
KLAS 2017 Patient Engagement Performance Report Highlights

“The vendor that best represents a balance of breadth across areas, depth that impacts patient experience, and trusted customer relationships may be HealthGrid.” — **KLAS** (Page 19, KLAS Patient Engagement Report, 2017)

✓ Rated 7.9 out of 9.0
Improving Overall Patient Experience

✓ 7.9 out of 9.00
Engaging Episodic Patients

✓ Rated 8.1 out of 9.0
Engaging Chronic Patients

✓ Rate 8.4 out of 9.0
Engaging Well Patients

✓ Rated 8.1 out of 9.0
Administrative Tasks

Page 5, Page 41, & Figure 72, Page 86, KLAS Patient Engagement Report, 2017 - *Limited Data

KLAS Report Reinforces Need For Productive Patient Engagement & An Integrated Platform

Until recently KLAS reports that many providers, hospitals and health systems have implemented patient engagement solutions in siloed efforts. KLAS also pointed out that many providers have multiple solutions in the same hospital or health system. Further, their findings show that this approach was supported by a vendor marketplace that too was siloed. KLAS reports that this thinking is evolving and providers are pushing for enterprise-level solutions that provide a consistent patient experience. They are actively seeking solutions that can fully engage patients across the entire care continuum.



* Infographic from Discover Findings, KLAS Patient Engagement Report, 2017

KLAS Rates HealthGrid For Impact On Patient Experience & Overall Performance

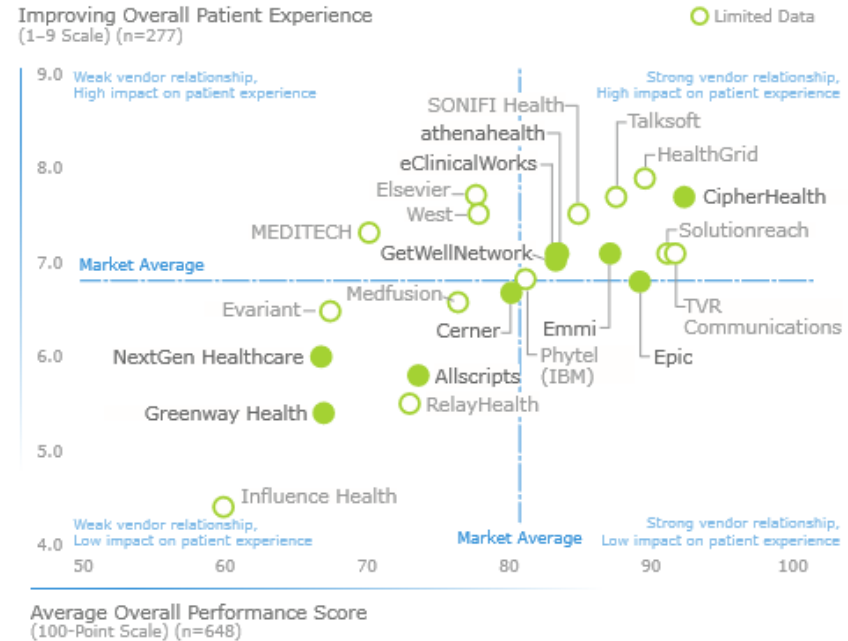
KLAS compliments our ability to cultivate positive customer relationships, while simultaneously delivering on functionality and service.

KLAS research has shown that vendors who do not continually excel in these areas do not build long-term customer loyalty.

Furthermore, vendors who do not enhance the value of their solutions are inevitably replaced.

*Figure 8: Page 18, KLAS Patient Engagement Report, 2017

Figure 8 **Patient Experience vs. Average Overall Performance Score**



HealthGrid's Effectiveness With Engagement Across Patient Populations

Across care settings and all types of patient encounters, HealthGrid is a leader with the way we help providers manage population health. Our customers are thrilled with how we help them engage well, episodic and chronic care patients.

KLAS Report Reinforces Need For Productive Patient Engagement & an Integrated Platform Percentage of HealthGrid Clients using CareNotify™ for engagement across patient types

(Pages 27, 34, 40 and 46 - KLAS Patient Engagement Report, 2017)

82%
Episodic Patients

72%
Well Patients

70%
Chronic Patients

73%
Administrative Functions

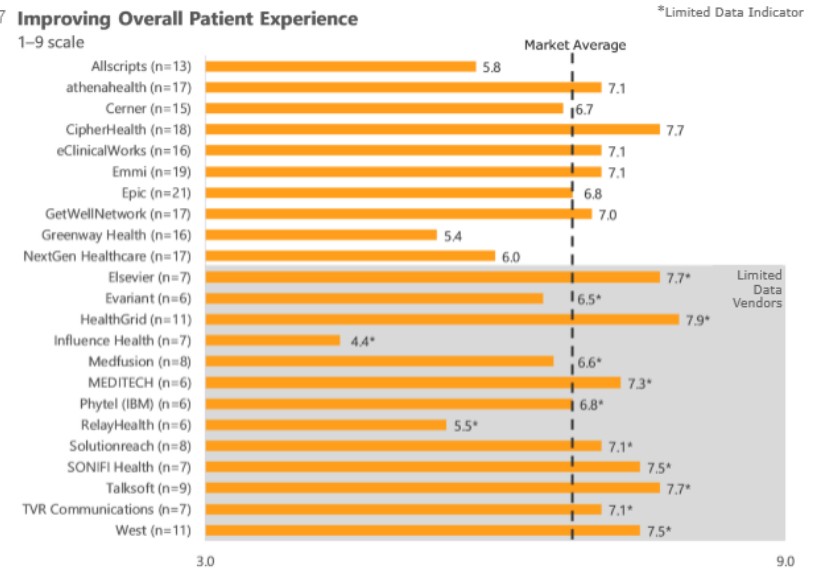
HealthGrid Also Rated In Ability To Improve Overall Patient Experience

KLAS findings show that HealthGrid's customers rated us in our ability to deliver on enhancing patient experience.

Our score was above market average, 7.9* out of 9.

*Figure 107: Page 111, KLAS Patient Engagement Report 2017 – Ratings based on Limited Data

Figure 107 Improving Overall Patient Experience



HealthGrid Enables Data-Driven Disease Management

“We wanted a system to efficiently and automatically identify patients with gaps in care and invite those patients to their primary care physician’s office to address those gaps. We asked our EMR vendor to provide this functionality, and they put it on their road map for 2020. That was not very helpful, so we went to another vendor. HealthGrid offered to do everything we wanted and more, but for half the cost of their competitors. We did a pilot of both vendors’ products to see which one was better. It was difficult to choose, but CareNotify™ could identify gaps in care. CareNotify could also read the EMR to identify gaps in care based on the patient’s diagnosis.”



(Page 85, KLAS Patient Engagement Report, 2017)

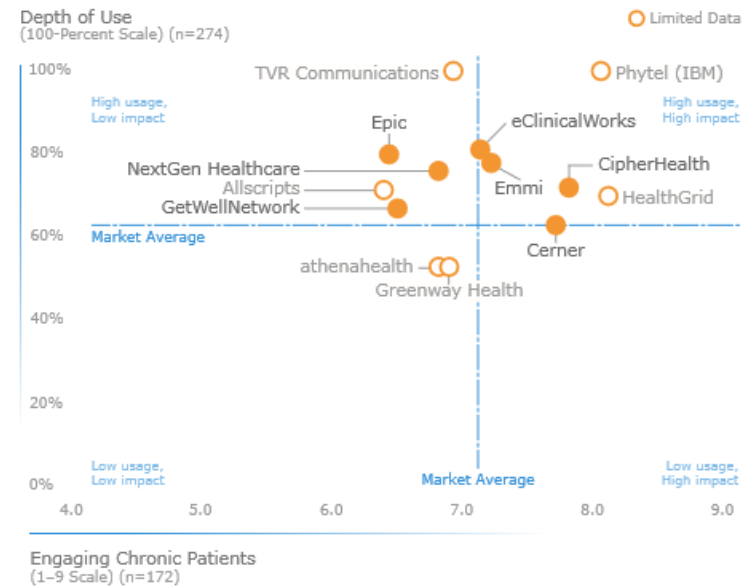
HealthGrid rated in ability to engage chronic patients

Our ability to engage chronic patients in a meaningful way is recognized by KLAS. We are also rated in depth of use.

KLAS cites the strong ratings for engaging chronic patients as being driven by our ability to identify, segment and contact chronic disease patients for follow up. (Page 3 of Discover Findings)

*Figure 21: Page 35, KLAS Patient Engagement Report, 2017 --Ratings based on Limited Data

Figure 21 **Engaging Chronic Patients vs. Depth of Use**



Note: Vendors with fewer than six responses are excluded from this chart.

HealthGrid Rated in Ability to Engage Well Patients & Episodic Patients

Rated in our ability to engage well patients and keep them healthy.

Rated in our ability to engage well patients and keep them healthy. Customers report the same tool set that serves the chronic patient so soundly is also just as effective for well patients.

KLAS reports that well patient engagement is a discipline that is evolving rapidly. We see this trend continuing as healthcare transitions to quality-based reimbursement.

* Figure 26: Page 41, KLAS Patient Engagement Report - 2017

Figure 26 Engaging Well Patients vs. Depth of Use

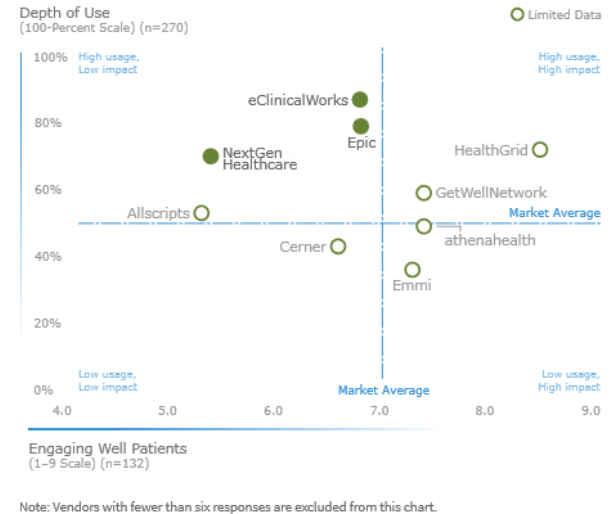
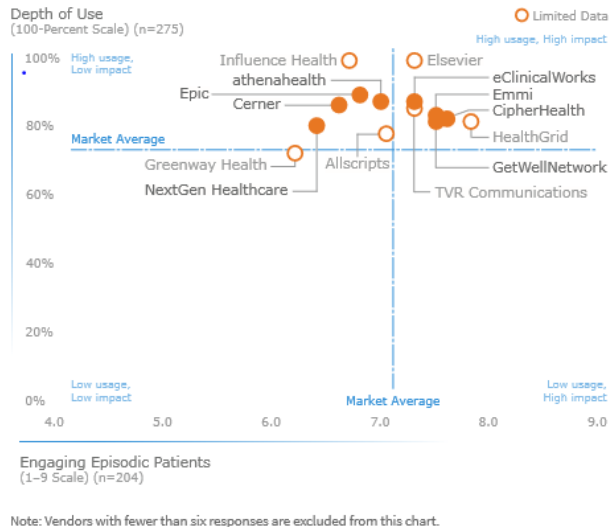


Figure 16 Engaging Episodic Patients vs. Depth of Use



HealthGrid rated in ability to engage episodic patients

Rated for engaging episodic patients and performed well with regard to depth of use. KLAS indicated that when it comes to episodic patients, partners that provide services that educate patients in advance of in-patient procedures and follow up with them post discharge are the most valued.

This is a strength of CareNotify and why we are doing well with episodic patient encounters.

* Figure 16: Page 28, KLAS Patient Engagement Report - 2017

Our Customers Get Results

“A big part of what we do is our brand. We are doing all kinds of things in the social media space, and it has been amazing to put our brand on everything with HealthGrid. Patients can now see that we are really trying to do something different, particularly in a healthcare environment, which tends to be very antiquated and conservative. It is a breath of fresh air. Patients are excited because they have never seen the healthcare backend be this simple.”

* Page 25 , KLAS Patient Engagement Report, 2017

“We have so many digital silos. We sat down to figure out our strategy for patient engagement and population health, and we brought HealthGrid to the table because we felt like they could really put the patient at the center. We think HealthGrid can help us from an outreach perspective, but they can also give us a whole comprehensive view, which is so lacking in our organization. There are so many barriers to even understanding a patient’s diagnosis, let alone what to do about it.”

* Page 135, KLAS Patient Engagement Report, 2017

“When new patients are introduced to a primary care physician, their appointment can be scheduled in CareNotify. We can follow up with patients to make sure they kept the appointment and were satisfied with it. We have already seen this happen for thousands of patients in pilot cases with several hospitals.”

* Page 152, KLAS Patient Engagement Report, 2017

“HealthGrid has been such a great partner to us. If everyone actually cared about prevention, we wouldn’t need a system like CareNotify. Patients only feel humble when they get the flu or a cold. But when patients are sick, they really don’t want to deal with the nonsense of the administration side of making the appointment or figuring out what medication to take or where to pick it up. Again, I think HealthGrid has just been outstanding for us.”

* Page 165, KLAS Patient Engagement Report, 2017

“HealthGrid can change the protocols for chronically ill patients whenever we want. If we wanted to send a text message every three months, we can address the protocol, and HealthGrid can implement it. It can’t be better than that.”

Page 181, KLAS Patient Engagement Report, 2017

“When a diabetic patient needs to schedule an A1c appointment, we can do that through the workflow in CareNotify. HealthGrid works with us on a routine process for identifying chronic patients for follow-up care.”

* Page 181, KLAS Patient Engagement Report, 2017

“CareNotify is very effective at engaging healthy patients. After getting the system, we immediately stopped all phone calls and mail that we sent out. That reduced some of our costs. We can now send messages and surveys through CareNotify. We have done some surveys through the platform. CareNotify has gathered some great feedback.

* Page 195, KLAS Patient Engagement Report, 2017