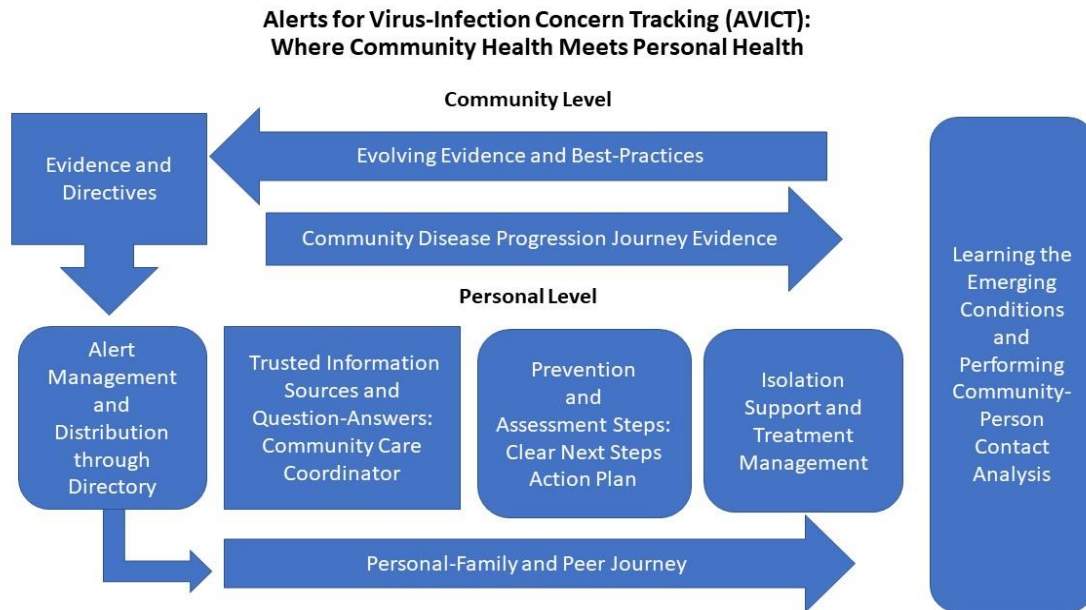


## Community and Personal Health Needs Care Coordination Environment: LifePulse360 AVICT

There have often been two paths to Public Health and Personal Health notifications and support, with only minimal overlap. One, in the connected world that we live in, there needs to be a *'connection approach'* from which the alerts re: viruses (e.g. Coronavirus, the next H1N1, etc.) are communicated with direct messages; other types of alerts can be provided for high-risk drugs or frauds or scams through targeted channels. LifePulse360 can provide these new capabilities in a module called AVICT, which can provide and track, digital, targeted, two-way notices/alerts. These are tied to National Risk Identifications and those at the state level to link to the personal health directives of each at-risk patient.



### Community Level AVICT Alerts Profile:

- Reference Information from Federal and State: Trusted Information-Link to reliable sources
- Community Event Collection: Identify the high-risk population within a community
- Engage a high-risk population before the crisis: use instant messages with crisis care coordinators
- Community Analysis: Community Admin can set up the Risk and Healthy Habits tabs on the portals and review the patient population to create an outreach surveillance campaign
- Evidence-Based Best Practices tied directly to Community Governance
- Posting the Community Alerts and Warnings
- Send Alerts for distribution: Regular notices and personal monitoring with journals.

### Alert Management: State or Community Governance: Alerts can come from the Top or by posting by Volunteers with surveillance outreach or by the Patient to provide progress tracking

1. Alerts or Watch Warnings can come from Federal Agencies like the Center for Disease Control and Prevention (CDC), Drug Enforcement Administration (DEA) or the State Public Health Office or Insurance Commissioner
2. Those alerts or warnings are then distributed to the providers and the Community
3. Volunteers are often out in the community working with the most vulnerable populations. Those can be the homeless, or in addiction-recovery housing, or helping through Meals-on-Wheels, or a Church food pantry, or other social/community services. Those volunteers and community members can become part of the

community that LifePulse360 environment will support. Those volunteers and outreach staff should have easy access to the latest alerts. Alert and field-based feedback will be linked to trusted information.

4. Community Governance can identify the community risks and client interactions. They can provide information into LifePulse360, which will establish and document timelines, trends, and levels of alerts.

### **Two-way and rapid communication is essential. Trusted Information Sources and Question-Answering: Community Care Coordinator**

The emergence of a new risk often has citizens getting misinformation from the internet and the resulting confusion can make the situation worse. Unfortunately, the search engines can send folks to what actually proves to be the wrong information. LifePulse360 can link members to trusted information sources and then allow patients, caregivers or community volunteers to find reliable answers to common questions or allow them to ask their existing care coordinators better, fact-based questions. For some issues, such as the coronavirus, there may be a call or instant message response center, which can be easily set up via Life Pulse360, making the information flow dynamic and near real-time.

### **Prevention and Assessment Steps: Patient Portal Risk Tab updated with personal directions about Coronavirus as well as steps to be taken in your local area: Information can be updated via Admin Capability**

- Verify any Concerns: where to go to get tested? Admin will update with the latest local information
- Identify the next steps: What does self-isolation mean?
- 'Patient Journal' Tab-How do you create a journal for taking your temperature twice a day?
- Treatment Plan can be defined through Telephone or Personal Planning and Action.
- Provide the adherence steps for taking the medications, meeting appointments and following other recommended actions.

### **Isolation Support and Treatment Management: Patient Health Habits and Personal Journaling**

- Many Personal Health Issues need Community Support
- Care Coordinators can review a patient for high-risk, vulnerable population inclusion: Population Risk Review Agents review concerns
- As a person goes through isolation and monitoring of a virus or infection condition, there is need for food monitoring and support
- When someone is sick, they may need to have defined and tracked treatment support

### **Learning the Emerging Conditions and Identifying New Practices**

- Both Personal and Community information can be leveraged to identify patterns of community dispersion, and treatment best practices.
- The rapid feedback and distribution of these practical tips for care management can be invaluable. LifePulse360 can provide these timely notices and alerts.

### **Connecting to Community Portal or State Health Information Exchange: Easy Setup**

- LifePulse360 can be easily integrated, allow for self-registration and assignment of care coordinators and allow access from smartphones or any internet access, including the National Coronavirus Testing Website
- Tracking the Personal Progression, Cluster and Community Progression in a Dashboard



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