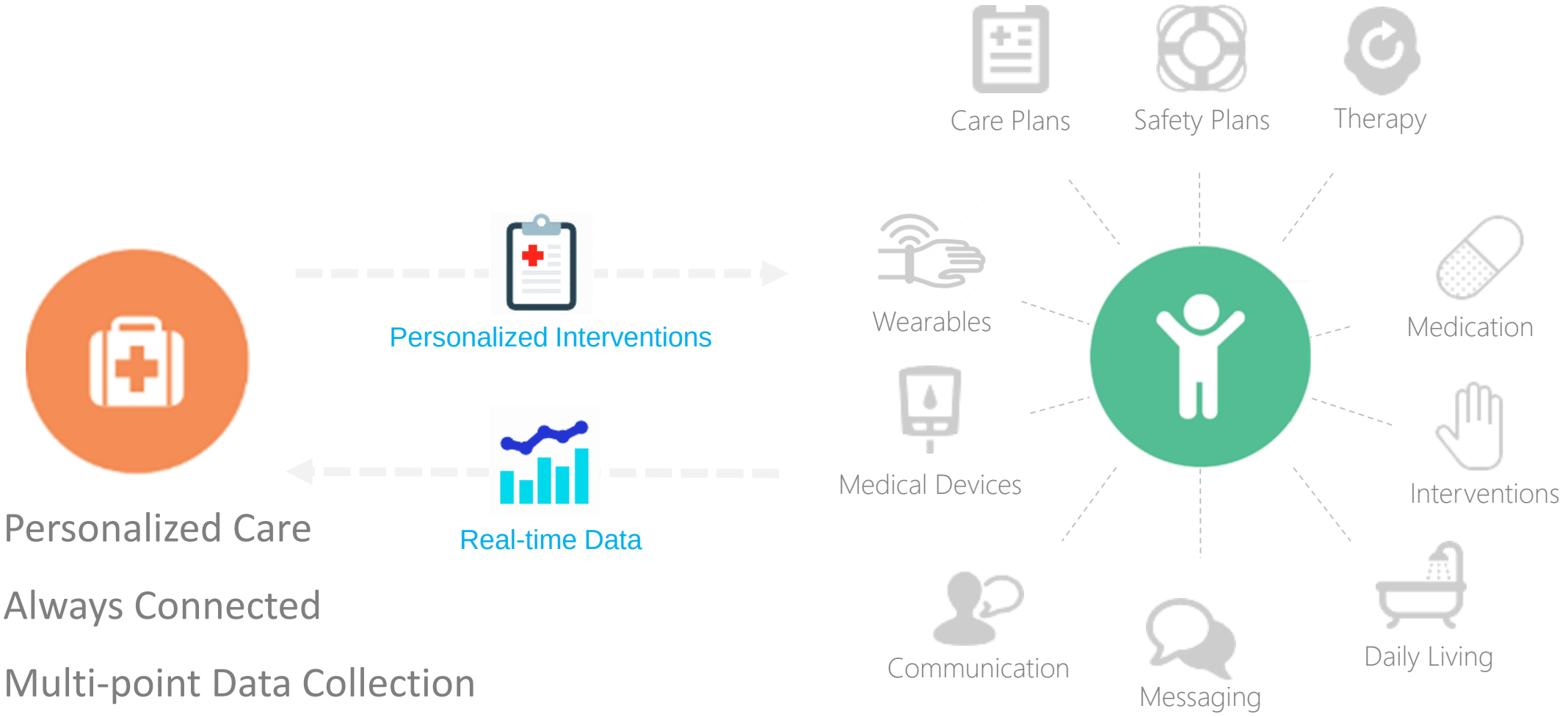
Person-Centered Connected Care



- ✓ Personalized Care
- ✓ Always Connected
- ✓ Multi-point Data Collection
- ✓ Real-Time Monitoring

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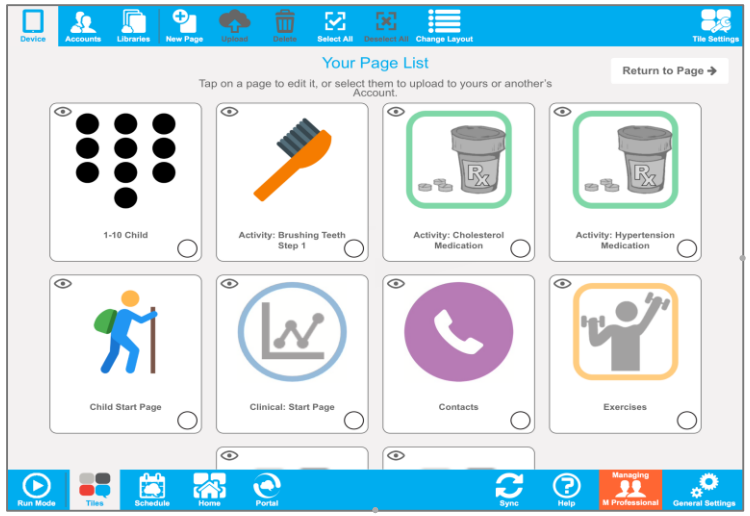
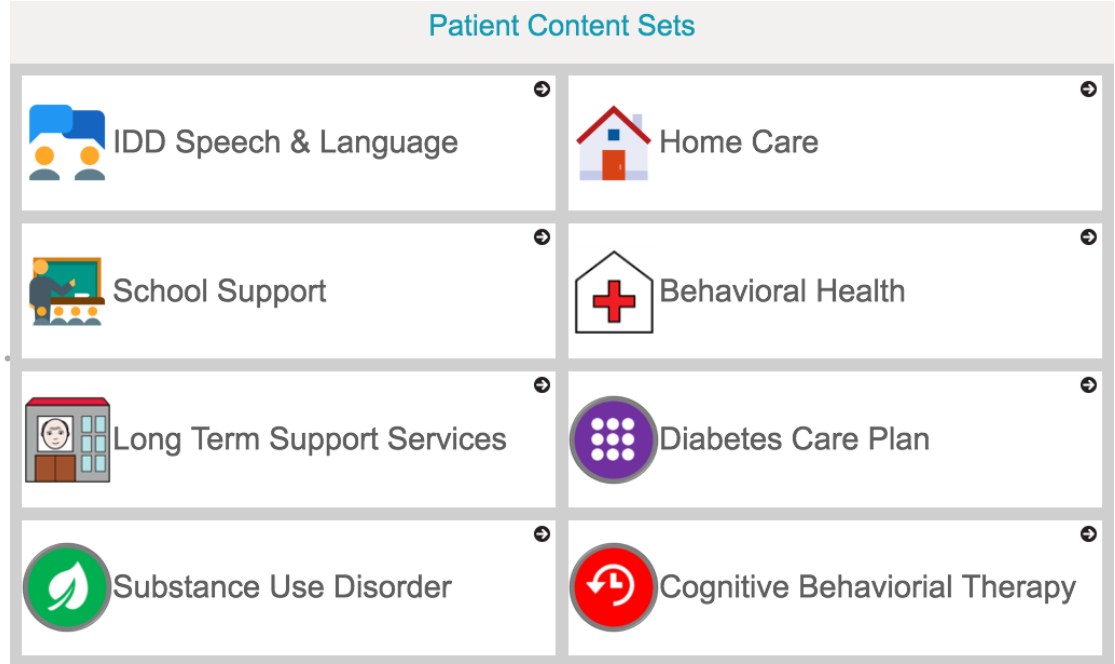
Mobile Intervention Platform (MIP ™)

Content Builder for quick personalization



Pre-built Content Libraries (Evidence-based)



Personalized Care Plans

MIP ™ allows digitizing evidence-based interventions and care plans to be stored as libraries for re-use and personalization helping deliver care faster with measurable outcomes.

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Closing the “Clinical Loop” through Interoperability

CARE PLAN in E.H.R.

Patient Record

+ Problem

+ Goal

+ Objective

+ Intervention 1

+ Intervention 2

+ Intervention 3

Intervention Mapping

Mozzaz Intervention Library

+ AAC for Communication

+ Visual Schedules

+ Forms

+ Self-Assessments

+ Reminders

+ Scheduled Activities

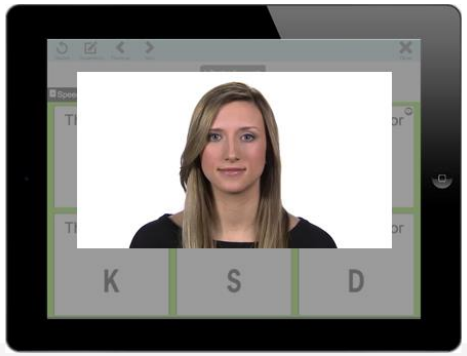
+ Scheduled Forms (surveys)

+ Audio files

+ Video files

+ Image files

Mobile Delivery



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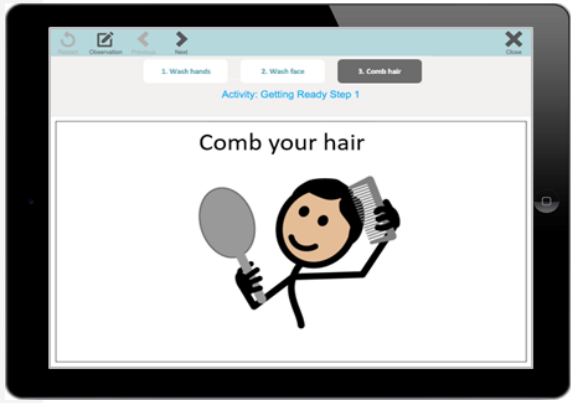
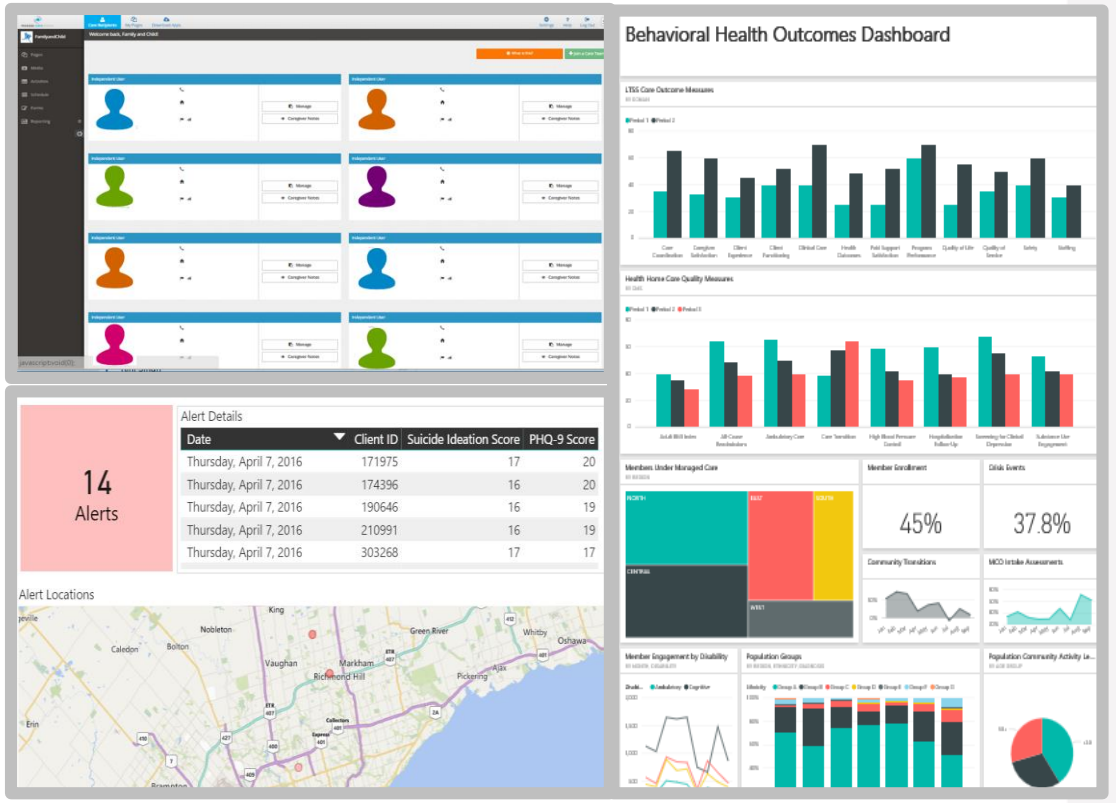
Tech Enabling HCBS





CONSUMER

- Home based kiosk / tablet with personalized content
- Aggregated monitoring through sensor and devices
- Secure communication with care team
- Over 40 different languages

CARE TEAM / FAMILY

- Remote monitoring with alerts and notifications
- Remote therapy and care planning
- Send schedules, reminders and content updates
- Mozzaz Portal for collaboration

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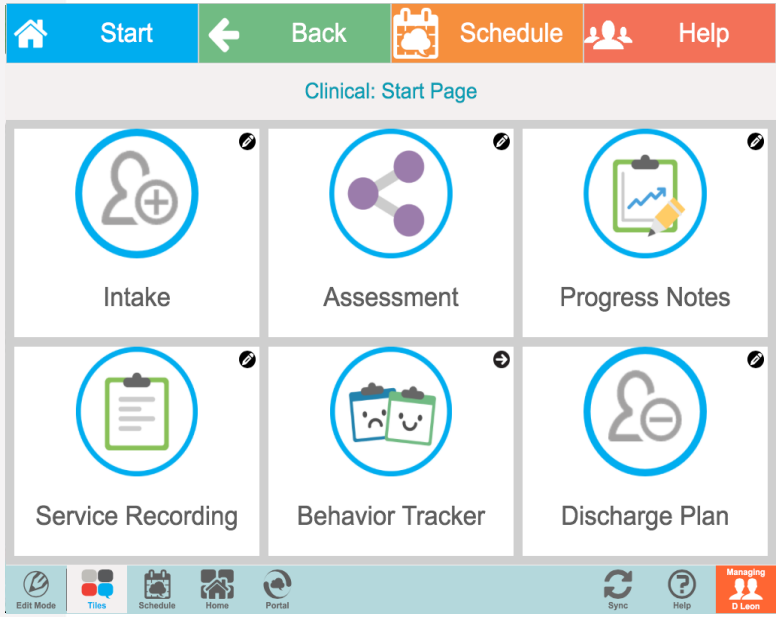
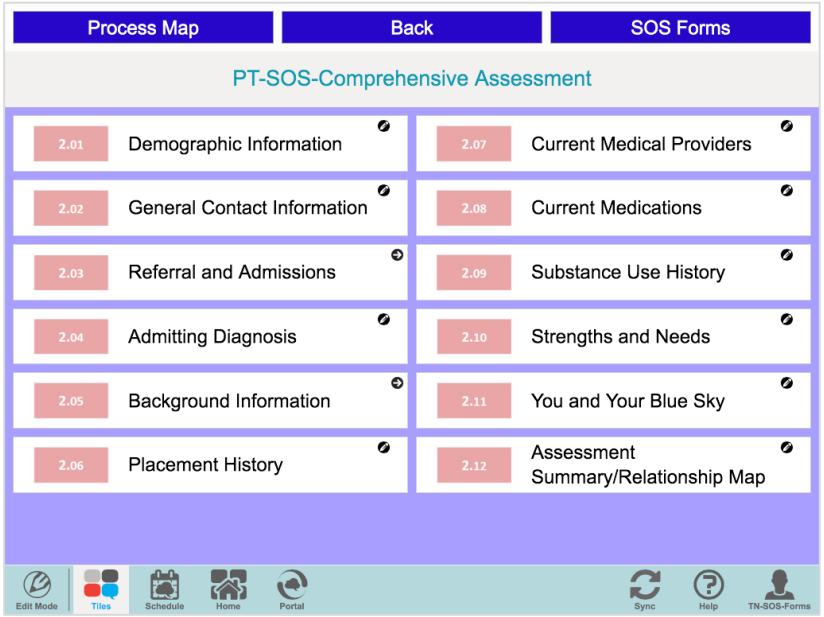
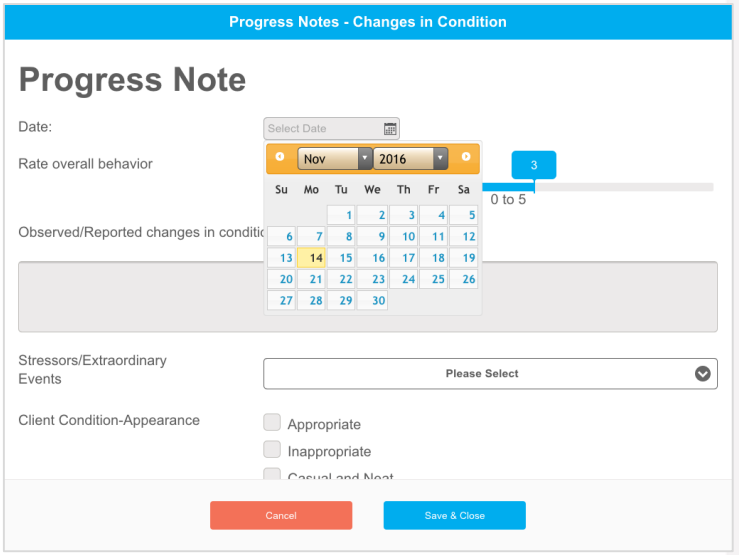
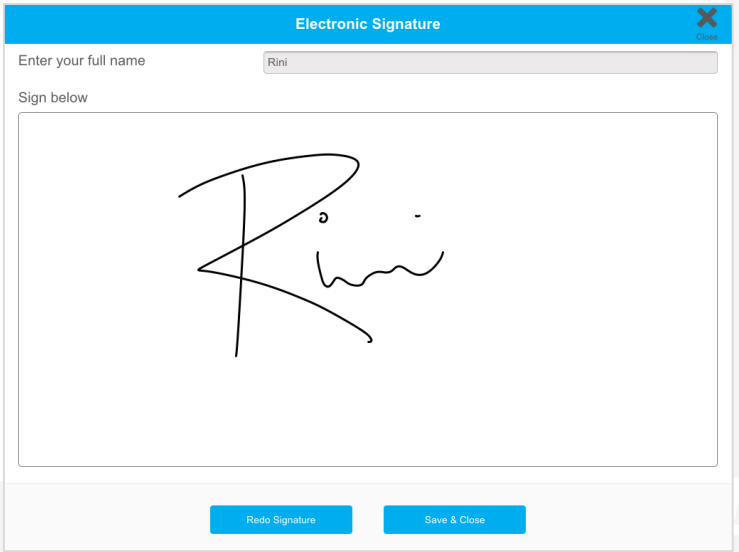
Mobile Tools for Staff Worker









Mobile Staff Workers

- Support for disconnected support – does not need an Internet connection
- Mobile assessments, service recordings and progress notes
- Signature captures - EVV support
- GPS tracking support

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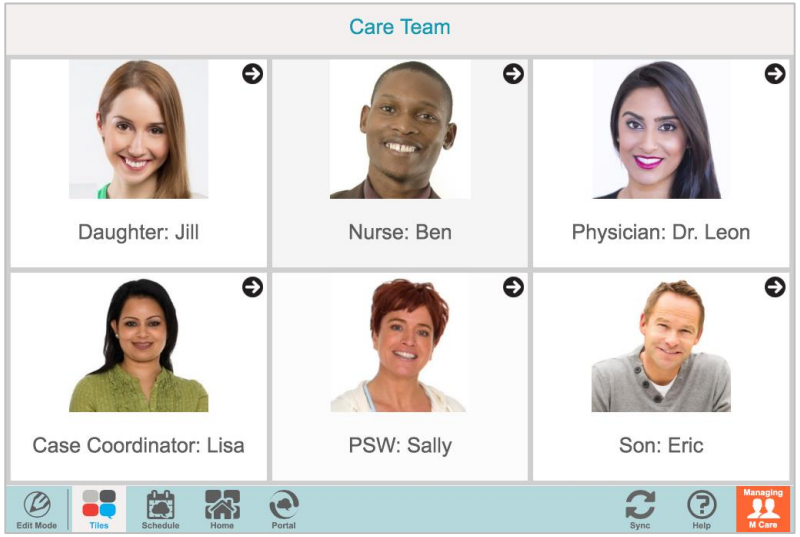
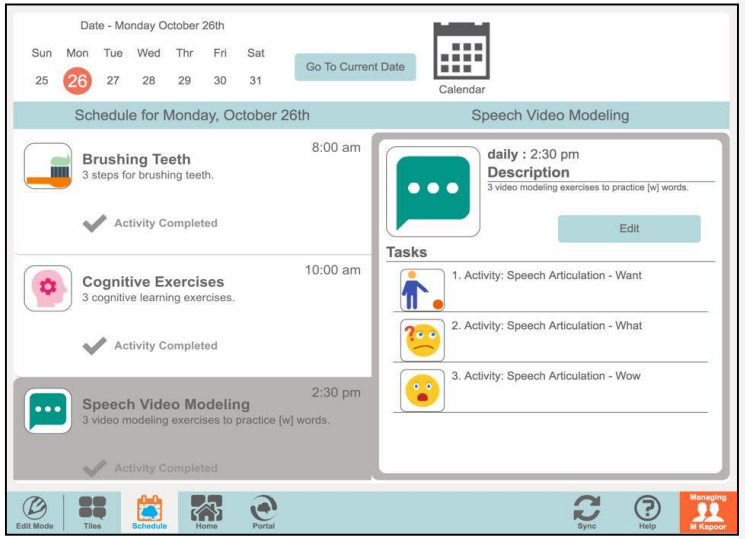
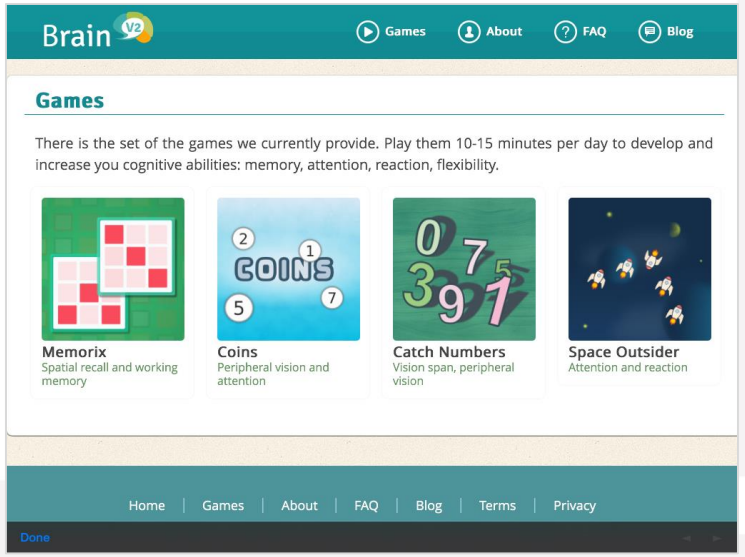
Care Scenario – Neurodegenerative Disabilities





Brain Activities and Memory Support

- Easy access content (large tiles, pictures, symbols)
- Personalized content to the consumer
- Content to support treatment and therapy programming (music, reminiscent therapy etc.)
- Visual schedules and reminders (ie. Activities for Daily Living)



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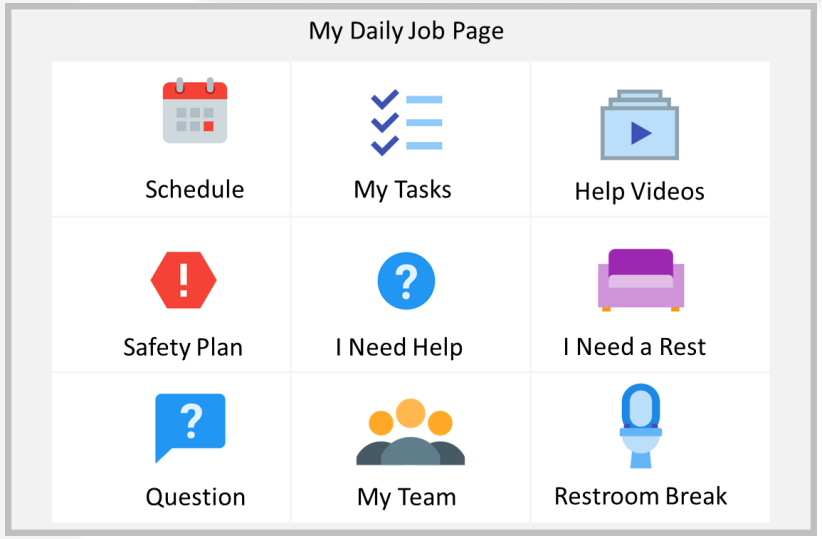
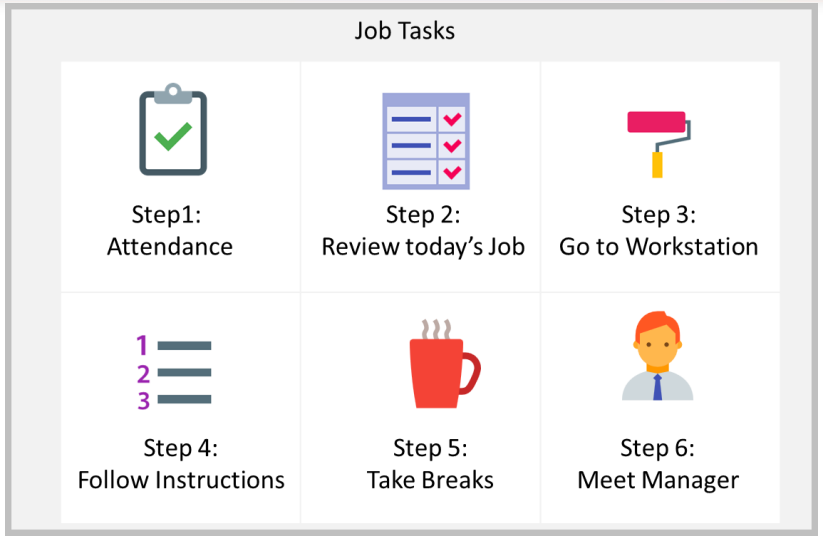
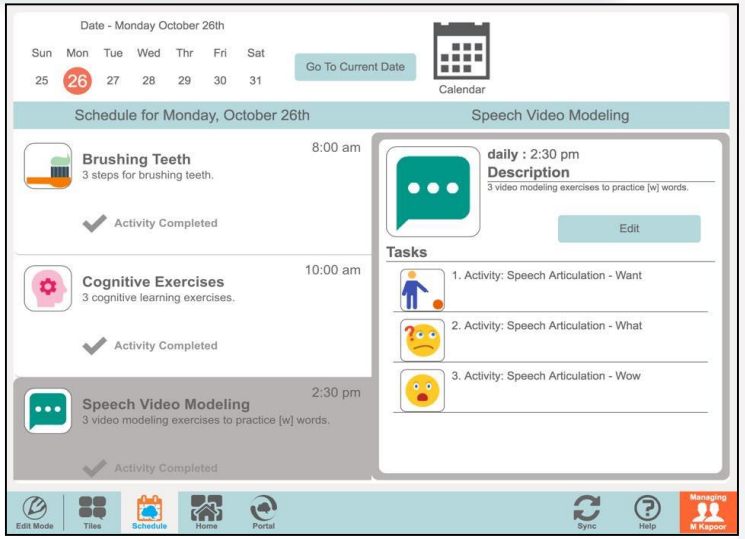
Care Scenario – Supported Employment

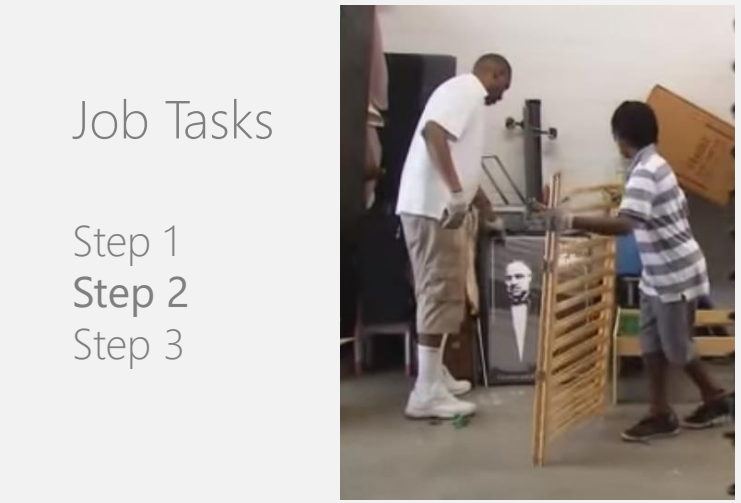






Supported Employment Initiatives

- Tools to help self-organize for the job
- Video modeling and instructions
- Job schedule including breaks and daily activities
- Interactive content to help with communication and support



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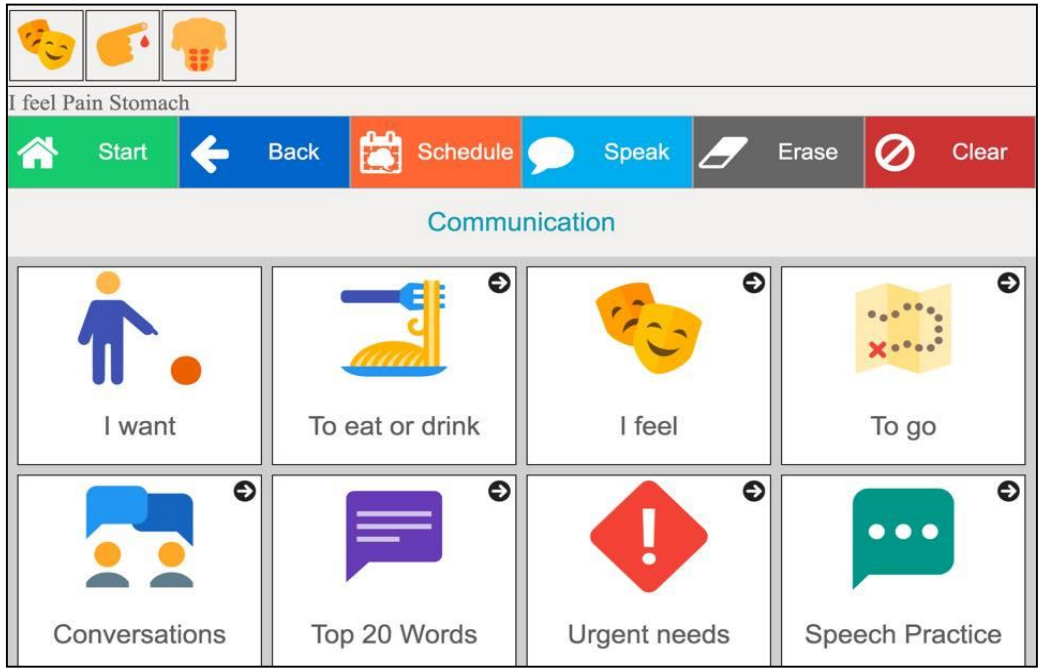
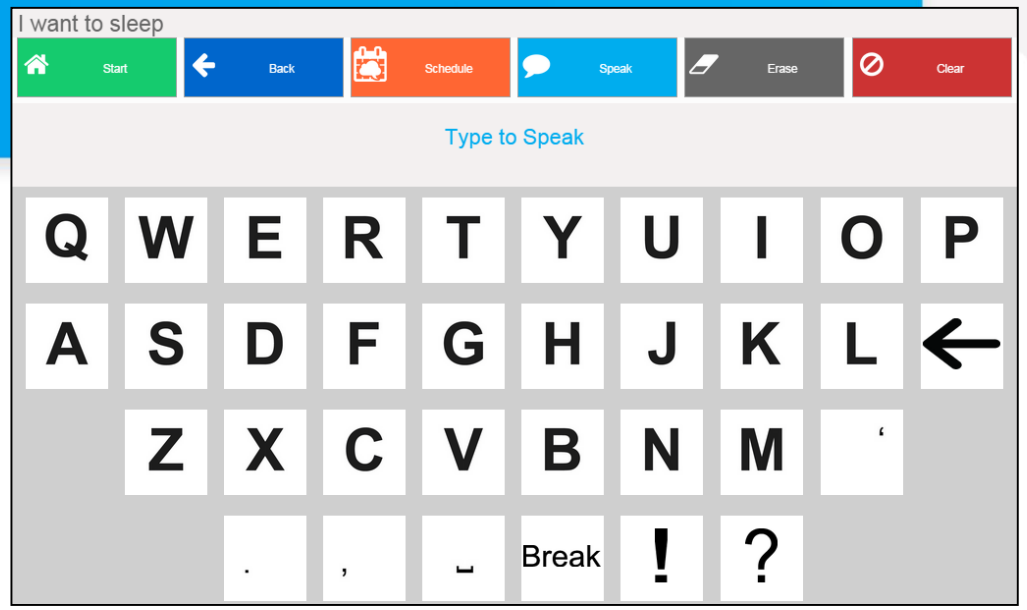
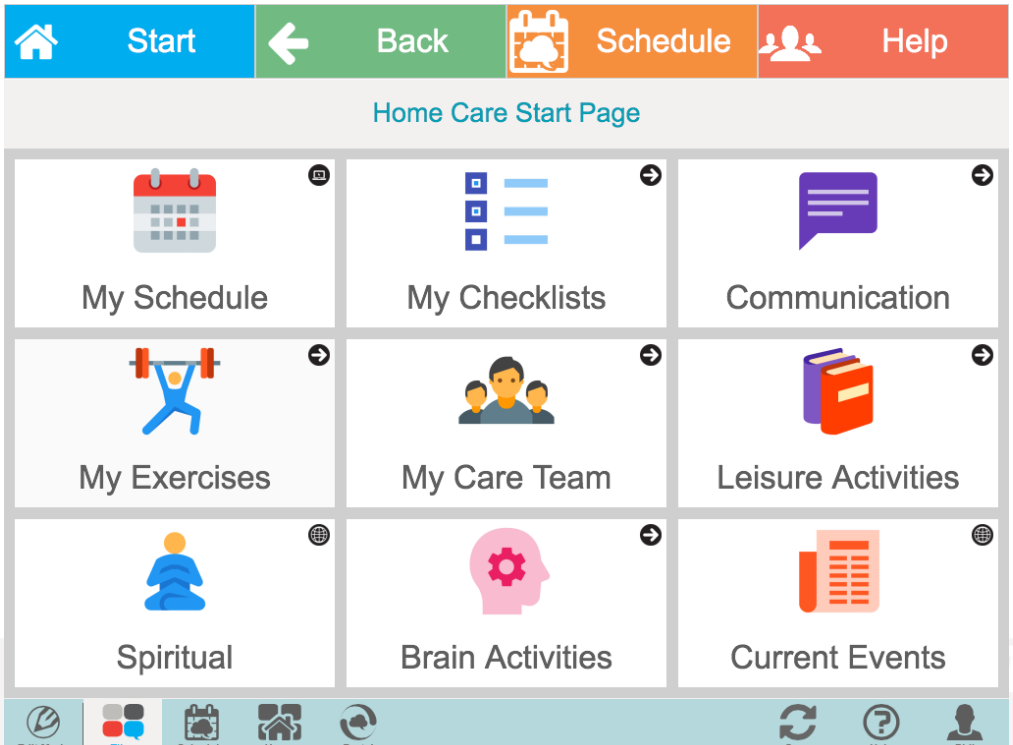
Care Scenario – Non Verbal







Augmentative Communication

- Voice output – support for over 40 languages and custom voices
- Configurable words and layout
- Support for speech and language programs
- Data collection words / phrases used

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Connected Devices

Connected Medical Devices

- Connect and collect data from popular Bluetooth enabled medical devices
- Glucose monitors, blood pressure, heart monitors, pedometers, activity monitors etc.

Wearables & Sensors

Clinical, Fitness, Wellness

- Mozzaz can integrate data from the most popular wearable devices
- Data can also be integrated from other health and wellness apps and sensors

'Non-Connected' Medical Devices

- Collect readings from 'non-connected' medical devices
- Mozzaz takes a picture of the reading digitizes it and saves it to the patient record in Mozzaz

Assistive Technology & Devices

- Support for 3rd party assistive technology peripherals such as switches, eye gaze, mouth/blow joysticks
- Support for large screens (touch and non-touch)

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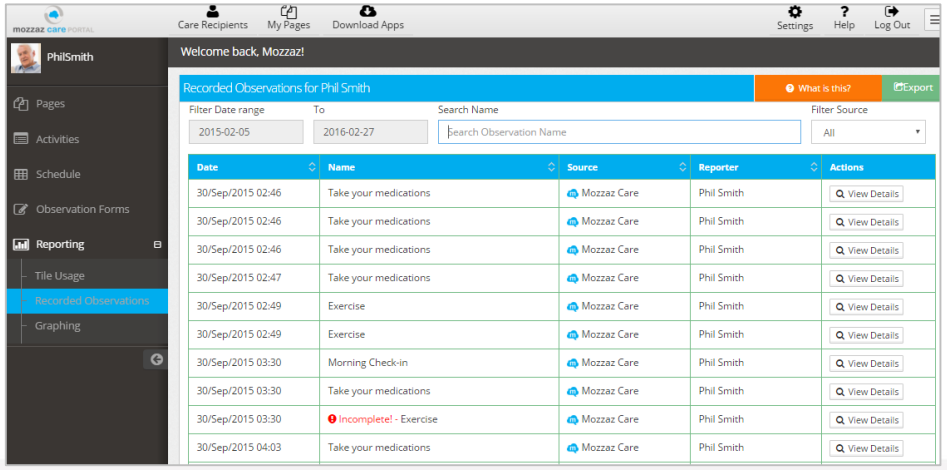
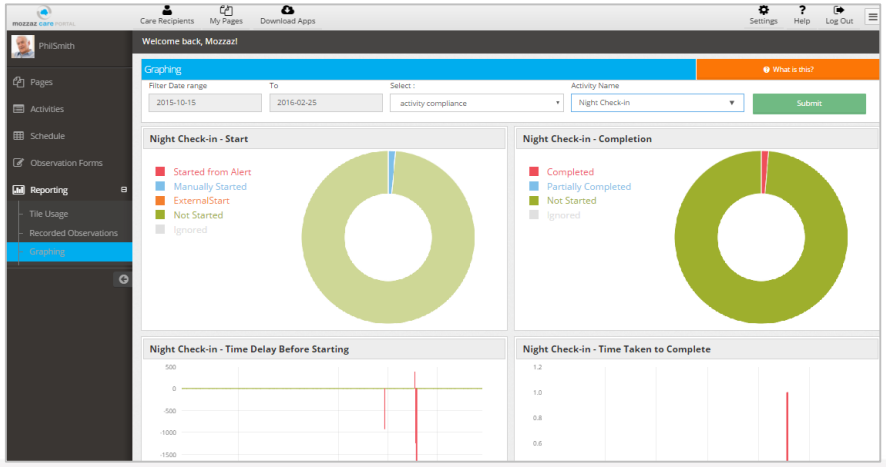
Capture Digital Readings from Medical Devices





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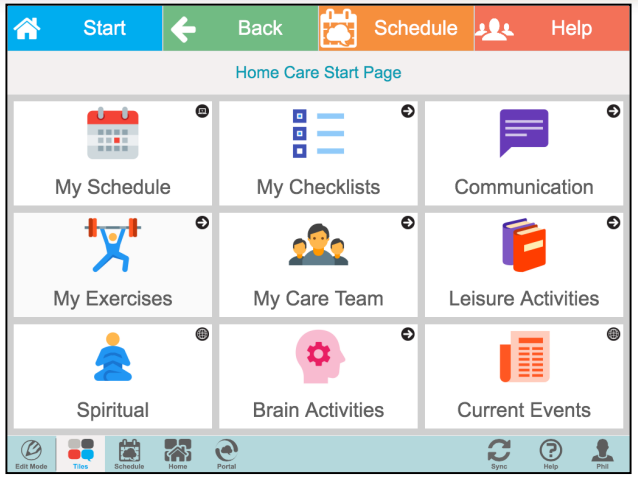
Case Study 1: TennCare SOS for I/DD

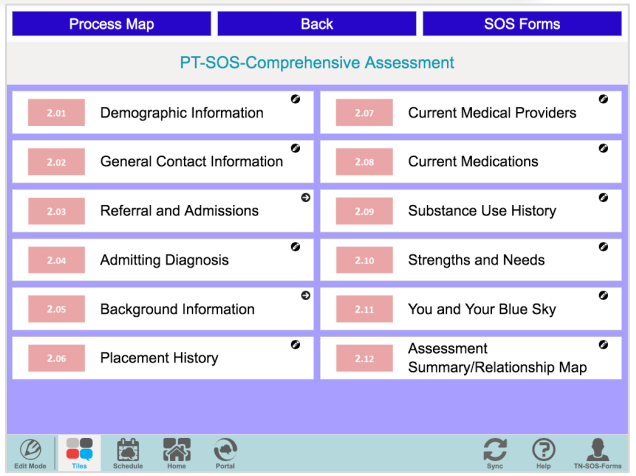
STATE OF TENNESSEE

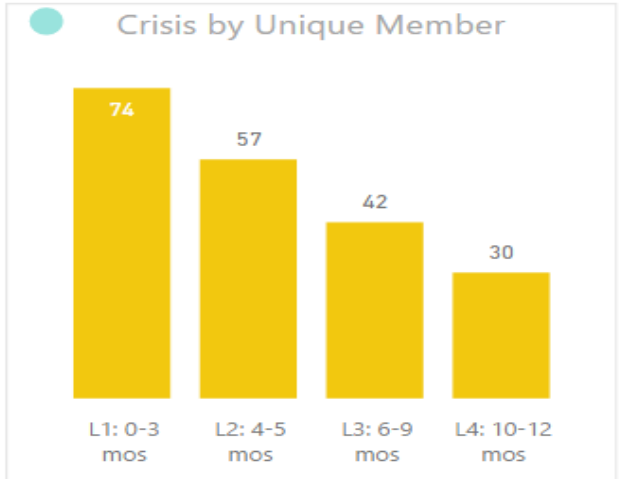
Behavioral Health Crisis Prevention, Intervention and Stabilization Services:
Building "Systems of Support" (SOS) for Individuals with Intellectual or Developmental Disabilities (I/DD) who Experience Challenging Behavior

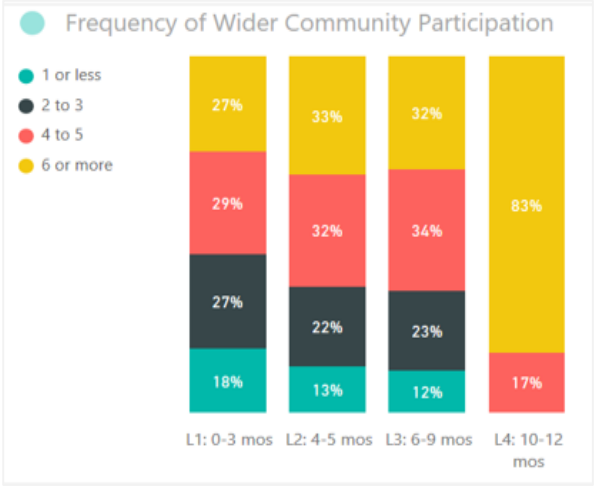
Amerigroup RealSolutions in healthcare

PROJECT TRANSITION
Hope and Healing Through Community









Mozzaz is being used by Project Transition for the State of Tennessee's IDD System of Support program for crisis stabilization for the State's super-utilizers. Mozzaz is used by the clinical team for remote case management and as intervention patient engagement tools for the clients.

Objectives:

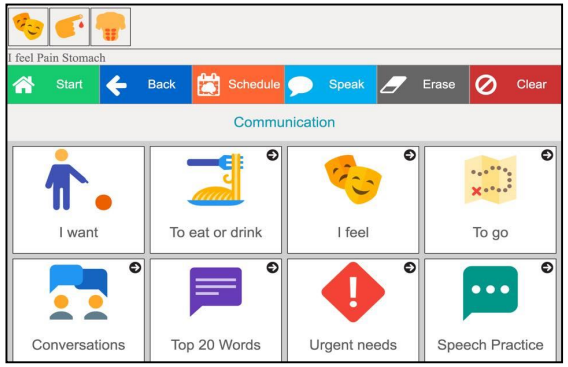
- Reduce the number of crisis episodes by unique member
- Reduce the number of in-person crisis response episodes
- Decrease the number of unnecessary medication

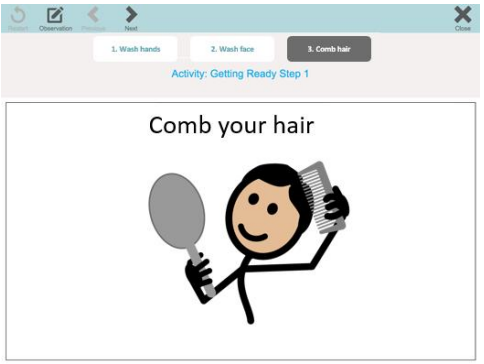
Crisis Episodes: ↓ 60% | Community Participation: ↑ 6% | Proactive Crisis De-escalations: ↑ 23%

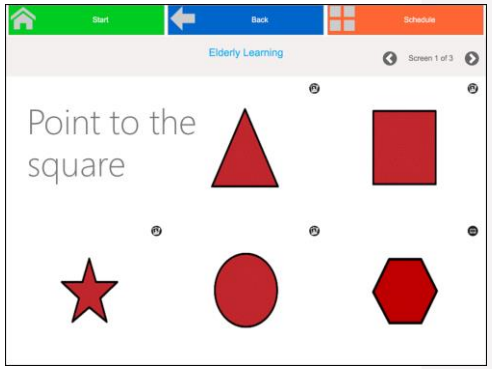
Case Study 2: I/DD Therapy Services

Bancroft
One world. For everyone.

Mozzaz is being used with the Lindens Neurobehavioral Program for children and adolescents with acute behavioral challenges due to autism or IDD. The program involves one-on-one intensive behavior therapy to stabilize the client and prepare them to transition into less intense programs and broader community programming.

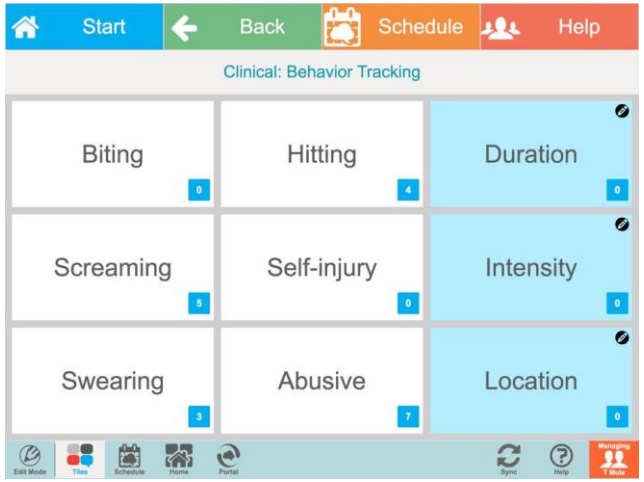


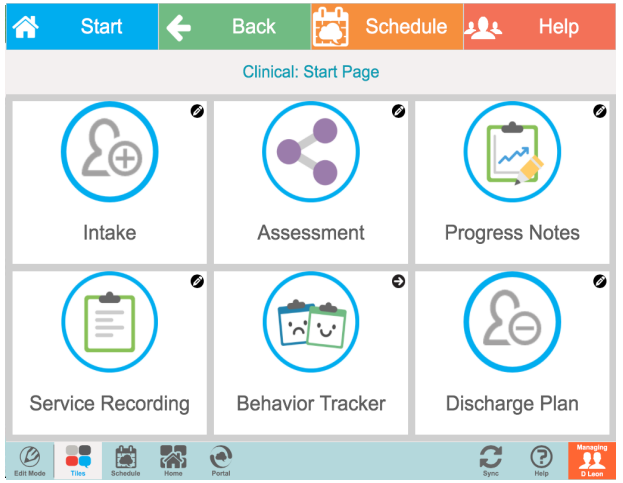




Objectives:

- Reduce the rate of maladaptive behavior episodes per client
- Reduce program readmissions
- Increase efficiencies in data collection and reporting Save time in managing therapy content and material by making it less paper-intensive





Maladaptive Behavior: ↓ 45% | Program Readmissions: ↓ 65% | Staff Productivity ↑ 28%

Case Study 3: LTSS Employment Community First

Amerigroup RealSolutions in healthcare

TennCare CHOICES in Long Term Care

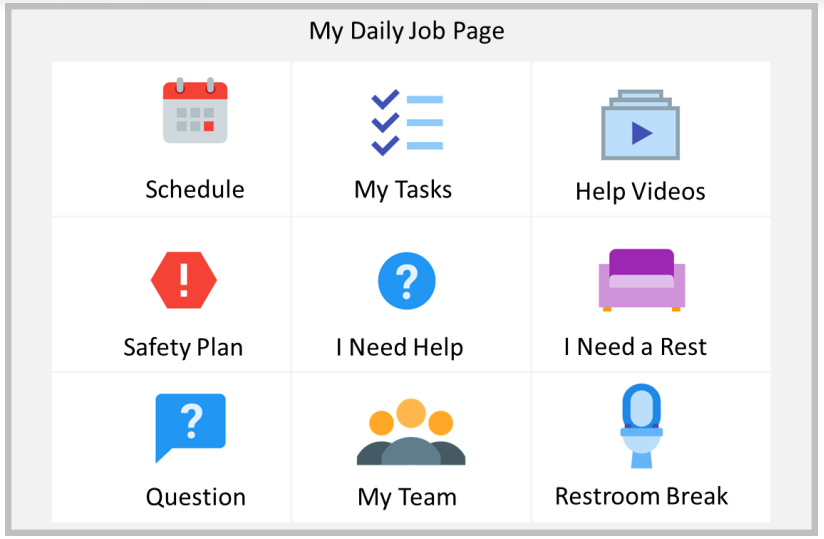
Objectives:

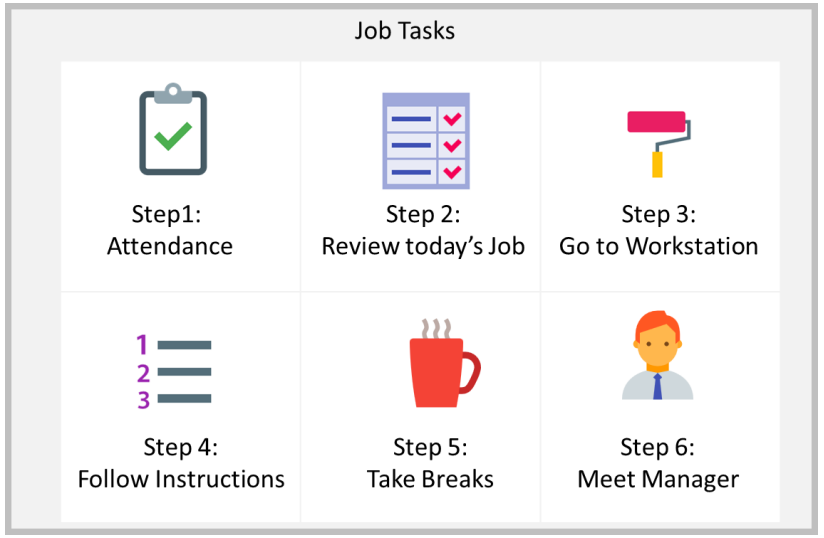
- Help individuals with I/DD live as independently as possible at home or in the community, not in an institution
- Provide the support integrate and build relationships in the community
- Provide family support to help the member with independence skills
- Help members get ready with employment and find a job

Mozzaz Solution:

- Enable care teams to provide individualized job and community support content
- Provide Augmentative Communication (AAC) support
- Provide care teams with the ability to collect data, observations and notes on member performance

HEDIS MEASUREMENT SCORES WILL BE ENABLED: TBD





Usage Patterns

USE CASE	SCENARIO	CUSTOMERS	Patient	Professional	Family	Case Manager
Digital Therapeutics	IDD, SMI, Geriatric Care	Bancroft, Vinfen, Anthem LTSS, Boswell	High	High	High	High
E-Coaching / Counselling / Patient Monitoring	Behavioral Health, SUD, Suicide, Mental Illness	Centerstone Suicide, Youth Villages, Ontario Shores, MAXIMUS	High	High	Low	High
Mobile Patient Management	EVV, Remote Care	TennCare SOS, Bancroft, CAMH	Low	High	Low	High
Treatment Support	Patient Education, Screening, Pre / Post Appointments, Chronic Illness	Youth Villages, MAXIMUS, Holland Bloorview	Med	High	Med	High
Patient Self-Help	Self-help resources, guidance, communication	City of Philadelphia	Med	Med	Low	Med

Adoption and usage patterns for the Mozzaz system vary across programs and users. The system is integrated into clinical workflows as part of the patient's care management and support program.

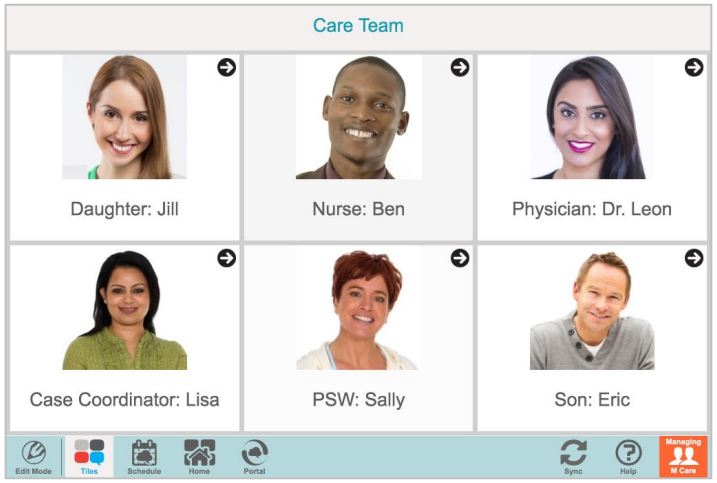
The following usage patterns are seen across the system:

- Usage patterns vary depending on the use case being supported
- Care teams include Mozzaz as part of the patient's care plan and expect patient's to follow it.
- Patient activity is remotely monitored to support adherence and track progress.
- Different users use different parts of Mozzaz in the program.

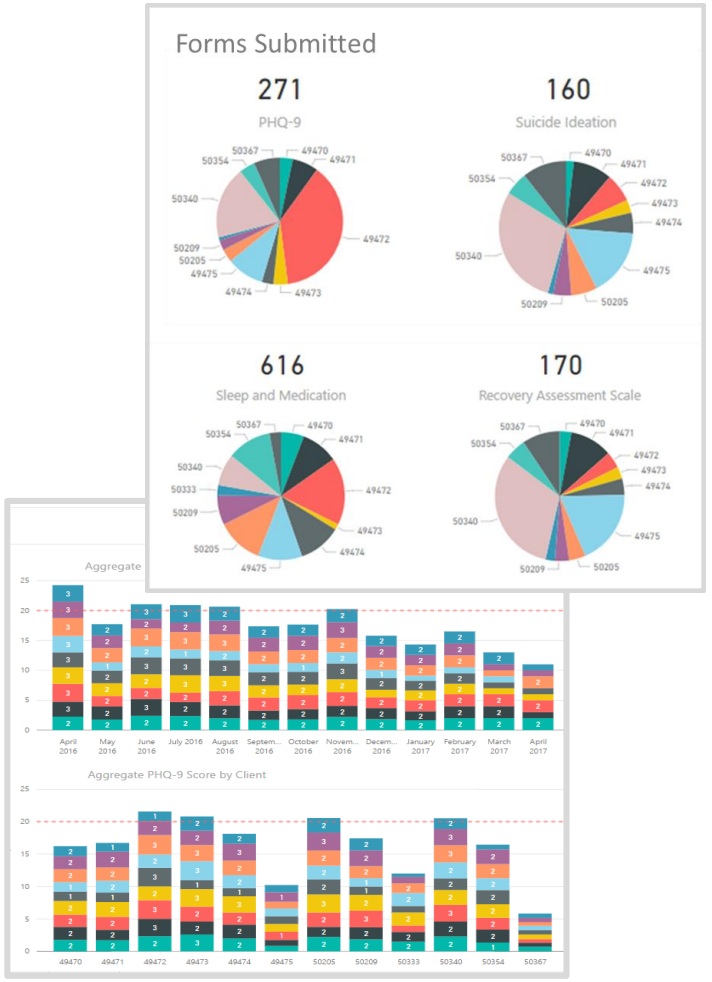
The Solution as a Whole (more than just an app ;-)

Apps for Patients

Apps for Professionals



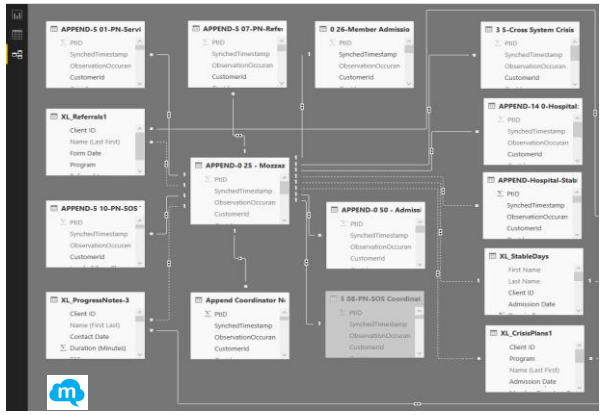
Real-time Dashboards & Alerts



Engagement Strategies & Best Practices

- Dynamic Content
- Gamification
- Continuous Feedback
- "Sticky" Experiences

Aggregated Data Models



mozzaz

Thank You!

- ✓ *Versatile Platform*
- ✓ *Proven Technology*
- ✓ *Proven Projects*
- ✓ *Proven ROI*
- ✓ *Quick Time-to-Market*

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