

The Impact of Virtual Care at Mary Free Bed



“VIRTUAL CARE IS FOLLOWING THE TREND OF ALL TECHNOLOGY ADVANCEMENTS AND PROVIDING A SERVICE THAT PEOPLE CAN ACCESS IN THE PALM OF THEIR HANDS. MARY FREE BED USES SYNZI TO DRIVE PATIENT ACCESS TO RIGHT CARE, RIGHT PLACE... THE FIRST TIME.”

JASON PEOPLES, DIRECTOR OF TECHNOLOGY AND INNOVATIONS, MARY FREE BED

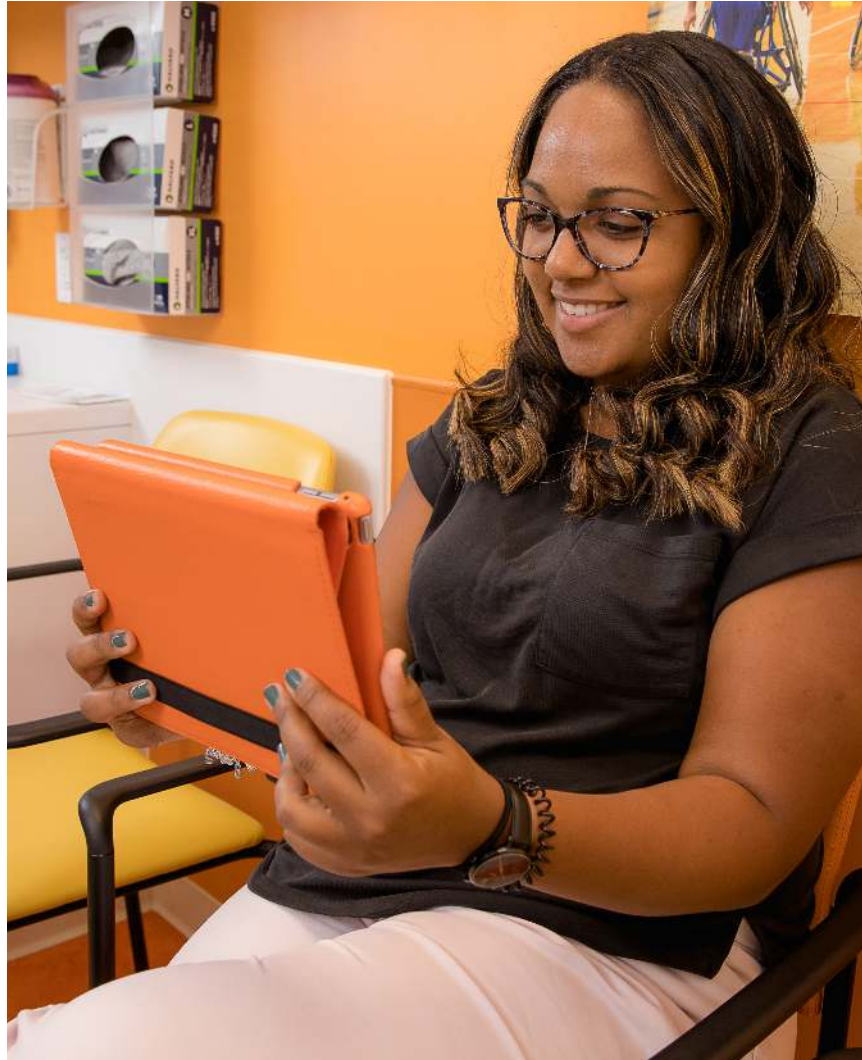


Since 1891, Mary Free Bed Rehabilitation Hospital (MFB) has provided cutting-edge rehabilitation for children and adults who have experienced amputations, brain injuries, cancer, multiple trauma, spinal cord injuries, strokes and other diagnoses. MFB is dedicated to one simple goal: restoring hope and freedom to patients and families facing challenges both great and small. Patient-centric is more than a catch-phrase at MFB; putting the patient at the center of everything means that the organization embraces technology that helps:

- Strengthen patient access, engagement, and retention
- Enhance patient and clinician satisfaction
- Drive clinical efficiencies

TELEHEALTH AND VIRTUAL CARE TECHNOLOGY REINFORCES MFB'S COMMITMENT TO THEIR GOAL OF RESTORING HOME AND FREEDOM BY:

- Minimizing distance as a barrier
- Enhancing understanding and communications with video
- Retaining the integrity and therapeutic value of the services provided by virtual care
- Maintaining safeguards and security when using technology to serve people in non-traditional locations
- Adhering to the regulatory guidelines as to *who* can provide the telehealth services and *where/how* they can be provided



“THERE’S A BIG DIFFERENCE BETWEEN WHAT YOU’D SEE ON PAPER AND WHAT’S HAPPENING AT THE MOMENT,” SAYS JASON PEOPLES. “WITH SYNZI, OUR STAFF HAS A CHANCE TO LAY THEIR HANDS - VIRTUALLY - ON A PATIENT AND ASK QUESTIONS. IT CHANGES THE WAY WE CAN DELIVER HEALTHCARE... WE’RE TRYING TO TAKE THE PHYSICAL PIECE OUT OF PHYSICAL CARE. THIS REALLY PUTS US ON THE PATH TO ON-DEMAND, PATIENT-CENTRIC CARE.”

CLINICIAN TO PATIENT USE-CASE

“DURING A VIRTUAL VISIT, WE CAN SEE IF THE PATIENTS ARE DOING THE EXERCISES AT HOME IN THE PLACE WHERE THEY SAID THEY WOULD EXERCISE. WE SEE PATIENTS ACTUALLY DO THEIR ‘HOMEWORK’ IN THEIR HOME ENVIRONMENT. IT’S IMPRESSIVE TO SEE SOME OF THE PATIENTS’ HOME AND HOW THEY HAVE BEEN CREATIVE WITH THE SPACE THEY HAVE IN ORDER TO DO THEIR EXERCISES.”

CHRISTOPHER BAJEMA, PT, OCS, CSCS, CLINICAL LEADER - MUSCULOSKELETAL REHABILITATION, MARY FREE BED



Mary Free Bed is using virtual care to help patients continue their therapy so patients do not lose the momentum of their recovery. Chris Bajema recognizes the benefits of using virtual care to help patient improve their movement and manage pain via HIPAA-compliant video and messaging.

VIRTUAL VISITS:

During the virtual visits, therapists guide their patients through the exercises needed to optimize outcomes (e.g., more strength and movement with less pain) and reinforce how to correctly do each exercise. “The virtual aspect helps me show patients the motions they can and cannot do at each stage,” says Chris. “For example, in the strengthening phase for a patient who has had shoulder surgery, I will show how one cannot reach back into the backseat of their car – and that one should not reach out to a drive-thru bank teller or fast-food cashier – in order to help the healing process. Patients like to hear what they can do / cannot do in the clinic but they also appreciate hearing – and seeing – it virtually.”

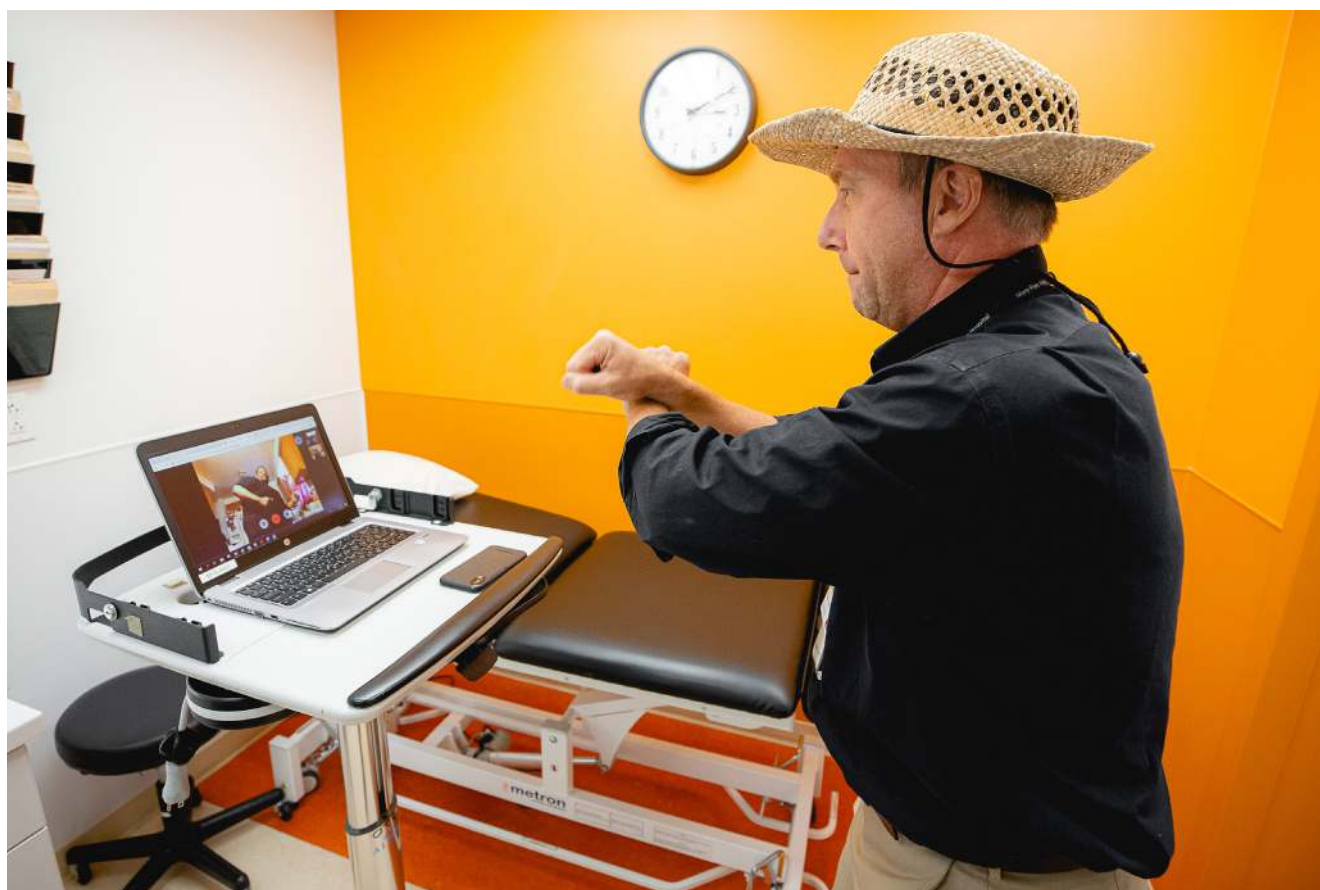
MESSAGING:

A series of messages are sent to the patient to remind them of the need to “get up and get moving” on a regular basis and fulfill their role in executing their own home exercise plan. “I also send exercises and links to exercise videos to our patients to help them with their homework,” shared Chris.

ASSESSMENTS:

Assessments can be pushed to the patients before or after each virtual visit to gauge how the patient is feeling as well as the patient’s exercise activities. These assessments enable the therapists to check on the patient’s progress and modify the exercises going forward. “Before each virtual visit, I have to make sure I am ready to engage and also ready to pivot right or left, depending the patient’s situation,” says Chris. “I am able to leverage over 30 years of clinical experience when providing care and physical therapy virtually vs. in-person.”

During the pandemic, Chris indicated how virtual care enabled MFB to quickly continue seeing patients in a safer and more convenient manner: “Before the pandemic, I used virtual visits with post-op patients’ Day 1 and/or Day 2 and it saved my patients a visit. During parts of the pandemic, I conducted virtual visits for the majority of my day. And, patients were fine with continuing virtual care when we re-opened our facility to in-person visits. I also see COVID patients virtually and help them with their breathing techniques. This helps their recovery while also minimizing the risk of infection and transmission. Post-pandemic, I hope to move to a hybrid where some in-person visits are replaced by virtual visits because we’re seeing similar outcomes. I’m glad that MFB was prepared with Synzi’s technology in advance of the increased need due to the pandemic.”

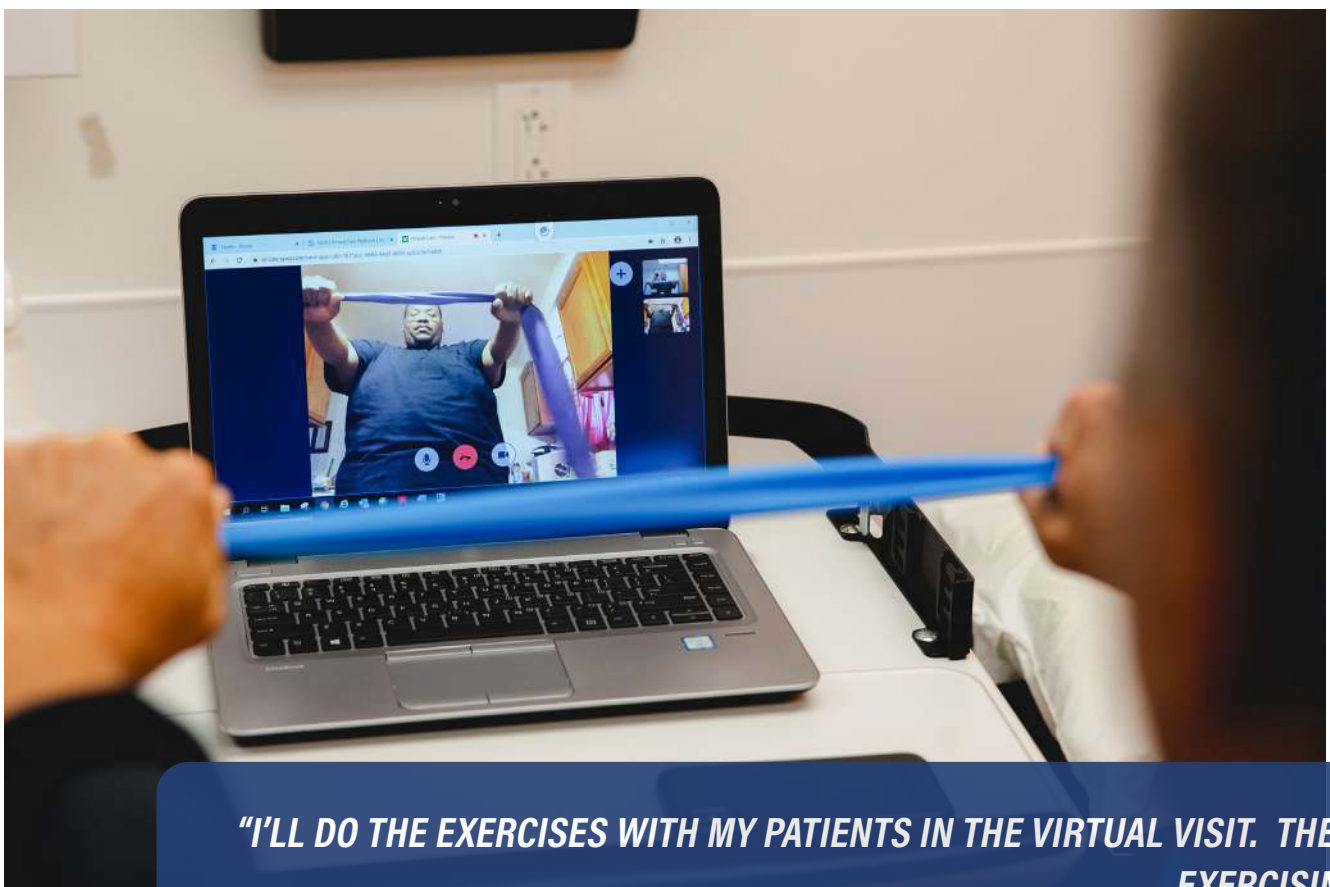


“I START THE VIRTUAL VISITS WITH A WARM-UP TO MUSIC. I USE DIFFERENT MUSIC AND IT HELPS PATIENTS ENGAGE AND ALSO LOOK FORWARD TO THE SESSIONS!”

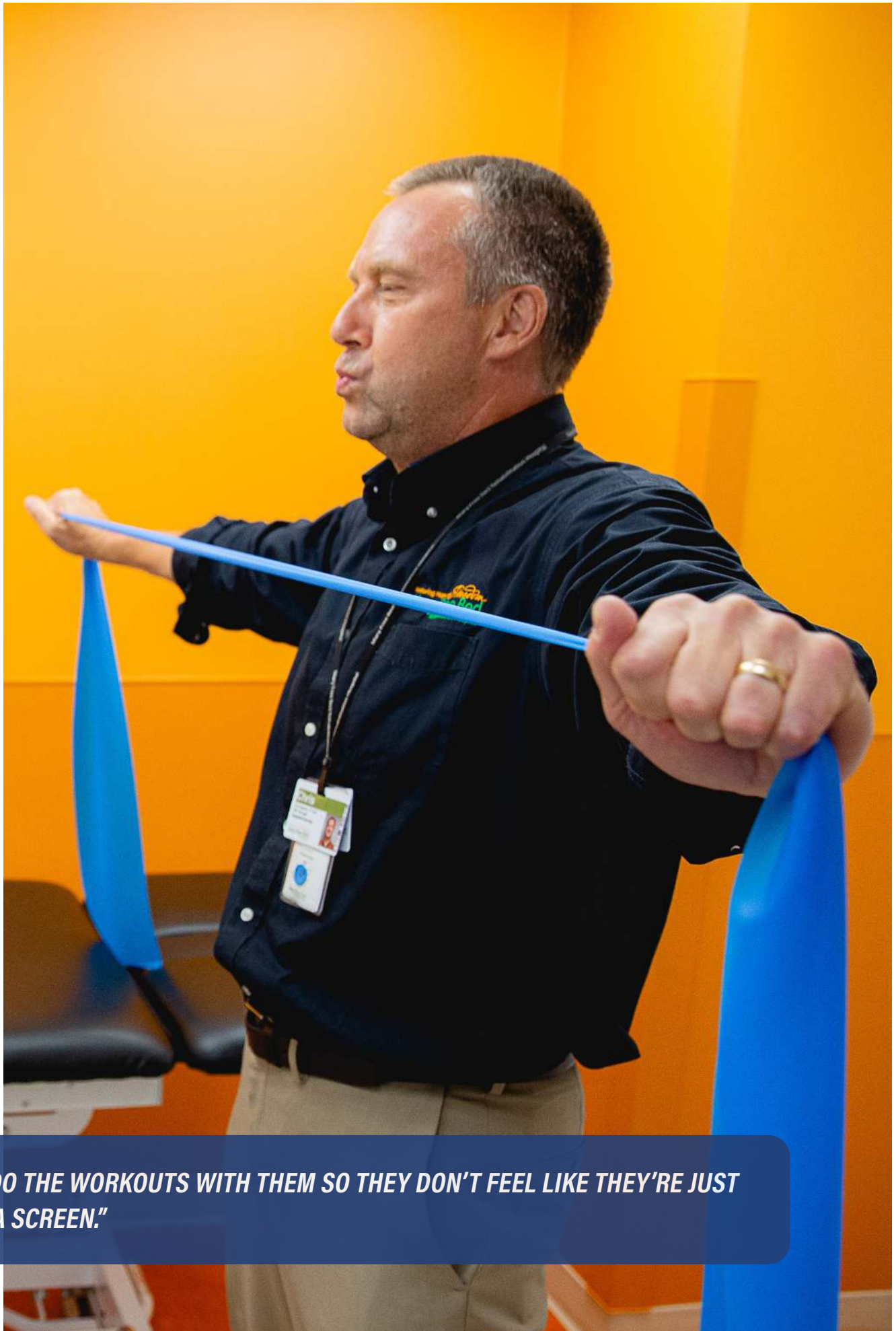
Patients have shared their excitement and satisfaction with MFB: “Our patients thought Synzi was spot-on,” said Chris. “They eagerly anticipate the virtual visits because they see the benefit. Plus, I have received very few cancellations for virtual visits. I can count them [the cancellations] on one-hand!”

“My advice to therapists thinking about virtual care is that you just have to do it to get better at it,” shared Chris. “You have to personalize the care to the individual patient’s need. I spend a lot of time watching my patients in motion – and Synzi helps me see them moving in their home environment and also outside of their home. I even watched a patient play tennis as he recovered.”

“I am excited about the future of virtual care to improve value, service, and outcomes,” says Chris Bajema. “Synzi works like a charm!”



“I’LL DO THE EXERCISES WITH MY PATIENTS IN THE VIRTUAL VISIT. THEY WANT EXERCISING IN FR



**ME TO DO THE WORKOUTS WITH THEM SO THEY DON'T FEEL LIKE THEY'RE JUST
ONT OF A SCREEN."**

SPECIALIST TO PATIENT USE-CASE

“TELEHEALTH BRIDGES ACCESS TO CARE GAPS, CONNECTING INDIVIDUALS IN DIFFERENT GEOGRAPHIC LOCATIONS.”

DR. HEATHER DERMYER, PH.D. , MARY FREE BED



Removing the physical barrier between patients and mental/behavioral health specialists helps patients receive the care and expertise they need. Telehealth can help drive better outcomes for patients and improved satisfaction for patients, their family caregivers, and their specialists by:



Minimizing care deferrals, especially during the pandemic



Delivering greater efficiencies with a more convenient provision of care



Growing one's practice and gaining an additional revenue stream by attracting new patients



Providing better continuity of care for high-risk patient populations



Decreasing readmissions by addressing gaps in care



Driving loyalty and trust amongst patients, their family caregivers, and their community

Dr. Dermyer works in Traverse City, an area with a need for psychologists and patients who are not always able to receive care in-person. She recognizes the physical limitations which many patients have in accessing care: “For example, I work with disabled patients who are not able to see me in-person due to transportation challenges or living a considerable distance away. I also work with people who work and do not have the time to drive to and from an appointment with me.”

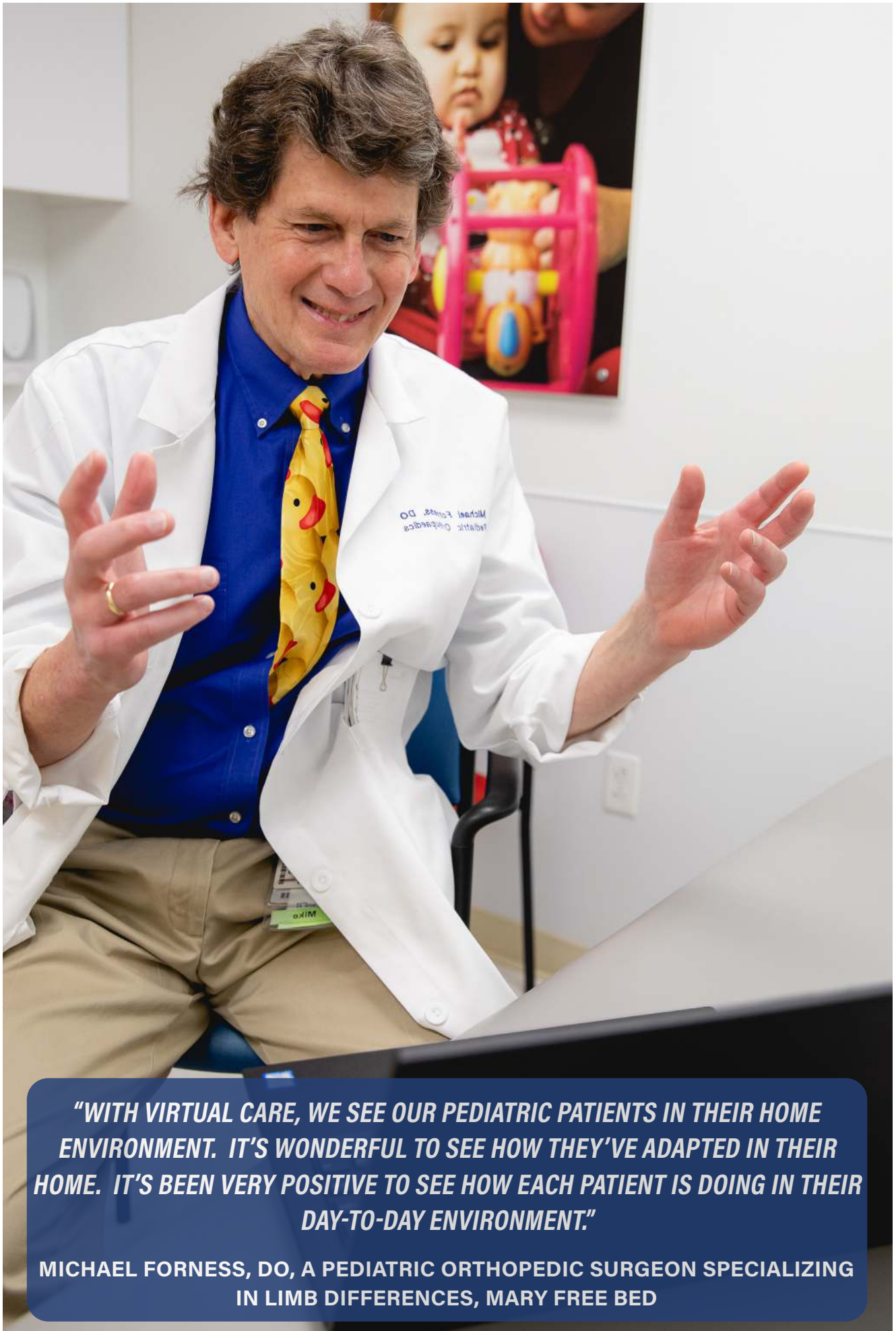
With Synzi, Dr. Dermyer conducts virtual visits with patients who prefer a more convenient method for their appointment or are anxious about in-person visits during the pandemic. “I want people to be comfortable but this is still a medical consultation. I ask the patient if they have enough privacy in their home for the session. I am sensitive to who may have accidentally come into the room – I watch for the shadows on a wall or reflection in someone’s glasses. I also ask the patient if they want their pets with them during the telehealth session. However, the pet may be sensitive to emotional changes in their owner during a session so we figure out what is ideal for the patient and the pet.”



“SYNZI OPENS DOORS - AND ENABLES US TO WORK WITH FOLKS WHO ARE NOT ALWAYS ABLE TO SEE US IN-PERSON. I DO TELEHEALTH EVERY DAY. I RELY ON SYNZI EVERY DAY TO WORK WITH AND CONNECT WITH MY PATIENTS,”

STATES DR. DERMYER.

Patients can use Synzi’s bidirectional communication to quickly access their providers with questions or in a time of need. Visits to the ER and rehospitalizations can be minimized as patients receive the support they need, when they need it most. Specialists can also use Synzi’s platform to send patients a cadence of scheduled communications via email or text. Messaging can be customized to the patient’s condition, medication regimen, recommended coping strategies, and language preference. More frequent touchpoints – whether via virtual visits or messaging – improves patient satisfaction and outcomes while evolving the delivery of higher quality and more timely care and support.



"WITH VIRTUAL CARE, WE SEE OUR PEDIATRIC PATIENTS IN THEIR HOME ENVIRONMENT. IT'S WONDERFUL TO SEE HOW THEY'VE ADAPTED IN THEIR HOME. IT'S BEEN VERY POSITIVE TO SEE HOW EACH PATIENT IS DOING IN THEIR DAY-TO-DAY ENVIRONMENT."

MICHAEL FORNESS, DO, A PEDIATRIC ORTHOPEDIC SURGEON SPECIALIZING IN LIMB DIFFERENCES, MARY FREE BED

MULTIDISCIPLINARY USE-CASE



MFB's Center for Limb Differences (CLD) specializes in helping infants, children and teens with hand, foot and limb differences. The CLD was designed to:

- Support young patients who were born with a limb difference or who underwent an amputation due to a disease or an accident
- Help the child become independent as possible in all areas of development

Patients generally visit the center three to four times a year. Given the risks of infection and transmission of COVID, the CLD uses Synzi to engage patients (and their family caregivers) and reinforce therapy protocols during virtual visits. Synzi's virtual care platform helps the broader care team virtually "lay hands" on the patient, answer questions, address emerging issues, and readily align on the care plans' next steps. Multiple participants can be included on a video call such as the Orthopedic Surgeon, a Pediatric Nurse, the Care Manager, a Physical Therapist, an Occupational Therapist, a Certified Prosthetist, a Certified Orthotist and a Registered Dietitian. A pediatrician and psychologist are also included as needed.

Dr. Forness shared the benefits of using virtual care with MFB's patients: "We see our patients as a team. Our goal is to make these children as independent as possible. Normally, we work together in one conference room and see each patient as a team. With COVID, we quickly determined who we can see virtually. We now see patients across our respective screens and we check-in with them, see how their wounds are healing, and watch how they walk. The virtual aspect does not inhibit the care we provide. If I need to see a patient and lay hands on the patient, I will bring them in. Orthopedics is very hands-on and our clinic is still hands-on when we need to be."

Dr. Forness also recognizes the safety and convenience benefits for his patients' family caregivers: "We see kids from all over the Midwest. Some might be 4 hours away. So, their parents are tickled with the fact that they don't have to drive 8 hours roundtrip for every visit. Post-pandemic, we'll continue using virtual care. Not every patient (and their caregiver) needs to drive 4-6 hours roundtrip for the follow-up visit. I don't want to put them at risk during the drive if I just want to check on their wound or watch them walk."

EXPANDING REACH AND ENGAGING MORE PATIENTS

“TELEHEALTH IS ANOTHER MEANS THAT WE CAN REACH OUT AND EXTEND THE EXPERTISE THAT IS IN THE QUATERNARY REHABILITATION FACILITY AND EXTEND THAT REACH TO THE REST OF THE STATE AND BEYOND.”

DR. MICHAEL JAKUBOWSKI. CHIEF MEDICAL OFFICER, MARY FREE BED



Mary Free Bed rehabilitation specialists share expertise and educational resources with an alliance of more than 35 hospitals across Michigan and northern Indiana. This coordinated, collaborative effort ensures patients recovering from a serious illness or injury receive the best, most appropriate level of care. The network includes joint operating agreements (JOA) with Covenant HealthCare in Saginaw, Munson Healthcare in Traverse City and Sparrow Hospital in Lansing. The use of virtual care ensures that patient-centric care is the focus of all MFB providers and related facilities delivering care at each turning point. From reducing travel time and related costs to resolving miscommunication amongst care providers and facilities, virtual meetings improve the continuity of care in the following ways:

REAL-TIME COMMUNICATION:

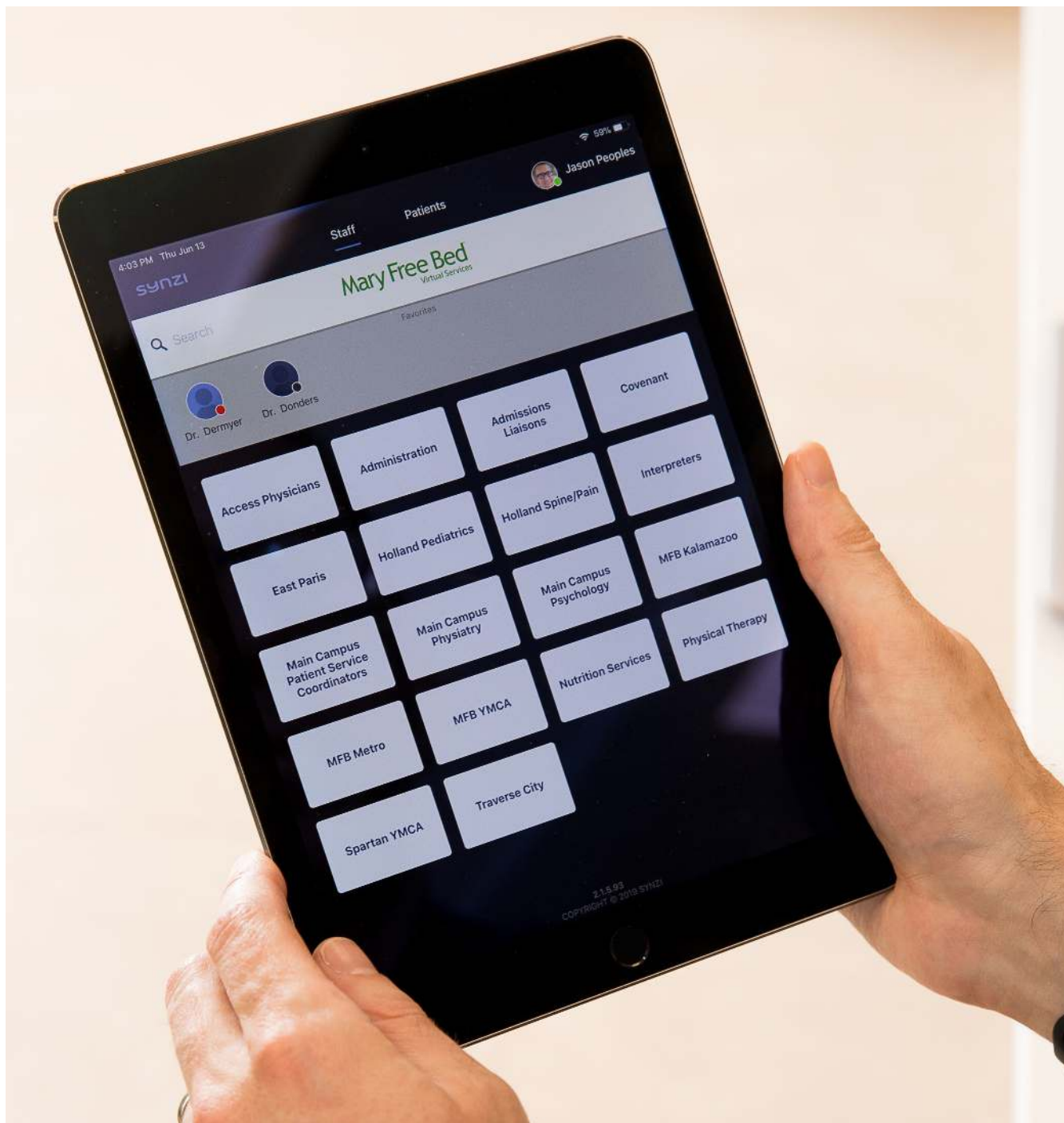
The various providers conduct video calls to bring together the key care team members, regardless of role and facility. This eliminates the need for providers to travel to other locations to ensure patient care is coordinated, impactful, and individualized.

RESPONSIVE CONCERN:

When needed, care team members escalate critical questions and concerns to their colleagues. A care team member can also arrange for an in-person visit from the home health clinician or the provider depending on the patient's changing condition.

REDUCED READMISSIONS:

The broader care team can reinforce core patient education by aligning on how and when to communicate the rationale of a new care plan. Patients can remain comfortably at home and on track with their evolving treatment plan vs. returning to the provider, MFB's campus, or another facility to have



Synzi's telehealth platform enables providers to exchange essential information by connecting care team members and chronic care patients in a more efficient and effective manner. With Synzi, the broader care team can better monitor and manage the patient in real-time. The initial provider can share the detailed care plans to colleagues, specialists, and others who are part of the patient's broader care team. The patient's family can also be included – along with home health nurses who are continuing to provide care if the patient is remaining at home. Questions can be answered in real-time and all involved can observe visual cues signifying that everyone is aligned on their respective roles and responsibilities.

BENEFITS OF VIRTUAL CARE



Reduce drive time



Put “eyes on the patient” on-demand



Make timely care decisions



Improve quality of care



Increase productivity & see more patients



Help patients with role in self-care



Provide patient reminders & tips about their condition



Track patient engagement & progress



Minimize ER visits & readmissions



Secure communications



Share insight and data with referral partners



Gain visibility into the field



Increase clinical standardization



Optimize supplies

"VIRTUAL CARE IS HERE TO STAY"

**JASON PEOPLES, DIRECTOR OF TECHNOLOGY AND INNOVATIONS, MARY FREE BED
REHABILITATION HOSPITAL**



There is a paradigm shift in medicine. Virtual care technology enables patients to access care at their convenience, putting them in control of their care. Care is moving from hospitals and offices into the hands of the patients – in their own homes and on their own mobile

Synzi is committed to helping MFB carry out its mission of restoring hope and freedom through rehabilitation. As healthcare moves from “point-of-care” to “point-of-connection,” the role of telehealth continues to grow importance and utilization at Mary Free Bed.



***"WE'RE EXCITED ABOUT HOW THIS PLATFORM CREATES MORE EFFICIENT
CLINICAL COMMUNICATION ACROSS OUR REHABILITATION SYSTEM. ENABLING
OUR STAFF TO EASILY COMMUNICATE WITH PATIENTS ON THEIR DEVICES THEY
USE EVERY DAY IS ANOTHER HUGE BENEFIT."***

KENT RIDDLE, CEO OF MARY FREE BED