Bamboo Health

2023

Impact Report

As we step into the new year, I am thrilled to share the incredible trajectory ahead for Bamboo Health.

What inspires me about Bamboo Health is our unwavering commitment to connecting individuals with comprehensive care for both physical and behavioral health wellbeing. Currently, we extend this commitment to hundreds of millions of patients during critical moments, such as hospital discharges, pharmacy and point-of-care interactions, hospital discharges and 988 calls. These moments present a profound opportunity to make a meaningful impact.

Many of us have witnessed our loved ones facing physical and behavioral health challenges, often complicated by unaddressed comorbidities until it becomes too late. Picture engaging individuals during these pivotal moments, seamlessly connected across the healthcare ecosystem, considering their complete wellbeing, and guiding them toward the right next step. This is Bamboo's vision — to enhance outcomes by collaborating with our healthcare partners, ensuring that the positive impact we create today resonates even more strongly in the lives of those with both physical and behavioral health needs tomorrow. We aim to translate hundreds of millions of pivotal moments into the right next step of care.

I am excited to unveil more about Bamboo's next steps in this transformative journey in 2024! Through various roles and experiences, I've learned that placing the patient at the center of everything we do is paramount. Success in healthcare is intertwined with a collaborative and coordinated system of care. In my brief time with Bamboo Health, I've witnessed the passion that our team members possess for driving daily excellence and positive change in communities. This passion is tangible in our Annual Impact Report, featuring insights from both our Bamboo team members and esteemed customers, including UConn Health, UChicago Medicine, Cedars-Sinai Health System, Crisis Support Services of Nevada, Delaware's Division of Substance Abuse and Mental Health and more.

As we reflect on our significant accomplishments in 2023, it's evident that the healthcare industry is evolving, and at Bamboo, we are actively shaping its future! The anticipated healthcare trends for 2024 underscore the importance of integrating physical and behavioral healthcare during pivotal moments, emphasizing outcomes in value-based care financing, enhancing patient understanding and connectivity, the role of Intelligent Assist (IA) coupled with Artificial Intelligence (AI), prioritizing social determinants of health (SDOH) and changes in patient preferences for telehealth. Bamboo's team members are diligently working to help you seize the opportunities presented by these trends to drive better Triple Aim outcomes.

Together, in 2024 and beyond, we can make a lasting impact on individuals' wellbeing, ensuring that these pivotal moments become instances that truly change lives for the better and improve the health in the communities that we serve.

With gratitude,

Jeff Smith
CEO, Bamboo Health

> *"We must harness pivotal moments to deliver whole person care."*

Jeff Smith

Five Trends That Will Have a Substantial Impact in 2024

Entering the new year, the healthcare landscape is poised for revolutionary change. Let's explore the key trends shaping this transformation.

1 Intelligence Assistance (IA) vs. Artificial Intelligence (AI)

2 Connecting patients to the right care at the right time, without driving up costs

3 Continual evolution and adoption of value-based care (VBC)

4 Prioritization of social determinants of health (SDOH)

5 Flexibility with telehealth and brick-and-mortar care

1 Intelligence Assistance (IA) vs. Artificial Intelligence (AI)

AI will continue to be a hot topic across several industries, including the healthcare sector. In contrast to AI, IA focuses more on the collaboration between human intuition and machine learning.

In 2024, we expect to see organizations moving towards IA, which will fuse automated insights with real-world healthcare knowledge. According to a Morning Consult survey from August, this shift is in the right direction. The report found that 7 in 10 U.S. adults are concerned about the increase in the use of AI in the healthcare industry, which underscores the need to partner humans and machines.

2 Connecting patients to the right care at the right time, without driving up costs

The rate of emergency department (ED) boarding and length of stay increased in 2023 with a continued projected rise into 2024. According to the American College of Emergency Physicians in August 2023, 97% of surveyed physicians said boarding times exceeded 24 hours.

As a result, outpatient care will continue to be a viable and necessary focus to reduce ED burden and connect patients to the longitudinal care they need most. This is especially true in rural areas, where there are high rates of comorbidities, such as chronic kidney disease, diabetes and hypertension due to chronic poverty and lack of access to care.

3 Continual evolution and adoption of value-based care (VBC)

The trajectory of VBC continues to grow particularly for those in Medicare Advantage (MA) and Medicare. VBC, designed to align healthcare payments with the quality of outcomes rather than the quantity of patient care, is continuously evolving. Changes to the MA payment policies and increased scrutiny by the Office of Inspector General (OIG) and the Centers for Medicare & Medicaid Services (CMS) create both opportunities and needed sophistication by those in these programs. In addition, we expect to see continued innovation across various government programs, including the adoption of Section 1115 Waivers, which allow for new behavioral health pilot programs to expand Medicaid access.

4 Prioritization of social determinants of health (SDOH)

In 2024, we anticipate a greater focus on prioritizing SDOH in rural areas. According to the Centers for Disease Control and Prevention, unintentional injury deaths, such as opioid overdoses and vehicle crashes, are approximately 50% higher in rural areas than in urban areas due to SDOH (higher poverty levels, reduced healthcare access and environmental considerations). In the next year and beyond, state governments will need to prioritize how to address SDOH effects in rural regions by implementing policies that require healthcare providers to tangibly measure the impacts of SDOH and how to better integrate them in a person's holistic care.

5 Flexibility with telehealth and brick-and-mortar care

Telehealth spiked during the COVID-19 pandemic for all areas of care, yet consumer trends now show a greater desire for flexibility and the option to receive care from brick-and-mortar businesses. According to a RAND Corporation survey, 32% of patients reported that they did not typically receive their preferred modality and 45% did not believe that their clinician considered their modality preferences when deciding the visit type. With these dual preferences, organizations that offer flexibility and acknowledge disparate preferences in modality will stand a greater chance at improving patient satisfaction in 2024 and beyond.

Nationwide Innovation: Bamboo's Coast-to-Coast Impact

1B Patient Encounters
Across Our Smart Signals™ Network

1M
Acute & Ambulatory Providers

25,000
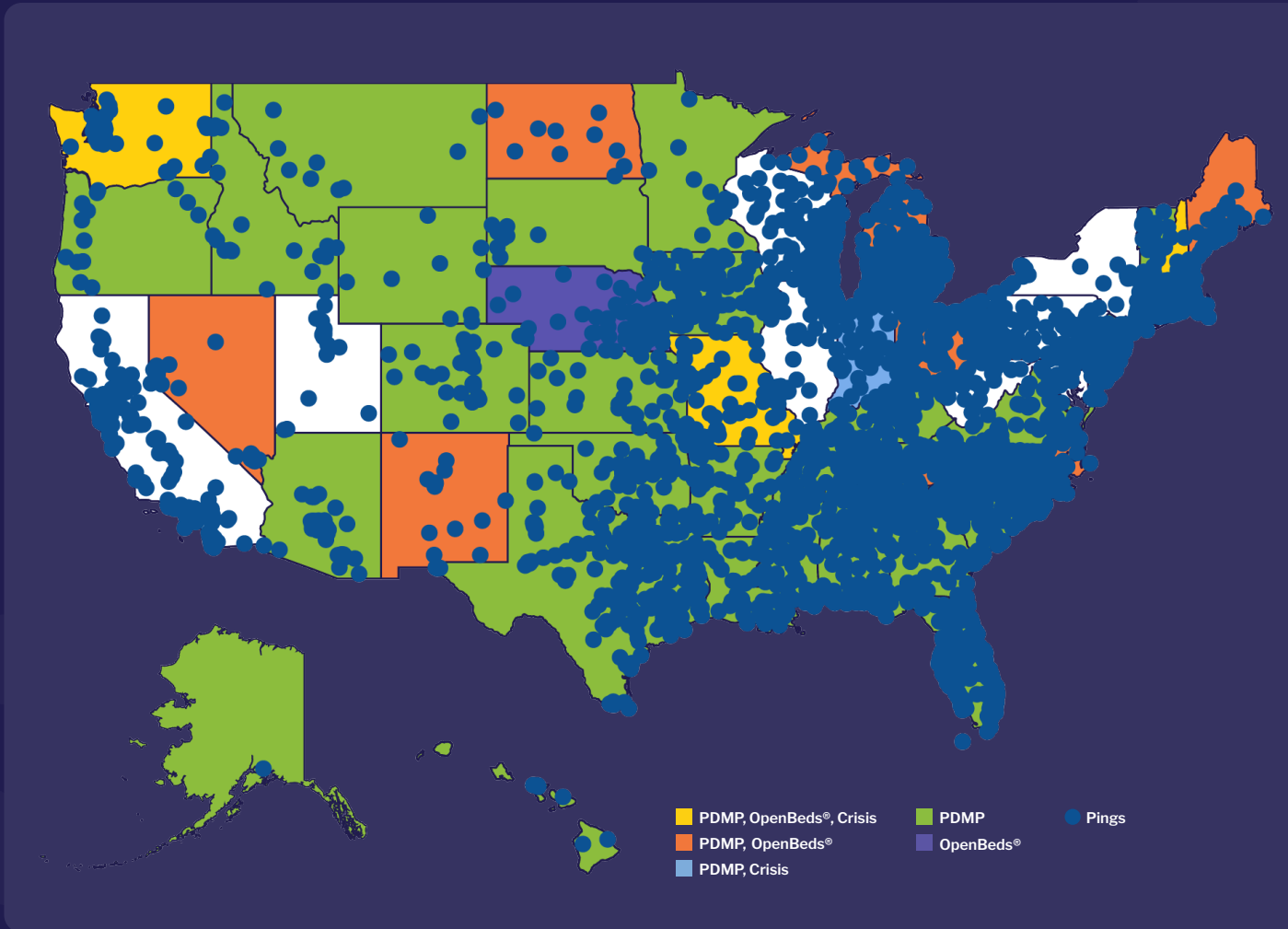Pharmacies

8,000
Post-Acute Facilities

2,500
Hospitals

50
State Governments

32
Health Plans

Legend:
- PDMP, OpenBeds®, Crisis
- PDMP, OpenBeds®
- PDMP, Crisis
- PDMP
- OpenBeds®
- Pings

47% Emergency Department Readmission Reduction

Pings improves ED burden for Massachusetts Community Health Centers

The Challenge:
Managing a Vast Patient Population

- Increase visibility into ED visits for over 1 million patients with a diverse range of chronic issues

- Improve care coordination across 300 access sites

- Reduce instances where patients visit EDs unbeknownst to their providers

- Address social determinants of health considerations for 52 community health centers (CHCs)

- More effectively manage federal funding for direct patient impact

The Solution:
Better Whole Person Care for Over 400,000 Patient Lives

After receiving a federal grant from the Health Resources & Services Administration (HRSA) to support its health centers with improved information technology, Mass League needed a partner to advance interoperability, increase data usage and enhance patient and provider experience. They selected Bamboo Health's Pings to meet these goals, utilizing real-time notifications sent to care teams when their patients experience care events across Massachusetts. With Pings, Mass League directly improved patient outcomes.

Pings helps monitor over 400,000 patient lives across 13 CHCs, with several more CHCs in the process of implementation. Thanks to the transitions of care data provided by Pings, the CHCs achieved profound patient outcomes:

47%↓
less 30-day ED readmissions

20%↓
less 30-day hospitalized readmissions

33%↑
more follow-up care 30-days post-discharge for hospitalized patients

"It's our job to help our community health centers offer better value-based care. Considering many of their patients lack private health insurance, this is also important to Medicaid. With Pings, care managers can track patients' journeys across the continuum far better than ever before. This saves the health centers time and reduces costly care gaps while improving the quality of care the patient receives."

Susan Adams, PMP, VP, Health Informatics, The Massachusetts League of Community Health Centers

Learn more about Mass League's use of Pings in this case study **www.bit.ly/mass-league**.

Transforming Healthcare: Vicious Cycles to Virtuous Systems

At Bamboo Health, we're dedicated to helping our customers turn repeated care cycles into actionable, stepwise treatment plans.

Patient Journey With Bamboo

Seamless whole person care during pivotal health moments

1

Patient presents at ED

32-year-old with suspected opioid overdose.

2

Provider determines needs and history:
With Bamboo's PDMP and Pings solutions, provider sees she has been seen 3x in last 90 days at other EDs for overdose and associated medical conditions, resulting in costly inpatient stays.

3

Patient connected to longitudinal care:
Provider accesses SUD treatment options in the area (via OpenBeds®), sees availability and makes referral to treatment program.

4

Reduced ED and inpatient utilization:
Patient's health improves and her care is managed on an outpatient basis.

PATIENT IS IN RECOVERY

The patient successfully finishes the treatment program and is now in recovery, leading to a decreased reliance on future emergency care and fewer inpatient and ED visits.

Patient Journey Without Bamboo

Repeated, vicious cycles of care

2

Provider addresses immediate crisis need:
Without software showing full clinical context outside of ED, provider is unaware of events outside of their EHR.

3

Patient is stabilized
Patient's overdose is reversed and she is released. She is discharged without attempt to address underlying SUD and harm reduction.

4

Patient returns to ED:
Patient returns to the ED with another overdose. Overdose is reversed in the ED, and she is admitted to the hospital for additional supervision. (24+ hours).

VICIOUS CYCLE REPEATS

Patient continues utilizing ED and inpatient resources for SUD and medical conditions resulting from her underlying SUD, leading to burden on EDs and inpatient facilities.

Voices of Impact: Hear From Our Customers

"With OpenBeds®, everything changed for the better. We now receive referrals swiftly, primarily from bed board facilities, and the speediness and timeliness of these referrals have made my life as the Director of Intake so much better. We've seen a remarkable reduction in the time required to process referrals – from 1-2 hours down to just 15 minutes. This efficiency boost allows us to assess and provide care to patients more promptly, which is absolutely critical in our line of work."

Erik Jenkins, Director of Intake at Sun Behavioral Columbus

"Speaking of regulatory challenges, we went live with Bamboo Health last week to support the state mandate to check the PDMP when we are prescribing controlled substances. We quantified the impact of that investment by reducing the number of provider 'clicks' from 50 to 1. It's huge. No physician enjoys digging for information. Physician burnout is real. Time is valuable. Provider enjoyment is valuable. Bamboo Health was able to achieve that for us."

Shaun Miller MD, MBA, Chief Medical Information Officer at Cedars-Sinai Health System

"Rising Risk is so important for catching patients and connecting them to care coordination and primary care providers. It's also so helpful to be able to see where patients are having a lot of external utilization that we may not typically catch."

Kate Sullivan, Project Manager at UChicago Medicine

"Privia Medical Group - Georgia is committed to value-based care, and a critical piece of that is closing care gaps. The balance is doing so without overburdening our providers and staff while serving our patients to the best of our ability. The real-time insights and workflow from Care Gaps should help us achieve this balance, in turn equipping our providers to deliver better, more timely care."

Ryan Graham, Vice President, Practice Operations & Value Based for Privia Medical Group

"Bamboo Health is providing Health Team Advantage with insights into the real-time health status of all of our members, whether they're receiving care in Greensboro or in one of the seven surrounding counties we serve. By integrating Pings, we are elevating healthcare provider awareness into patient health statuses, which results in more informed and complete patient care. Furthermore, we're supporting our organization's vision to be the leading Medicare Advantage plan dedicated to exceptional, personalized and caring experiences."

Nancy Truver, former Vice President of Care and Utilization Management Services at Health Team Advantage

UConn Health Improves Transitional Care Management by 300%

The Challenge:
Reduce Care Gaps in Transitional Care Management

Many organizations, like UConn Health, face the challenge of proactively identifying high-risk patients in real-time. This results in poor patient outcomes, gaps in critical care needs and reduced transitional care management.

The Solution:
Improved Care Management With Bamboo Health's Rising Risk

With Rising Risk, customers are able to simplify care management with a real-time risk stratification and patient engagement tool that quickly identifies emerging high-risk patients that may be missed through traditional stratification models.

300% increased transitional care management capture rate with help from Rising Risk, which improved patient care and generated more revenue for UConn Health.

DID YOU KNOW?

Bamboo Health's Rising Risk won Best Care Management Solution Provider in the 2023 MedTech Breakthrough Awards.

Learn more about UConn Health's journey with Rising Risk **www.bit.ly/uconn-rising-risk.**

CEO
Letter

2024
Outlook

Bamboo
Footprint

Mass
League

Patient
Journey

Customer
Testimonials

**UConn
Health**

Discharge
Summaries

Nevada Crisis
Services

Delaware
Partnership

Section 1115
Waivers

Social
Responsibility

11

Timely Context About Patient Transitions

Introducing Discharge Summaries

Fragmented clinical data can pose significant challenges to care coordinators and providers when managing patient transitions. That's why Bamboo Health created Discharge Summaries: to solve communication challenges that arise during a patient's hospital discharge. Discharge Summaries helps hospitals, provider organizations and post-acute organizations to optimize their resources, minimize frustration and improve care.

With Discharge Summaries, organizations are empowered to:

- Leverage additional clinical insights within existing Pings workflows
- Bridge the gap with out-of-network facilities, irrespective of their electronic health record (EHR) systems
- Save time typically devoted to detective work with streamlined flags when documentation is available
- Enhance patient outcomes while reducing costs
- Improve transitional care management billing conversions with critical clinical context

"Discharge Summaries has been a game-changer for our care coordination within and outside of our network. We've used the Pings platform for years to alert us when a patient is discharged. Now, we can quickly see the instructions they received from the hospital, their upcoming appointments, their medication list, etc., and we know whether they need to be seen right away to avoid ending up back in the emergency department again."

Michelle Bednarek, Program Manager at Triad HealthCare Network

Expanding Behavioral Health Referrals in Nevada

Crisis Support Services of Nevada Improves Access for 988 Suicide and Crisis Lifeline Callers

Challenges:
Navigating manual processes in the absence of comprehensive referral systems

- Improve access to behavioral health services through the state's 988 Suicide and Crisis Lifeline

- Improve national mental health ranking from 51st place in 2021

- Address the absence of a comprehensive referral system for individuals seeking mental health and substance use disorder treatment

- Improve training and roster maintenance for qualified staff

- Optimize manual processes to promptly provide callers with a list of local resources for specific needs like food, transportation and housing

The Solution:
Expanded Access With Bamboo Health's OpenBeds® Network

OpenBeds addressed challenges by offering real-time information on available behavioral health resources, streamlining referral processes with automated features and identifying providers accepting patients' insurance for required treatments. Crisis Support Services of Nevada (CSSNV) staff can now electronically refer to multiple providers simultaneously. OpenBeds also captured vital information, including caller insurance status and social determinants of health, ensuring comprehensive assistance beyond treatment for vulnerable populations, such as those covered by parents' insurance or Medicaid.

Empowered with this real-time behavioral healthcare treatment availability, OpenBeds significantly simplified CSSNV's referral process, reducing the workload for case managers and improving the service provided to 988 callers. Additionally, Nevada was able to achieve the following outcomes:

2172	**75%**	**39th**	**24+**
referrals generated by CSSNV case managers in 2022	of total OpenBeds referrals in Nevada came from CSSNV	in the country for overall access to mental healthcare in 2022 (up 12 places from 51st place in 2021)	other organizations in Nevada utilizing OpenBeds

> "We want to be sure participants are actually getting the support they need, not just being given a number to call when they're in crisis. That's why OpenBeds is our number one go-to when we're looking for treatment in Nevada for residents."
>
> **Mele Eteuati, Case Management Coordinator for CSSNV**

To learn more about how OpenBeds expanded behavioral health access in Nevada, read the case study **www.bit.ly/nevada-case-study.**

Delaware Partners With Bamboo to Improve Behavioral Health Across the State

Delaware's Division of Substance Abuse and Mental Health (DSAMH) selected Bamboo Health to implement its Behavioral Health Care Coordination Suite, called DTRN360 by the state, to address the ongoing behavioral health crisis in the U.S. The platform is designed to bridge the gap between physical and behavioral health services, facilitating better patient outcomes and more efficient healthcare resource utilization.

By providing a seamless flow of information between primary care providers, community providers, crisis teams and behavioral health professionals, the suite ensures optimal care coordination, lower costs and streamlined whole person care. This partnership expands Bamboo Health's existing collaboration with Delaware, which has been using its solutions for the past five years to improve access to mental health and substance use disorder care across the state.

Improving Behavioral Health Access for Medicaid Populations With Section 1115 Waivers

The federal government introduced Section 1115 Demonstrations to the Social Security Act to expand Medicaid as a true safety net for low-income individuals. Through Section 1115, states can pilot programs to expand outreach and services to Medicaid enrollees. Many of these state-run programs focus specifically on buoying support for behavioral health, in an effort to integrate it with physical health.

- Housing support for individuals experiencing chronic health conditions or comorbidities.
- Medical respite and housing support (from certain eligible hospitals) for individuals with SUD, high-risk pregnancies or young adults at high risk for long-term poverty.
- Employment support, financial coaching, case management and non-medical transportation for enrollees with behavioral health needs and functional limitations.

"Expanding behavioral health access is crucial for our communities' overall health. The government's focus on providing states with an opportunity to pioneer programs shows our nation's commitment to comprehensive, whole person care."

Vatsala Kapur, Vice President of External Affairs at Bamboo Health

Supporting Healthy Communities Begins With Healthy Employees

Bamboo Health is proud to promote sustainable health and wellbeing, and it all starts with our employees.

In 2023, we've focused on our employees with our Results Only Work Environment (ROWE) time-off plan to allow our employees to take the time they need when they need it, in addition to offering our employee assistance program and several key mental health resources like Calm. We're also leading the way in offering unlimited free access to behavioral health services and telehealth for medical services as we continue to innovate in going a step beyond simply providing resources.

We're a virtual-first company with over 70% of employees working from home and more expected in 2024. This not only helps many of our employees have greater flexibility and space for their mental health, but it also helps the environment. According to the Proceedings of the National Academy of Sciences, individuals who work from home may reduce their greenhouse gas emissions by half, via cutting out all carbon emitted from commutes. We have employees from across the U.S. and Poland, ensuring impact and diverse perspectives are welcomed across regions.
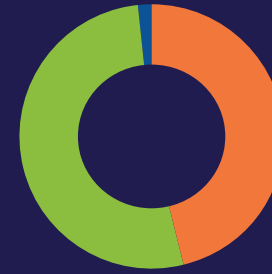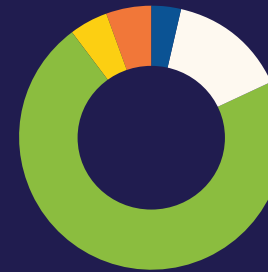
Gender Diversity

■ Female ■ Male ■ Non-binary

Racial Diversity

■ White ■ HMC ■ Decline to self identify

Regional Diversity

■ EST ■ CST ■ PST
■ MST ■ Central European Standard Time

Diverse Work Environment

■ Hybrid ■ Remote

DID YOU KNOW?

Dr. Rawat Named Becker's Women In Health IT To Know

Bamboo's Chief Clinical Officer, Nishi Rawat, MD, MBA, was named to Becker's Healthcare's Women in Health IT to Know list for the second consecutive year.

Bamboo Health

Bamboo Health, the leader in Real-Time Care Intelligence™, delivers actionable insights on a patient's physical, behavioral and social health – empowering healthcare professionals to provide the right care at the right time for the right outcomes.

Delivered through our Smart Signals™ network – the largest and most interoperable care collaboration community in the nation – our insights improve more than 1 billion patient encounters a year across more than 2,500 hospitals, 8,000 post-acute facilities, 25,000 pharmacies, 32 health plans, 50 state governments and 1 million acute and ambulatory providers.

bamboohealth.com

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