

# Mozzaz Digital Health for Complex Care

**Rini Gahir**

Co-Founder and CBDO, Mozzaz

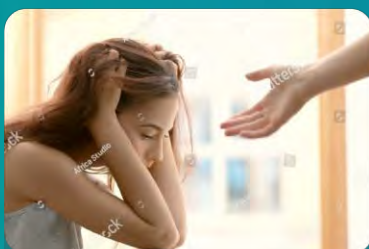
[rini@mozzaz.com](mailto:rini@mozzaz.com)





Mozzaz is a Patient  
Engagement solution  
Delivering Connected Care  
across Health Providers and  
Health Plans

# Patient engagement models across a broad spectrum of complex care programs & services.



MENTAL HEALTH



DISABILITY & LONG-TERM CARE



SUBSTANCE USE DISORDER



OPIOID USE DISORDER (OUD)



CHRONIC DISEASE MANAGEMENT



PUBLIC HEALTH



CRISIS & SUICIDE SUPPORT



FOSTER CARE



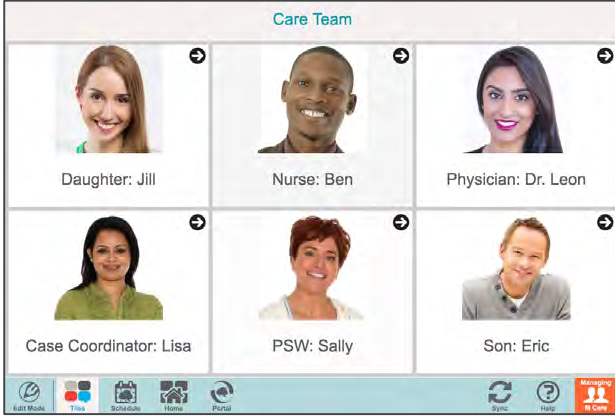
FAMILY SERVICES



TRANSITIONAL CARE

| ASSISTIVE TECHNOLOGY | PERSONALIZED INTERVENTIONS | MONITORING | SECURE MESSAGING |

# Patient Engagement Platform

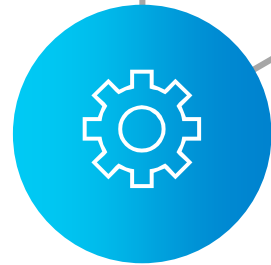
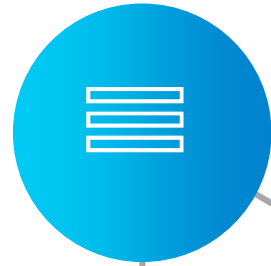


# Personalize



## Content Libraries

- Access pre-built content libraries
- Third-party content
- Build your own



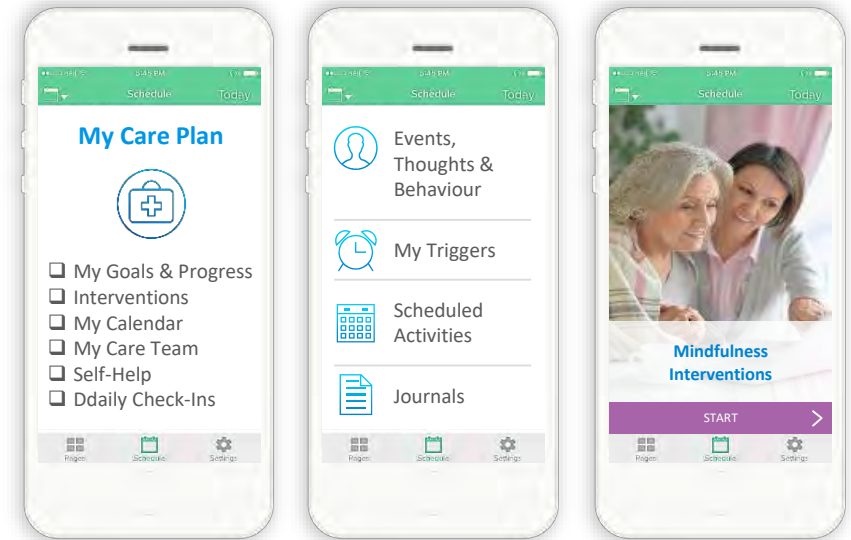
## Content Modeler

- Model Interactive Care Pathway
- Easy-of-Use (Drag and Drop)
- No coding required



## Care Plans

- Personalized
- Engaging
- Interactive



# Connect



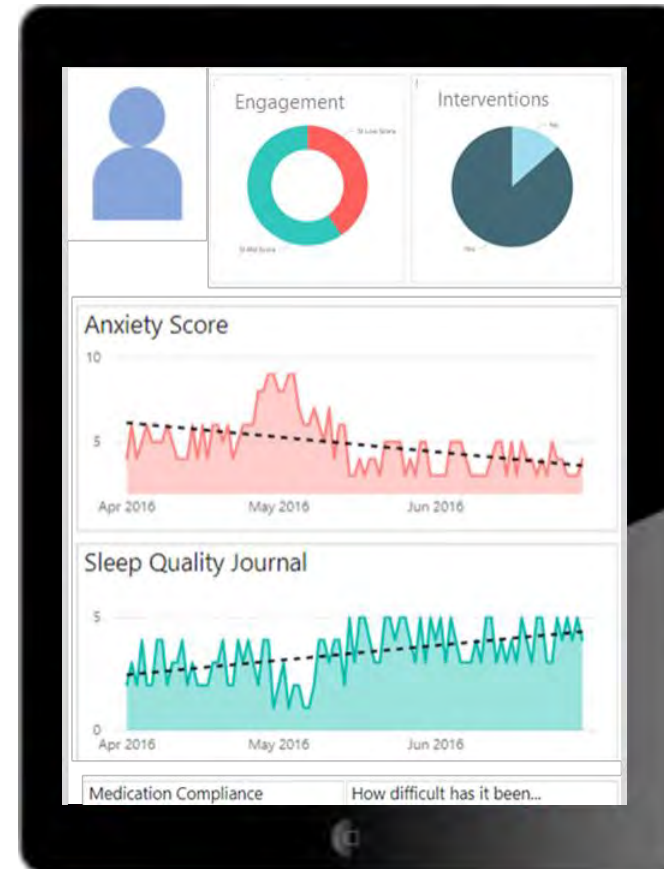
- Connect the Care Team
- Connect patient on any device, anywhere
- Connect to any system (EHR, Care Management)



# Measure



- Measure Data from Point of Care
- Real time Monitoring and Data Collection
- Active Data (Patient Reported)
- Passive Data (Wearables, Devices, Usage)
- Connected and Disconnected Modes



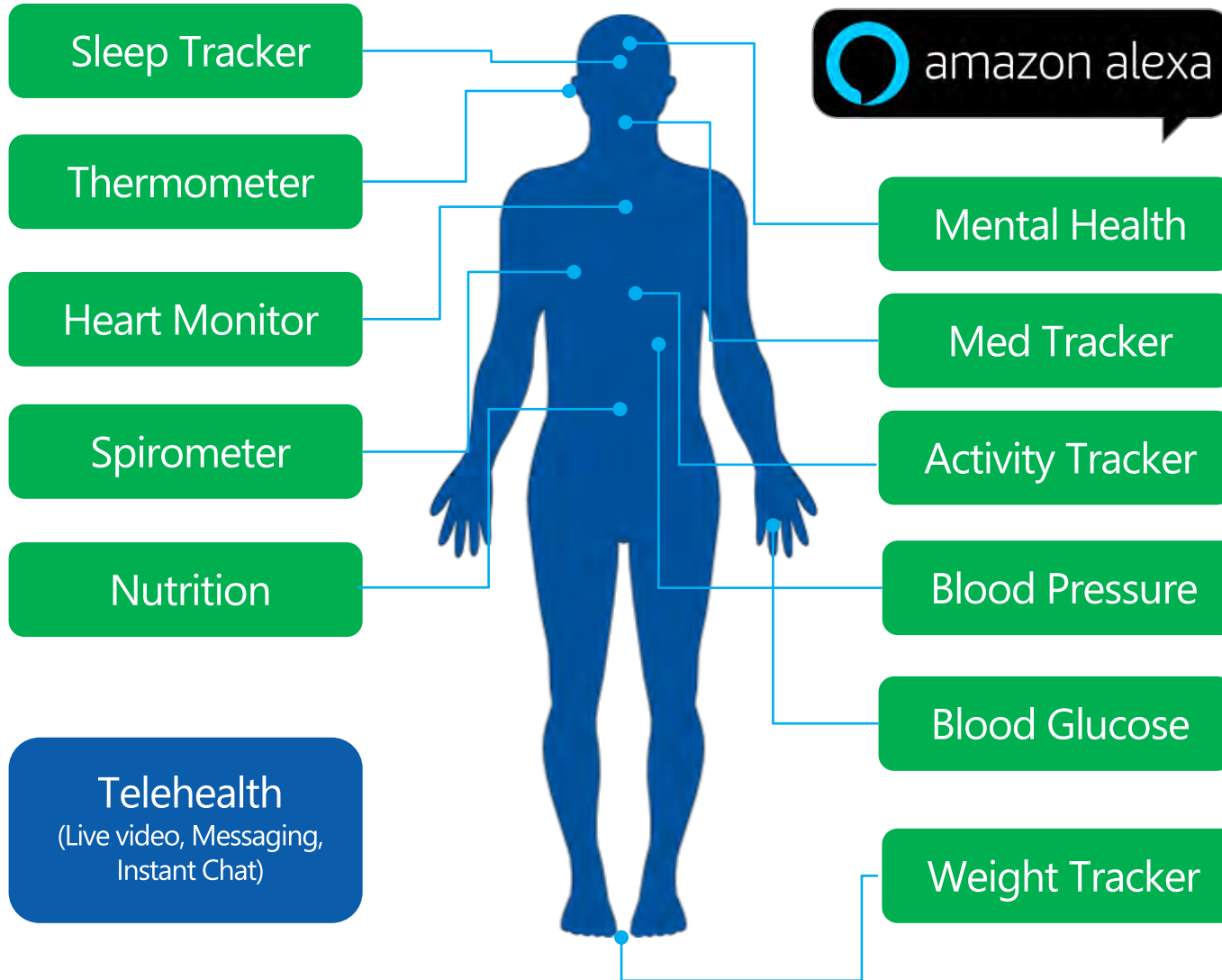
# Optimize

- Refine Care Plans
- Stratify and Identify High Risk individuals
- Send Alert and Notification





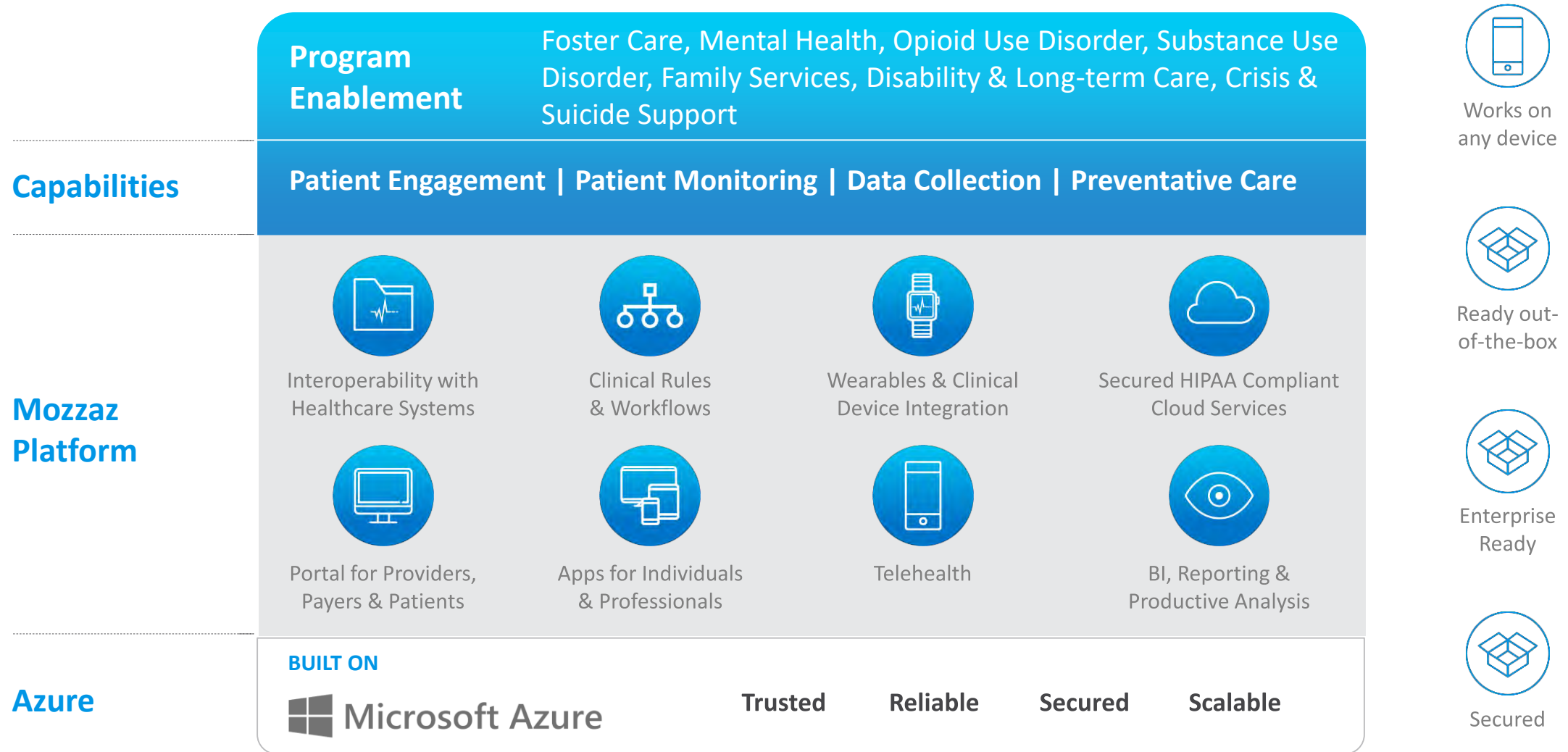
# Connected Care



Over 400 device/sensor connections available through our partnership with Validic and Voice Assistant technology (Amazon Alexa, Google Home)



# Digital health platform



# Behavioral Health Member Engagement Usage Data

Outpatient behavioral health SMI program  
6 month program / CBT + DBT treatment  
6 month discharge follow-ups

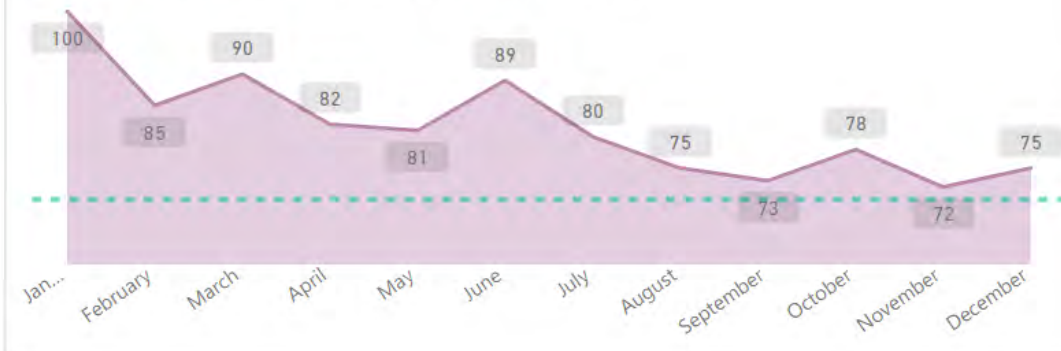
## Engagement & Retention

### Member Activations vs Enrollment



- Excellent levels of consent and account activations vs enrollment
- 12-month user engagement and retention levels averaged 65-75%
- Regular usage and intervention completions per month

### Unique Member Retention by Month - 2017



Average Form Submissions  
Per Unique Member Per Month

4.8

Average Logins  
Per Member Per Month

13.2

Average App Time  
Per Member Per Session

32 mins

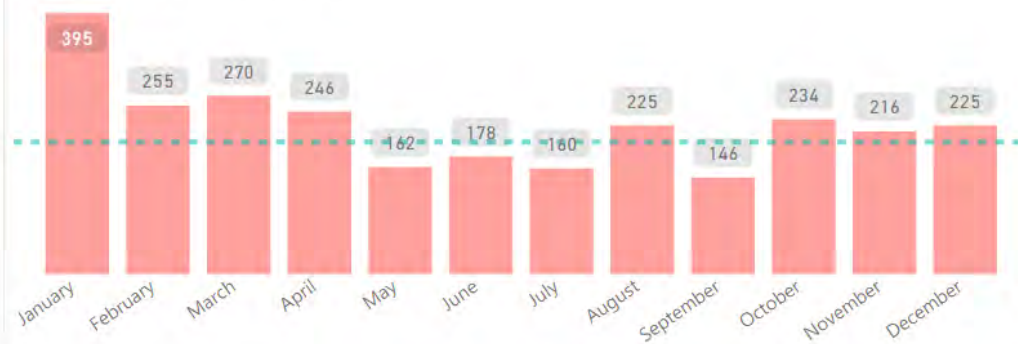
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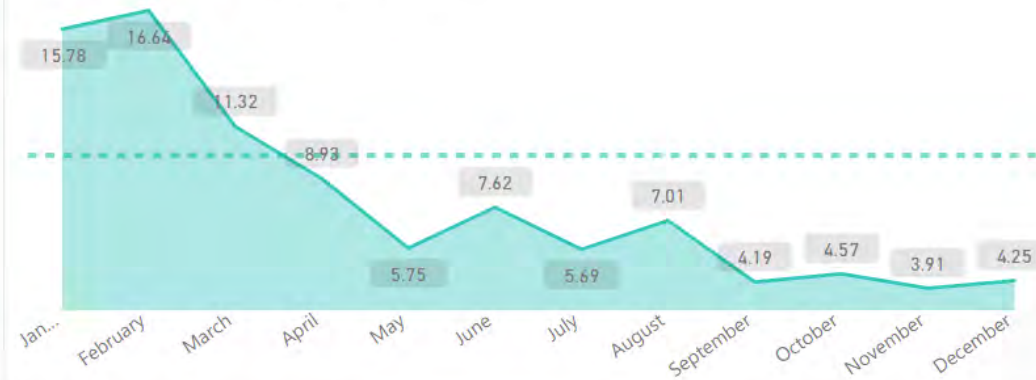
## Health Outcome Measures

- Regular submission of PHQ-9 self-reported forms over 12 months
- Average PHQ-9 scores by unique member decreased over 12 months (positive outcome)
- 22% decrease in hospitalizations (29% to 7%) for the caseload

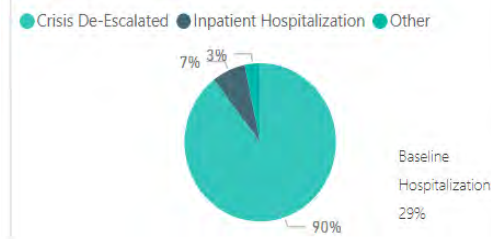
Unique PHQ Recordings



PHQ Scores-Uniques by Month



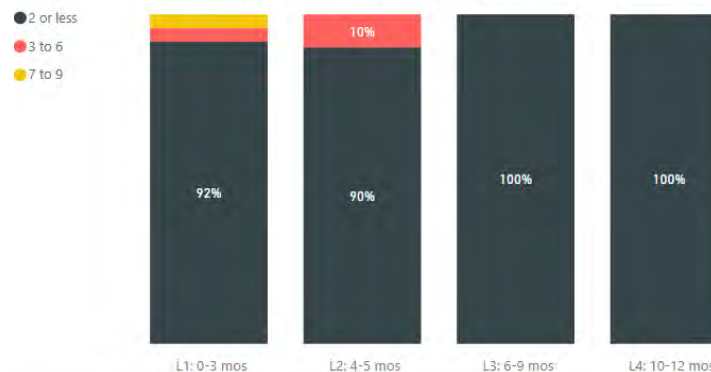
Hospitalizations



Forms

- + GAD 7
- + PHQ 9
- + VAGUS Self Reporting
- + Recovery Assessment Scale
- + Benchmark Behavioral Assessment
- + Suicide Ideation Scale
- + 30-60-180 Day Surveys
- + Technology Survey

Use of PRN for Behavior Management

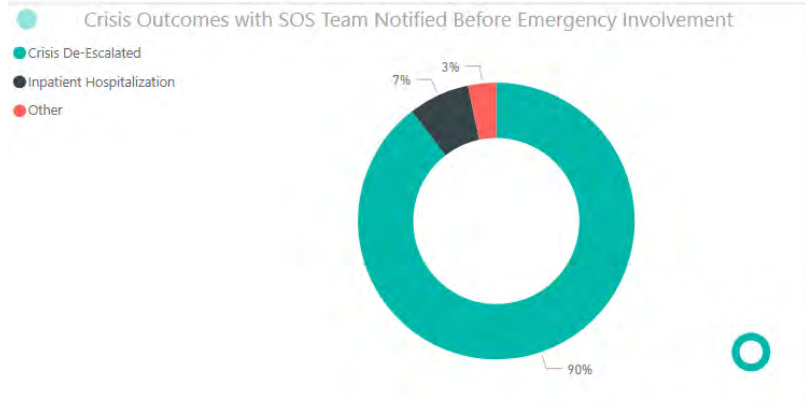


Medication reconciliation and adherence improvement over 12 month period per unique member

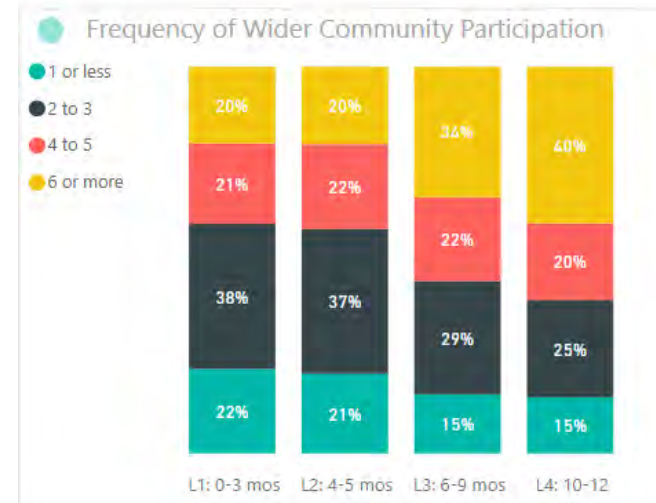
# Behavioral Health Member Engagement Usage Data

Outpatient behavioral health SMI program  
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 6 month discharge follow-ups

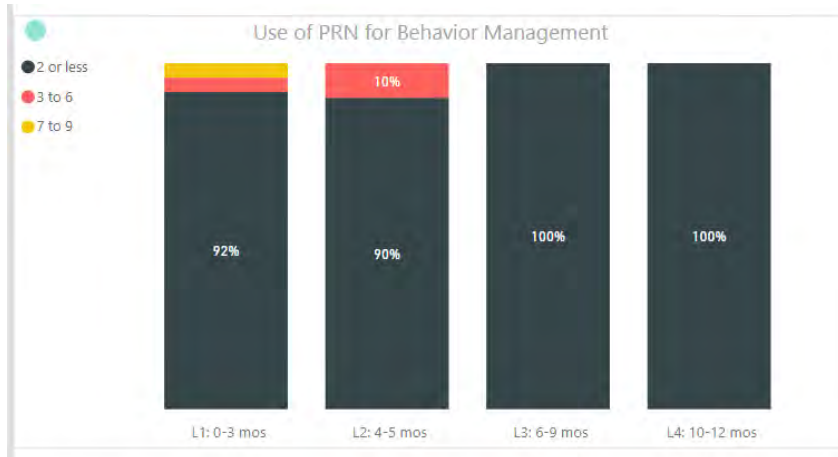
## Social Determinants of Health



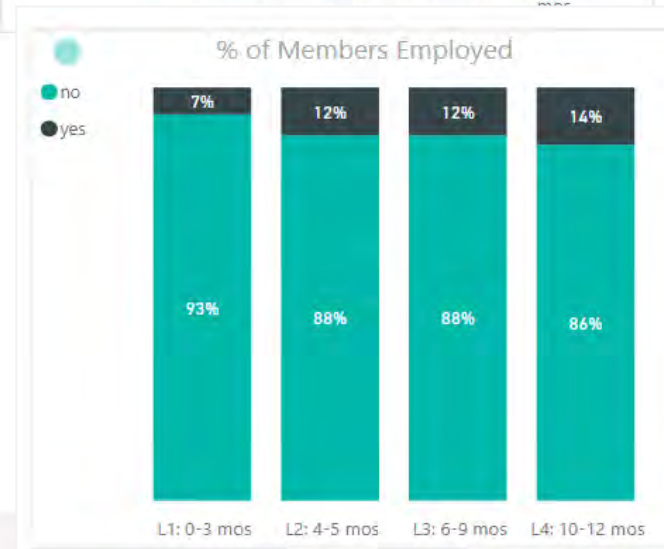
ER admissions have decreased from 29% to 7%, a 22% decrease



Increase in healthy community involvement by 20%

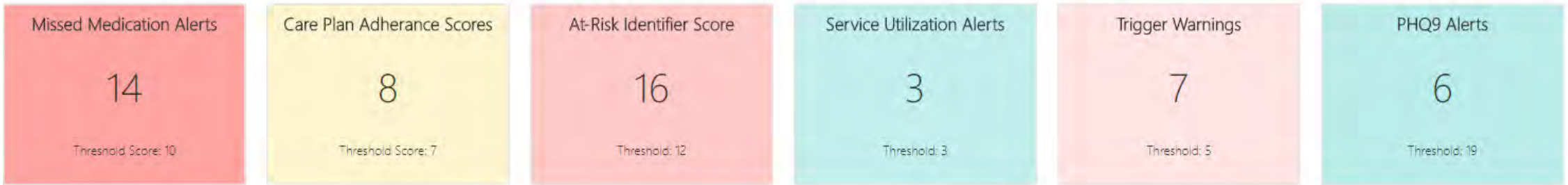


Positive outcome medication reconciliation with a decrease in the # medications used for behavior management

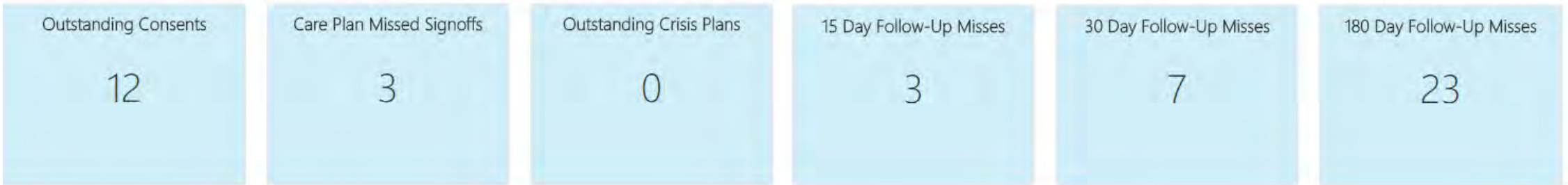


Increase in supported Job placements

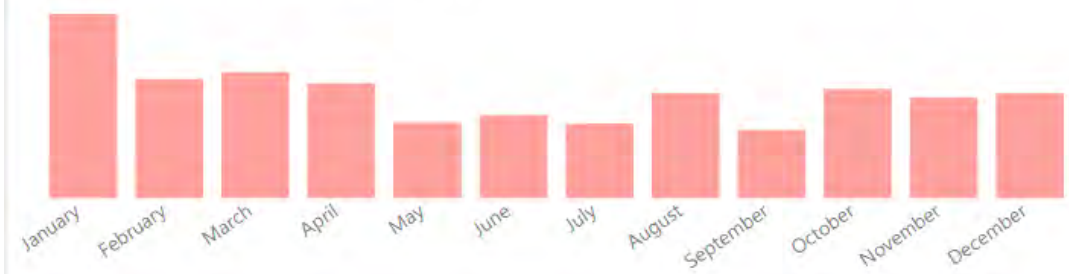
## Patient Risk Alerts



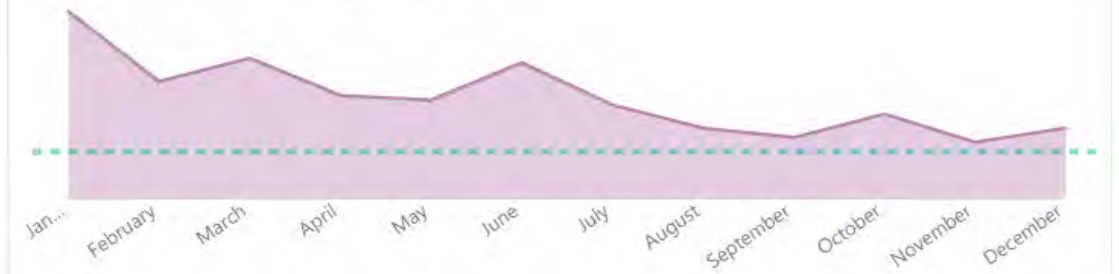
## Provider Process Alerts



## Unique Member Utilization Levels



## Unique Member Warning Triggers



# Motivating Behavior: Stickiness through Gamification



CLIENT ID: 589003

TOTAL POINTS COLLECTED **1,800**

PHQ9 Forms Completed

**550**

Medication Adherence

**150**

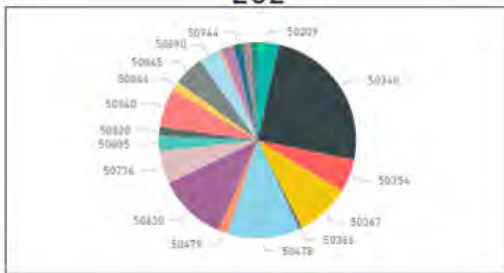
Appointments Kept

**800**

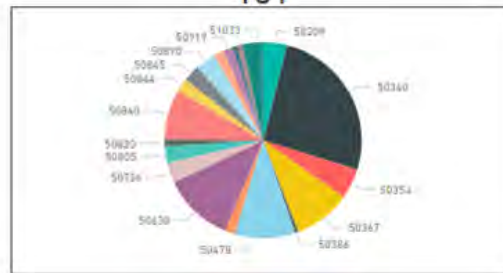
Workshop Points

**300**

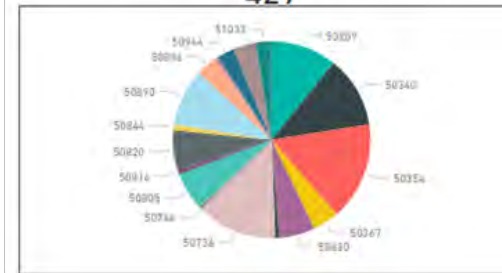
PHQ-9  
**202**



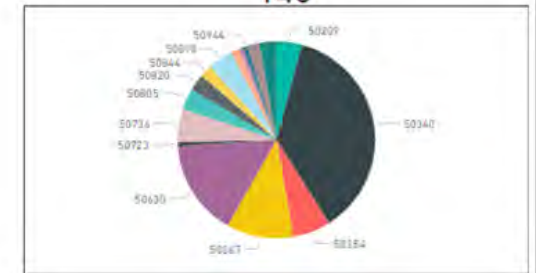
Suicide Ideation  
**181**



Sleep and Medication Diary  
**427**



Recovery Assessment Scale  
**146**



**MAXIMUS**

California  
Diversion Program  
for Addiction  
Recovery





# Introduction to the Program



## Program:

- California State Diversion Program for licensed professionals struggling with the substance abuse or mental illness.

## Participating Boards:

Pharmacy, Registered Nursing, Dental, Physical Therapy, Physician Assistant, Osteopathic and Veterinary

## Problem:

Higher Relapse rate without this Program

## What is Required?:

2-4 years to complete the treatment phase followed by a 1 year transition period

## Goals:

Decrease relapse rate and increase program participation  
Return to work without endangering public health or safety

### AVERAGE 5-YEAR RELAPSE RATES



# Introduction of the Mobile technology to the Program

## Goals:

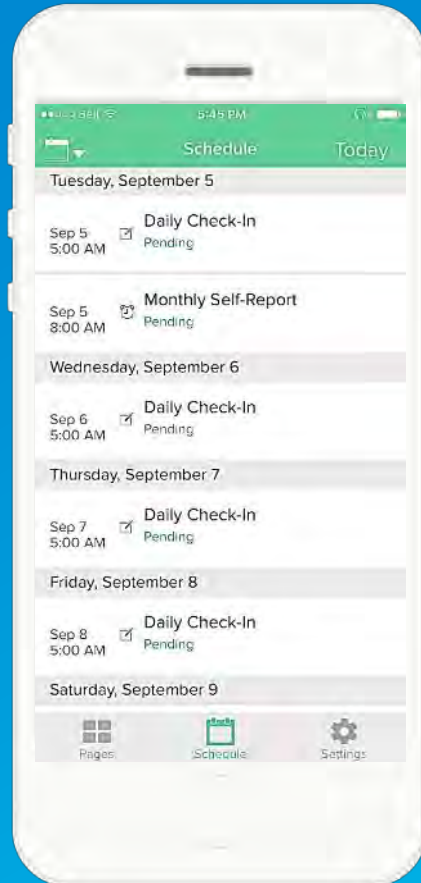
- Participant to stay connected and engaged
- Reduce paperwork and telephone calls
- Access participant data and feedback in real-time

## How is this achieved?

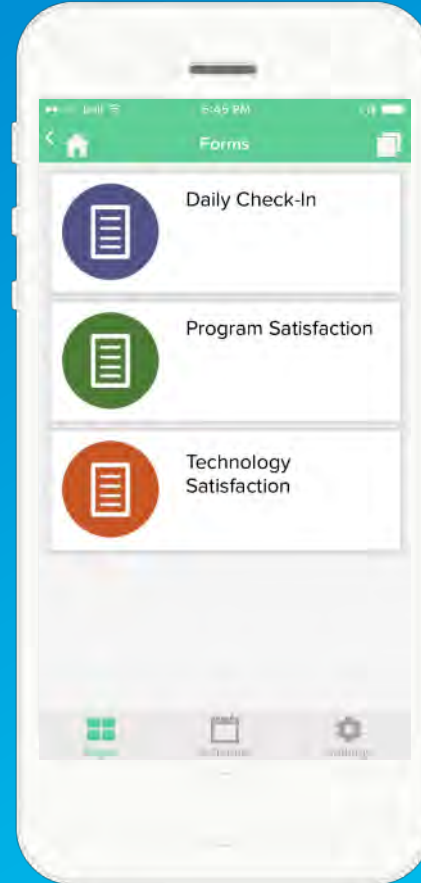
- Participants conducting Self-assessment forms
- Communication with Case Managers, Video check-ins
- Scheduling and up-coming Commitments
- Documentation of attendance at 12-step meetings, outpatient treatment, support groups, etc. (by using e-signature, GPS, tracking)
- Access resources at any time – approved medication lists, community resources
- Alerting Care Management teams
- Providing participant usage data in real-time
- Producing Reports for State-level Reporting

# Program Content

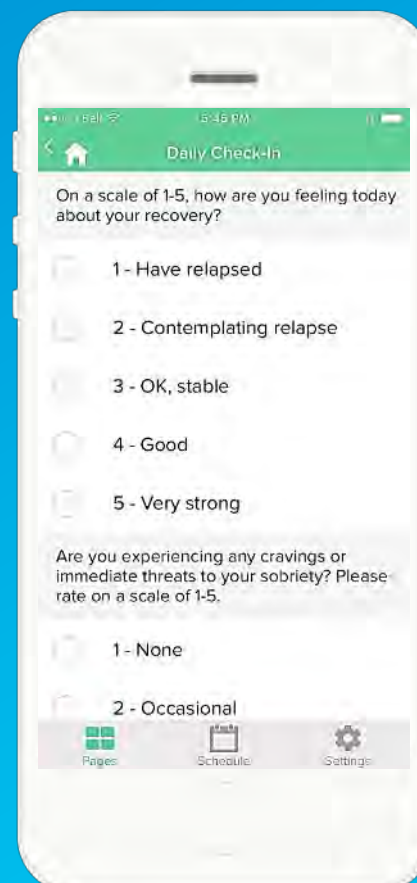
## Schedules



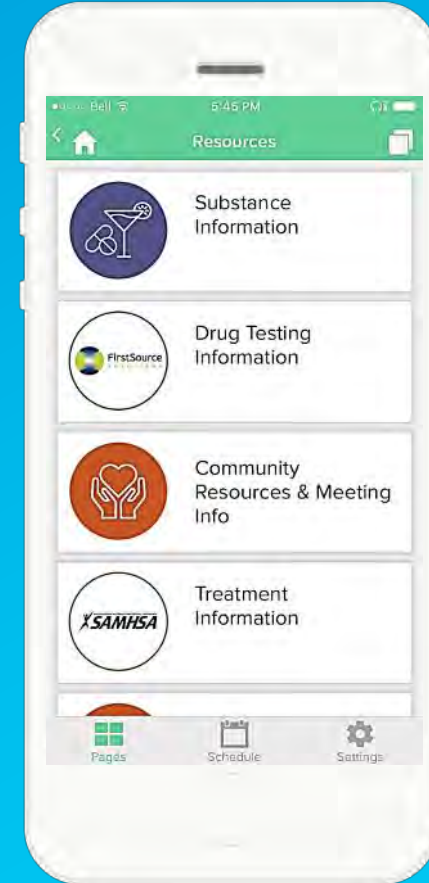
## Forms



## Check-ins



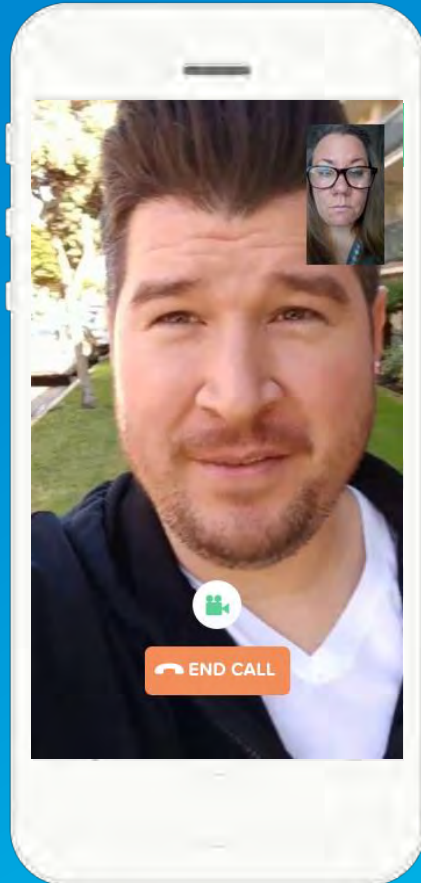
## Resources



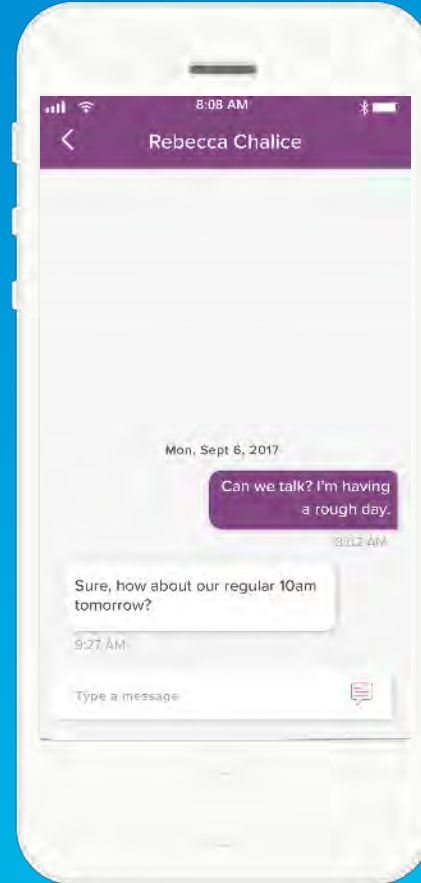
MAXIMUS previously mailed documents monthly to participants, and waited for them to be mailed back at month's end to review compliance. Staff now receive real-time data without the paperwork.

# Program Content

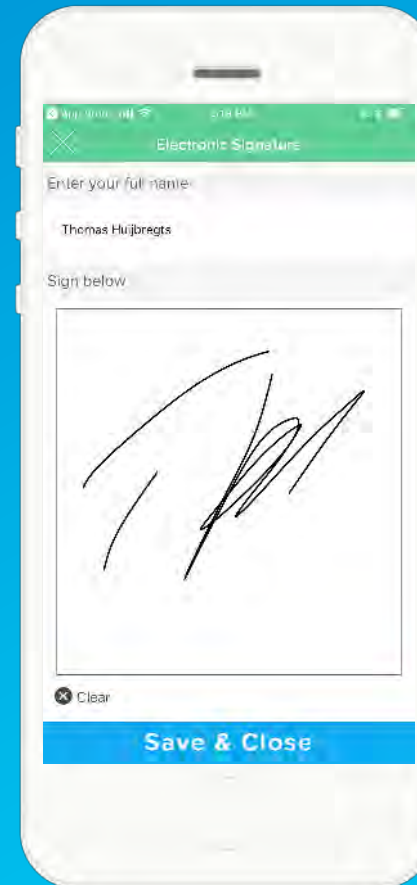
## Video Chat



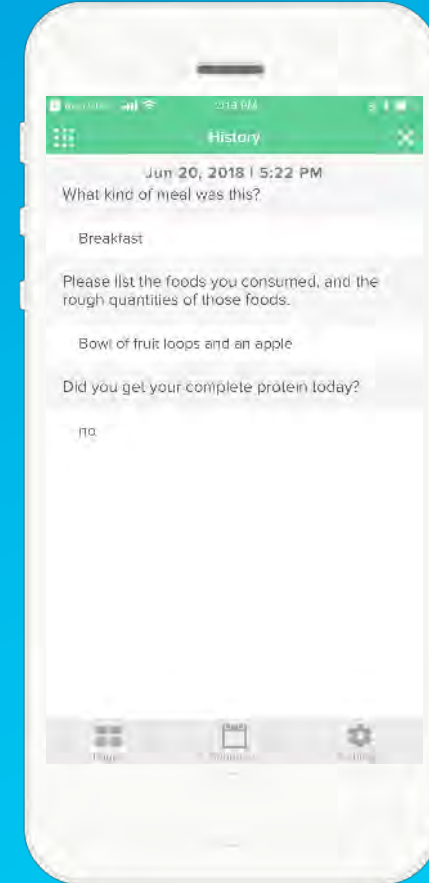
## Instant Message



## e-Signature



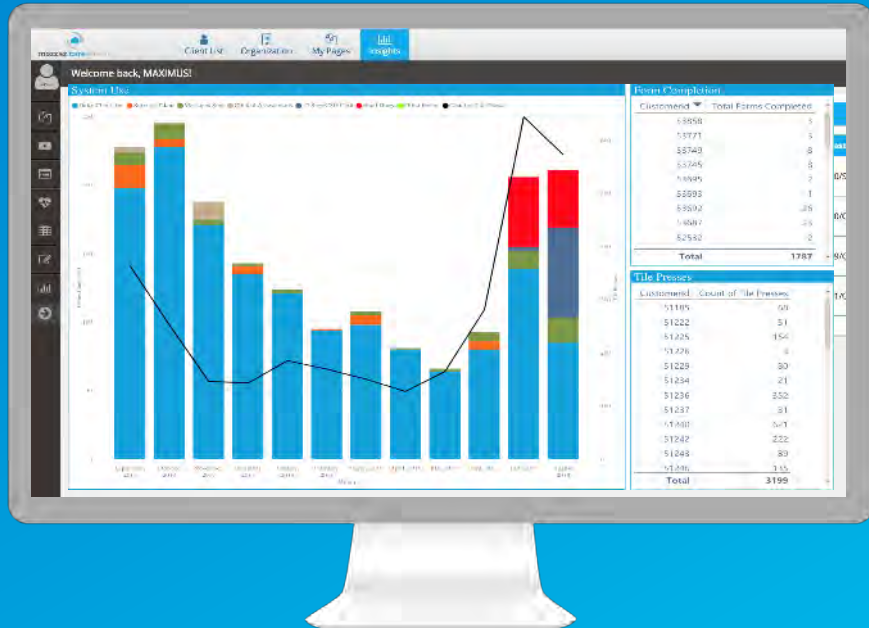
## Historical Data



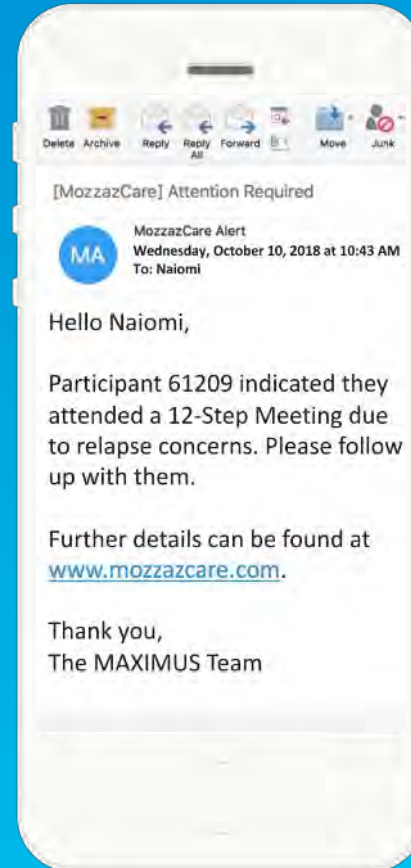
MAXIMUS previously communicated in-person and via phone calls. Participants can now video call, instant message, access resources and request meetings, reducing call-ins and improving staff planning.

# Data for Case Managers

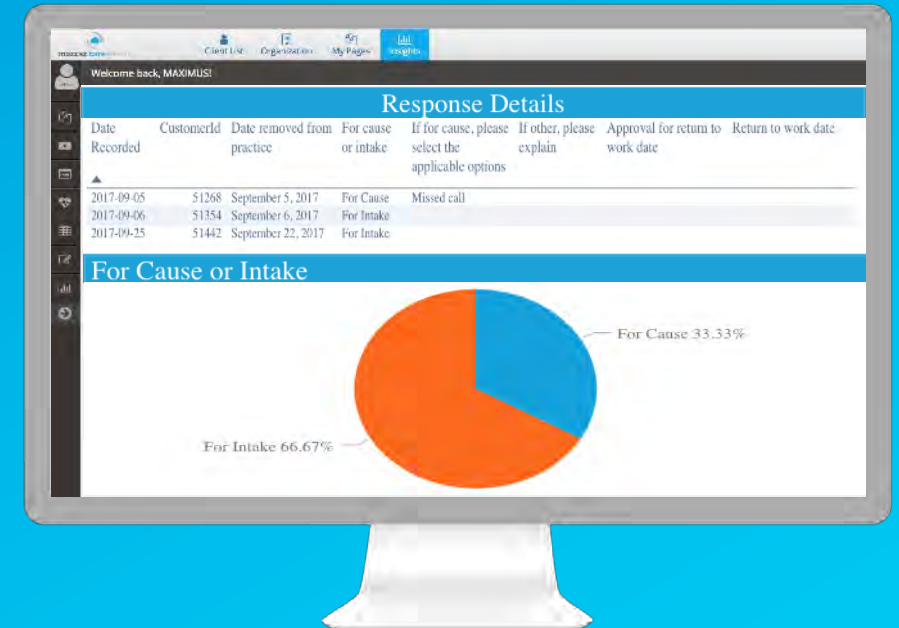
## Usage Data



## Alerts



## Plan Adherence



MAXIMUS previously processed data manually at month's end. Staff now access real-time data in graphs that can be used for state reports. This helps address concerns earlier and reduces data manipulation time.

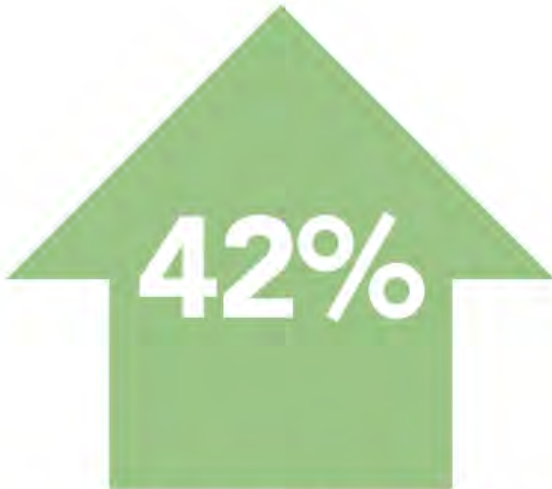
# Program Results

“Having the participants use their phone to complete the meeting attendance card is convenient, and I appreciate being able to video chat when our processes don’t give us the opportunity to actually see the participants for several weeks.”

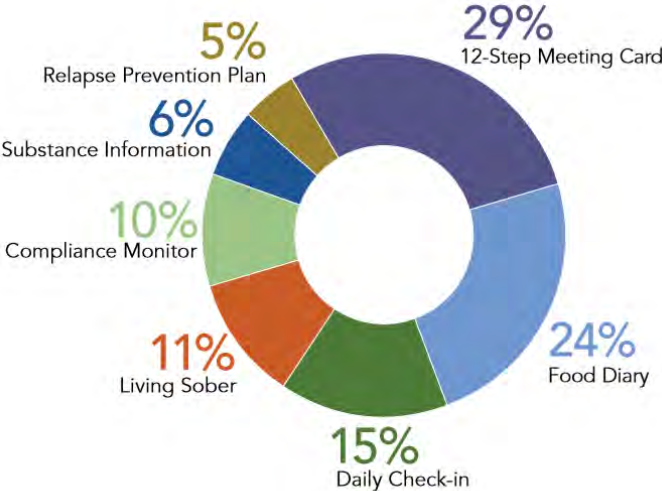
– Case Manager, Health Professional Diversion Program

“Being able to use the app [to document my] 12-step attendance is much more convenient than bringing paper to the meetings! I also like to use the calendar as a reminder to check in with MAXIMUS daily for random drug testing.”

– Participant, Health Professional Diversion Program



Increase in participation month over month



**MAXIMUS**  
CASE STUDY

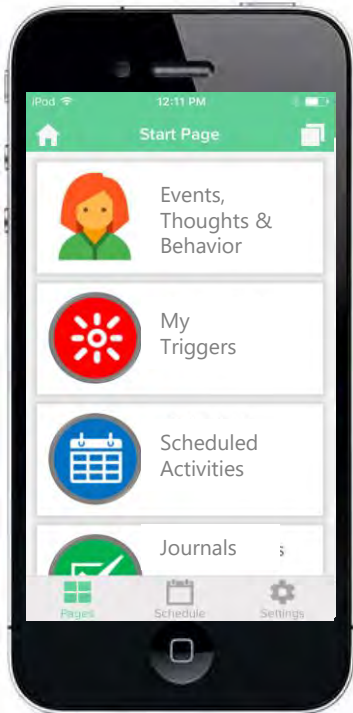


# App Gallery

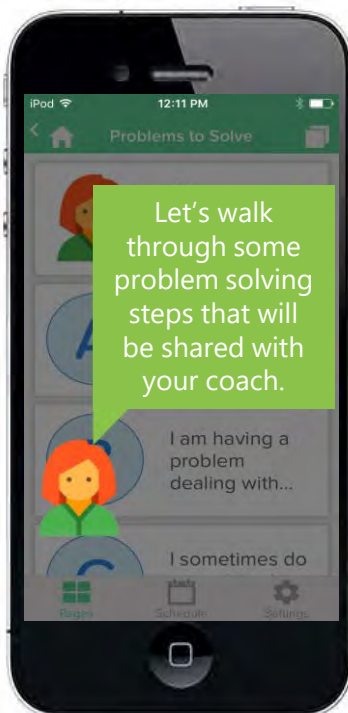
# Behavioral & Mental Health

- Journals & Self-Assessments
- Digitized CBT / Therapy & Interventions
- Scheduled Activities & Reminders
- Telehealth Connected Care

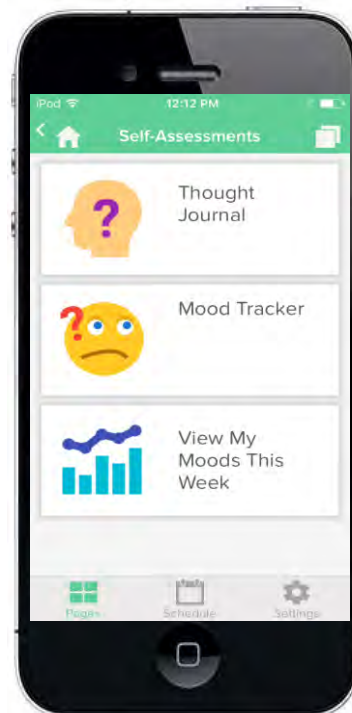
Personalized Interventions



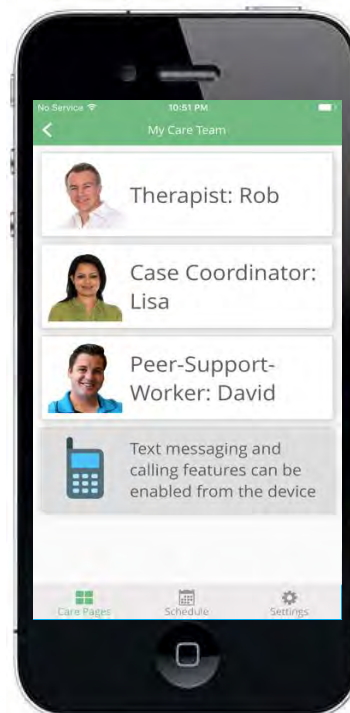
Motivational Interviewing



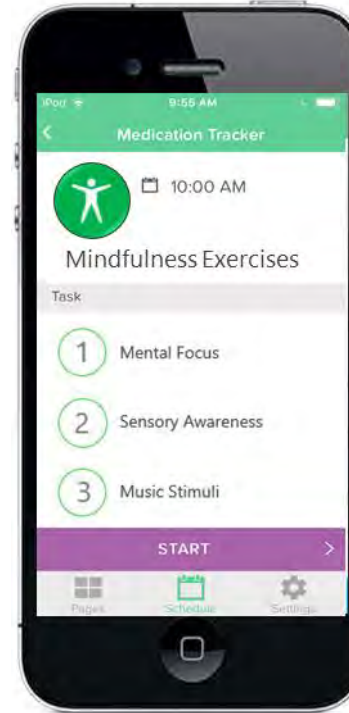
CBT Journals & Logs



Care Team Quick Connect



Mindfulness Activities



E-Coach Portal and Dashboards

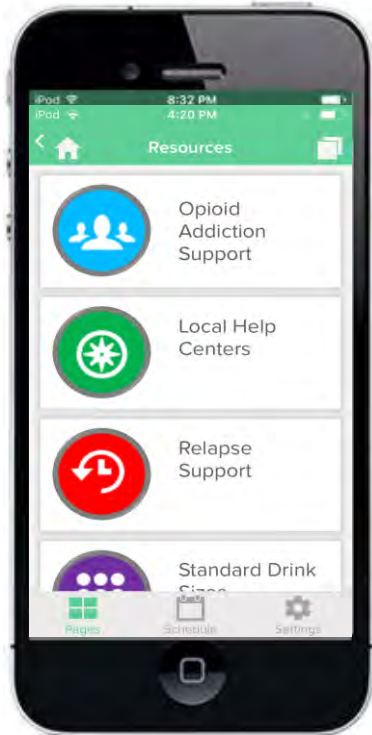




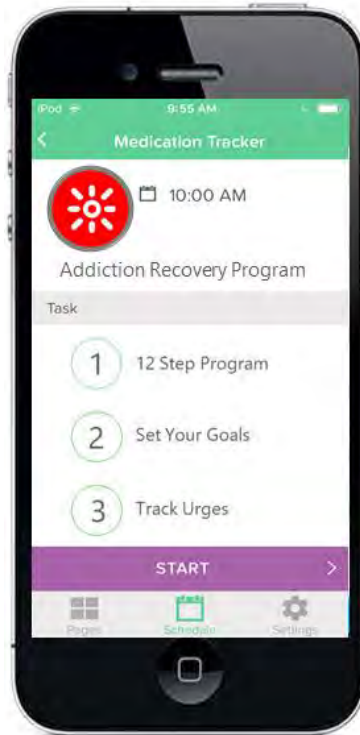
# Substance Use Disorder

- Treatment interventions, recovery support, monitoring and coaching
- Tracking moods, urges and journaling
- Progress monitoring and alerts

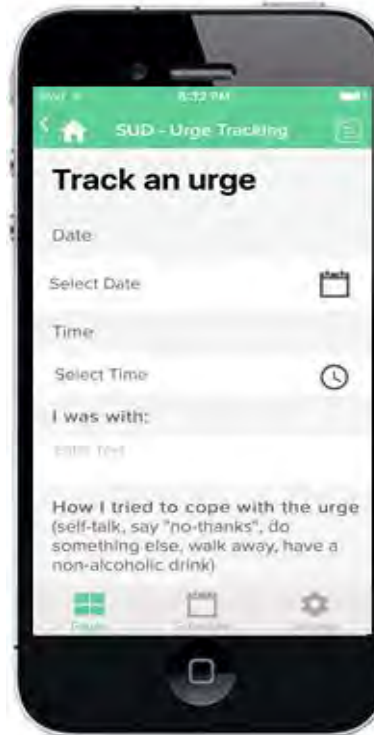
Self-Help /  
Resources



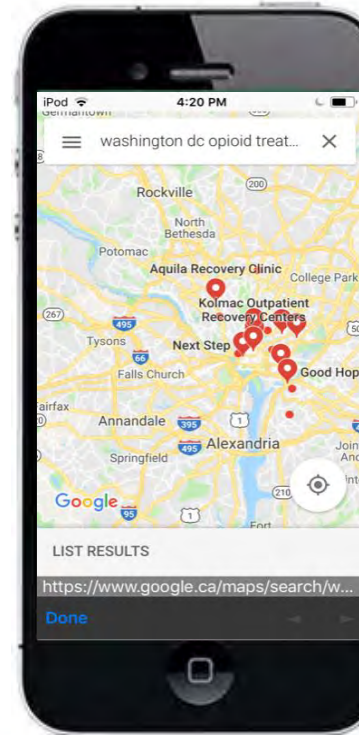
Multi-Step  
Interventions



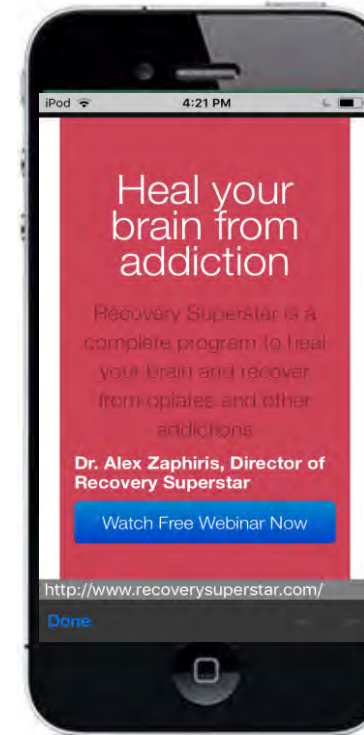
Daily Logs /  
Journals



Local  
Help



Embedded  
Web-Apps

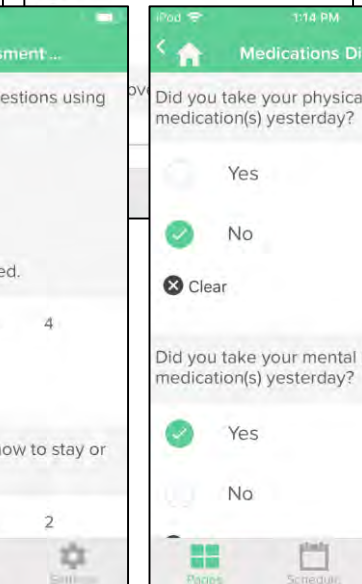
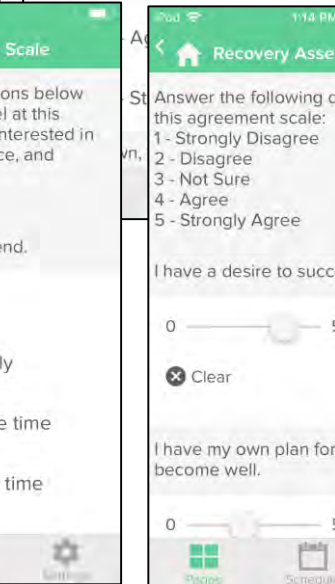
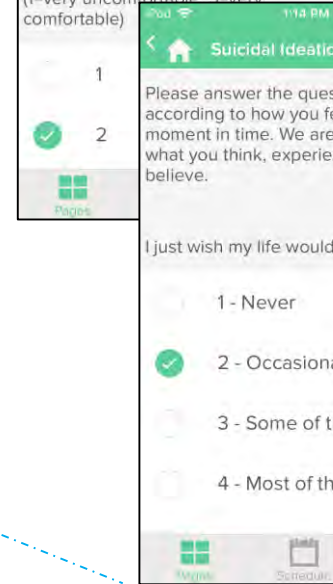
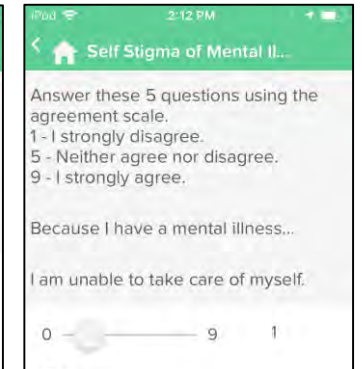
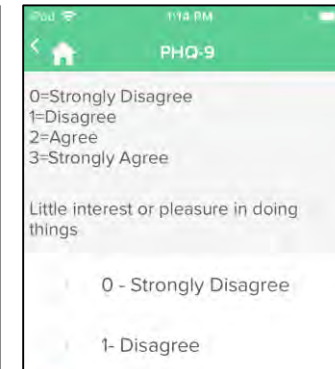
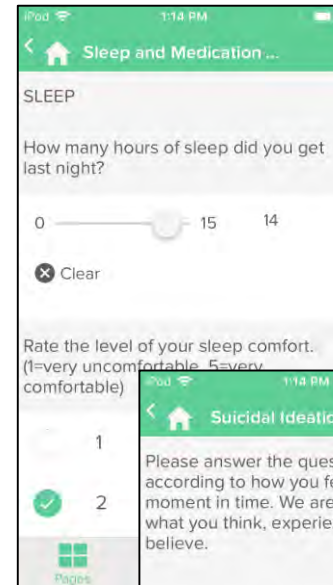
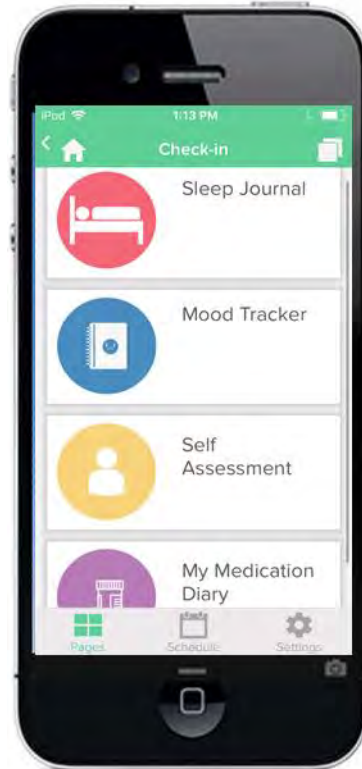
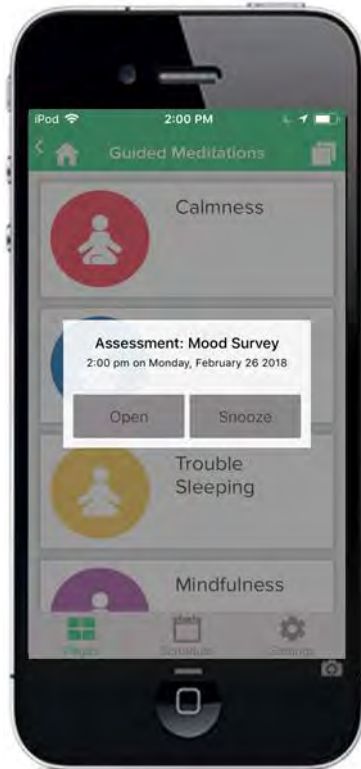
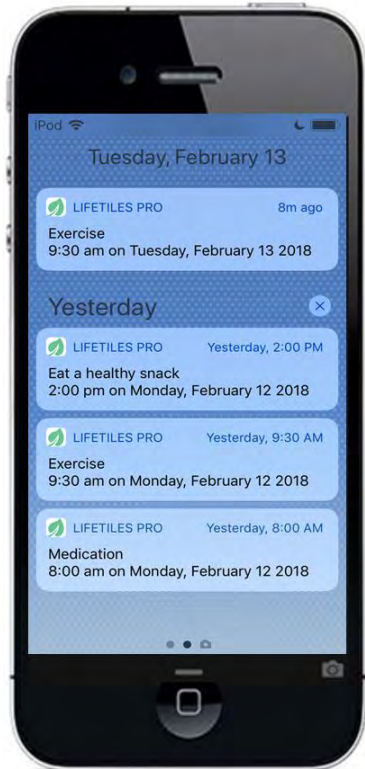


Progress  
Monitoring



# Scheduled Check-Ins

- Self-reporting forms
- Scheduled throughout the week
- Automatic reminders

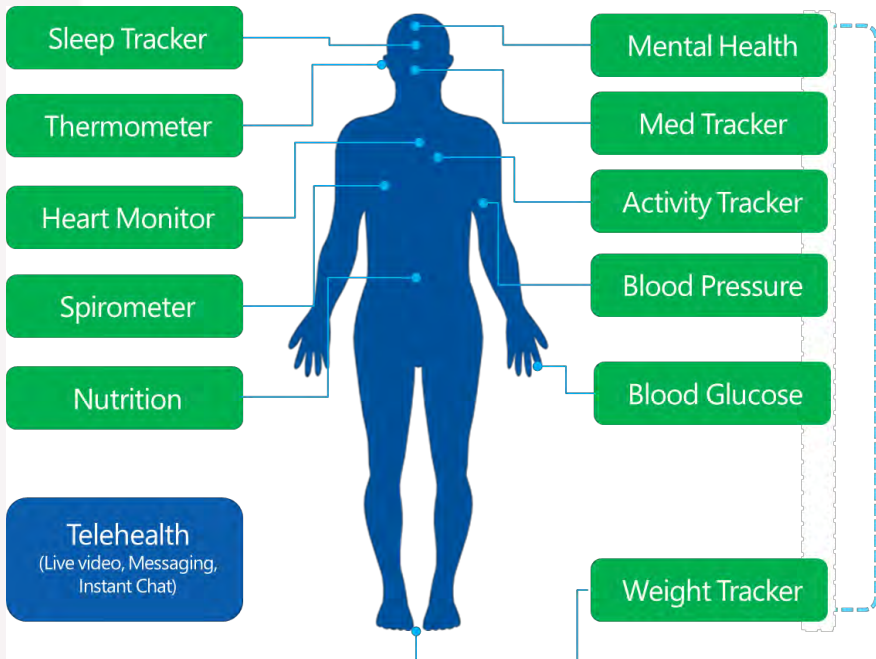


# Chronic Disease Management

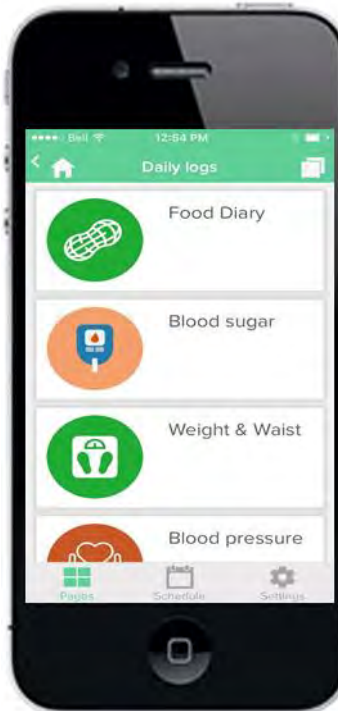
- Support for Medical Device integration
- Patient education and self-help resources
- Remote patient care through alerts and telehealth

## Patient Monitoring

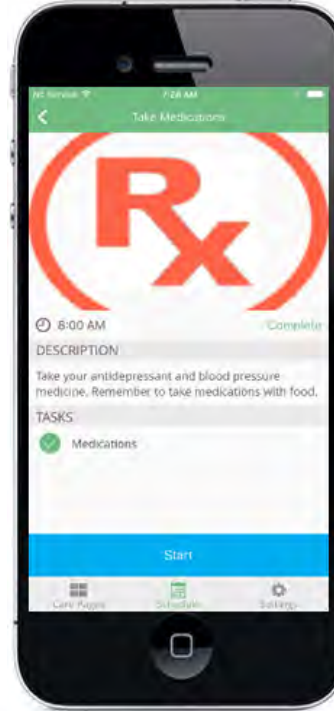
### Data from Medical Devices



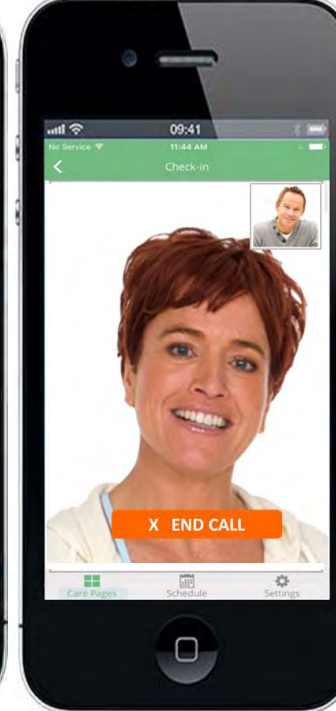
### Daily Logs / Journals



### Medication Monitoring



### Telehealth e-Consults

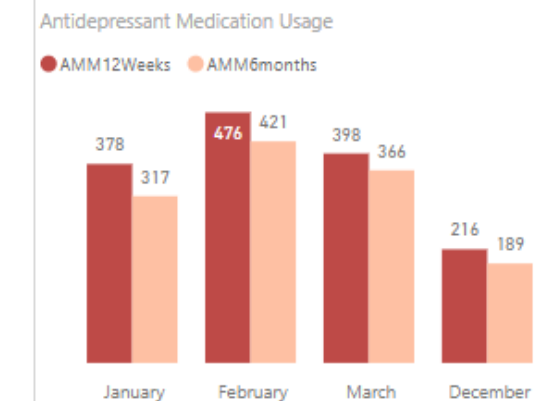
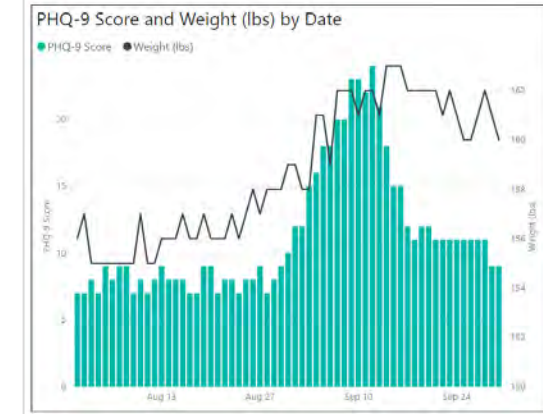


### PHYSICAL HEALTH MONITOR

Alert Details

Date	Client ID
Thursday, April 7, 2016	171975
Thursday, April 7, 2016	174396
Thursday, April 7, 2016	190646
Thursday, April 7, 2016	210991
Thursday, April 7, 2016	303268

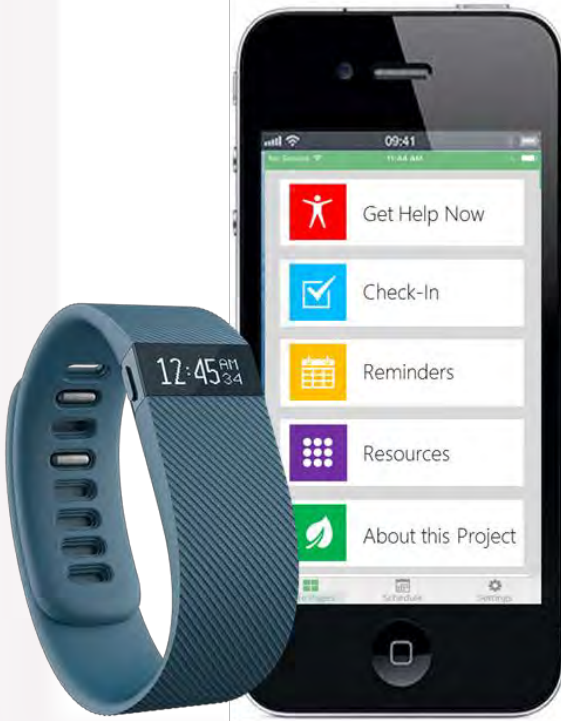
14 Alerts



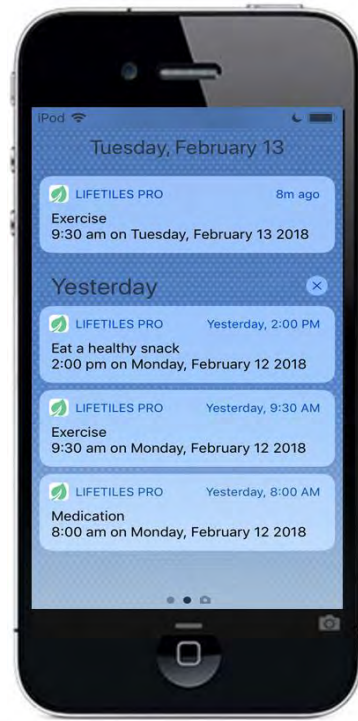
# Crisis Support / Suicide Prevention

- Scheduled Check-Ins & Self Assessments
- Fitbit Activity Tracker & Phone "Connectedness" Monitoring
- Motivational & Support Content
- Real-time Counsellor Alerts based on triggers

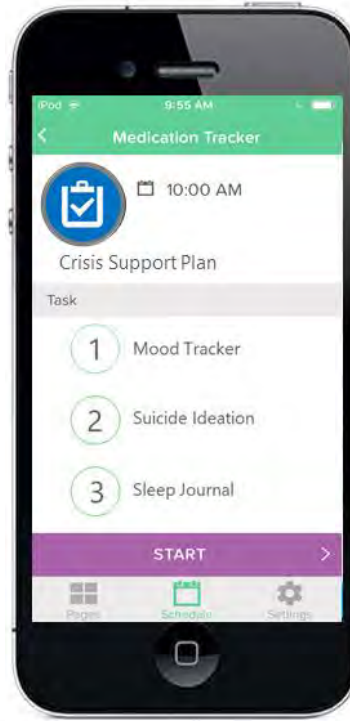
Safety Plan with Activity Trackers



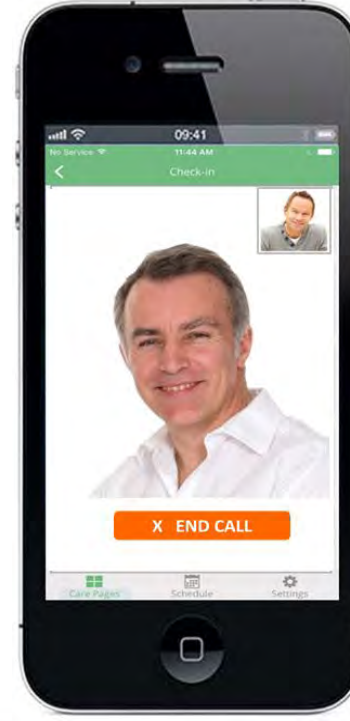
Alerts & Reminders



Intervention Support

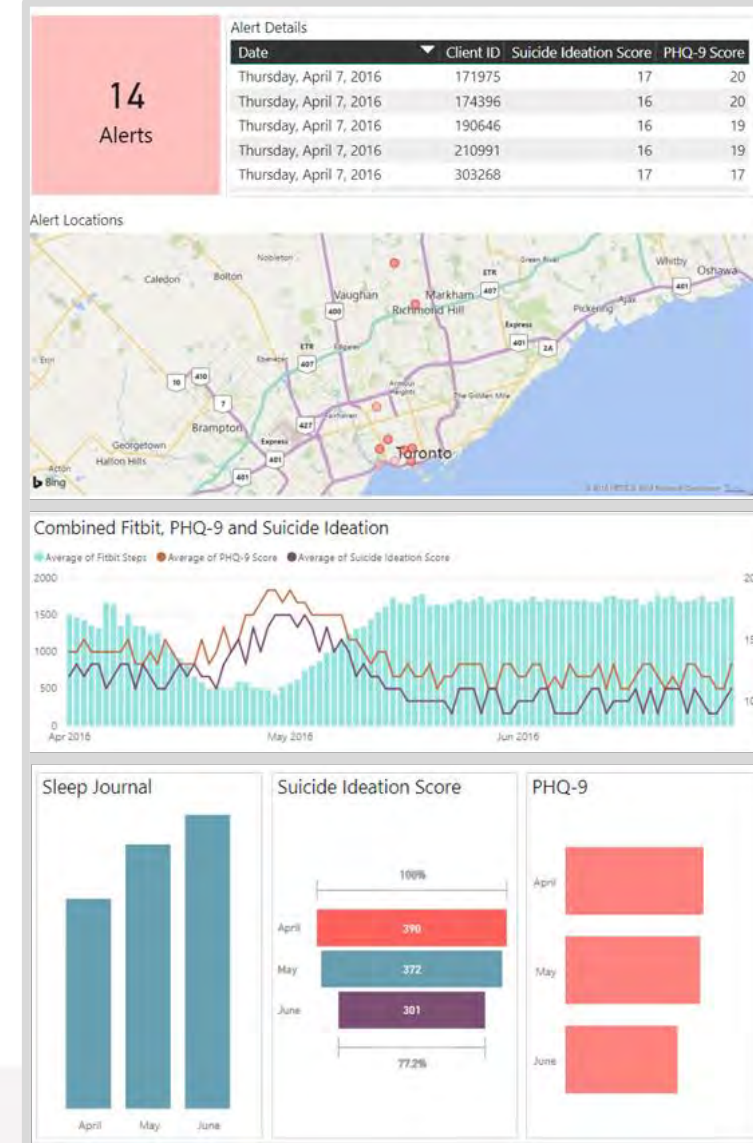


e-Coaching



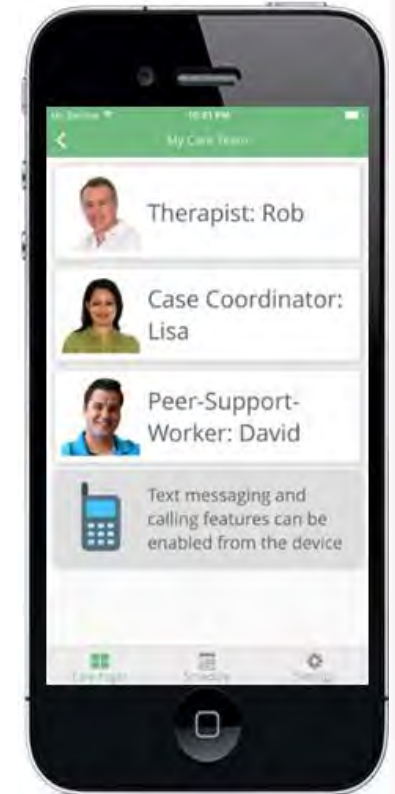
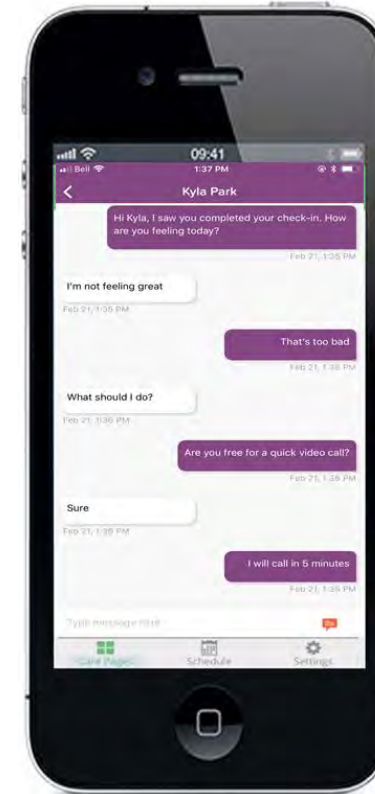
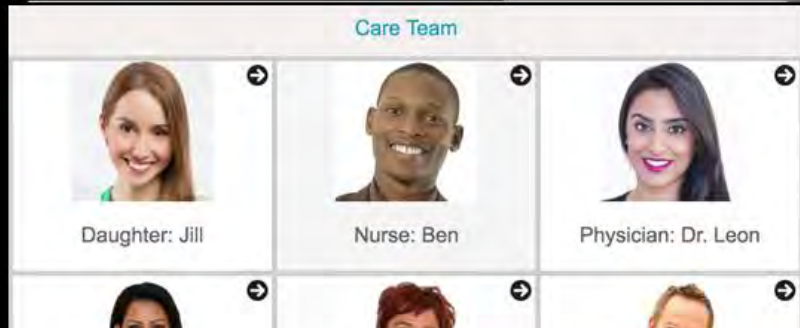
mozzaz

## Crisis Monitoring Dashboard

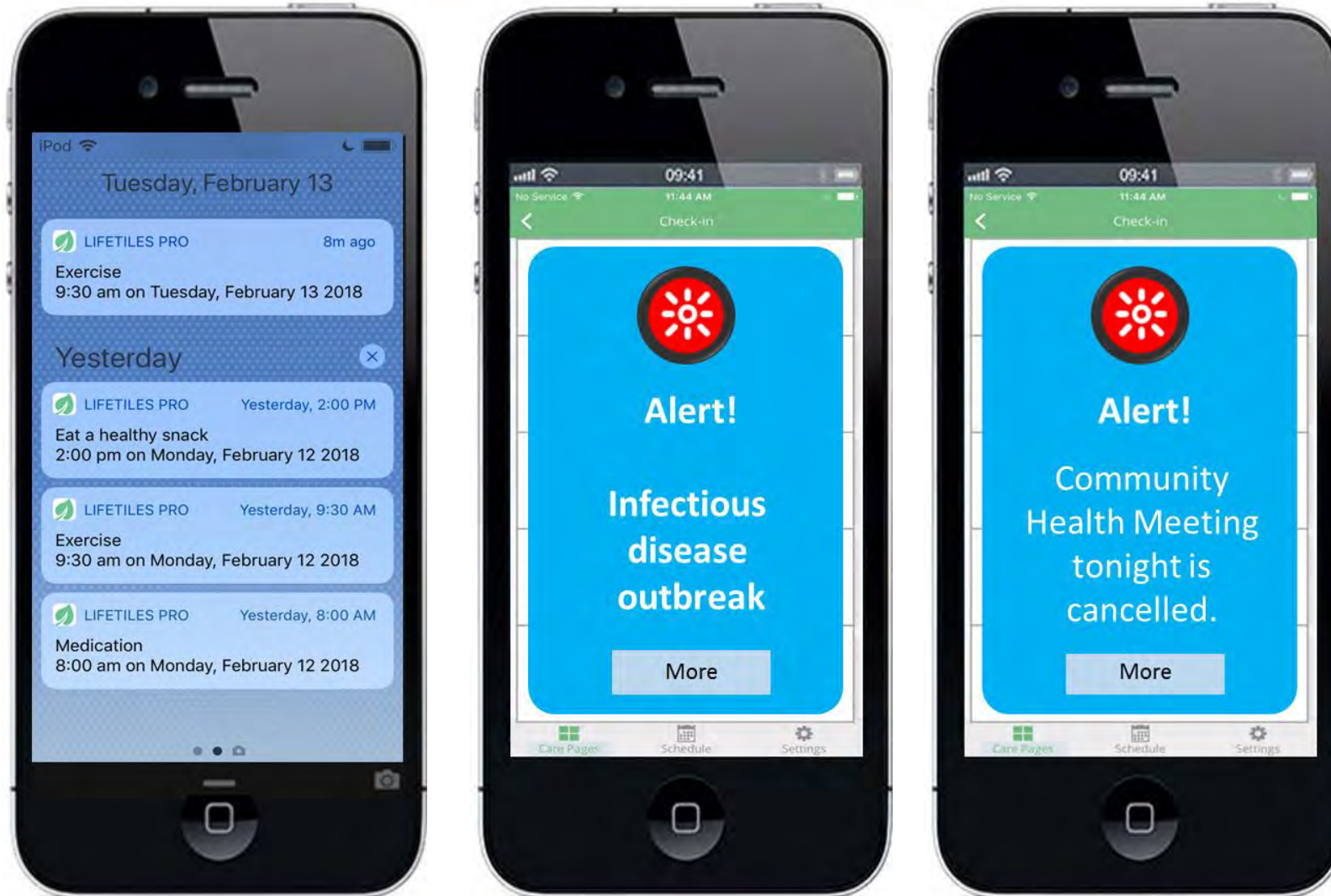


# Secure HIPAA Telehealth Communication

- Video Calls
- Voice Calls
- Instant Messaging

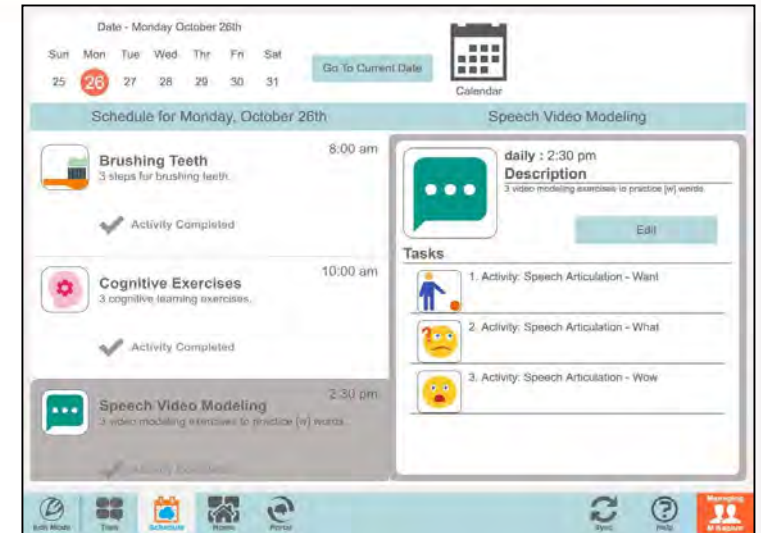
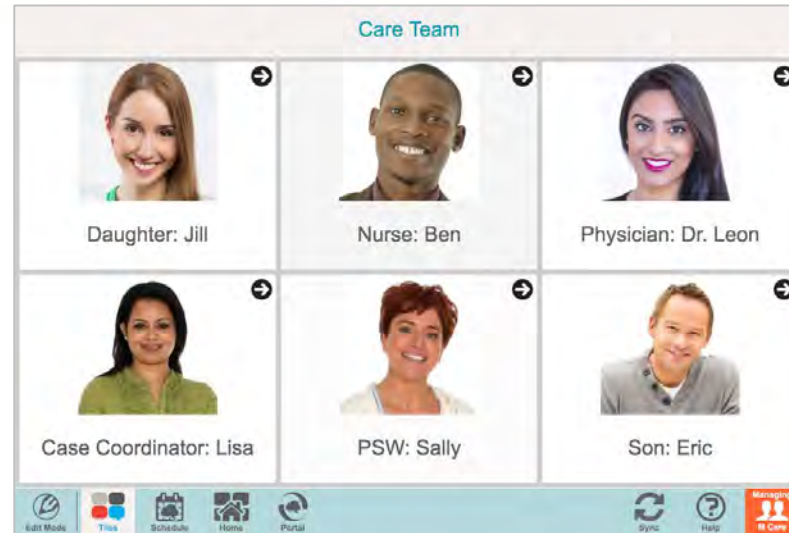
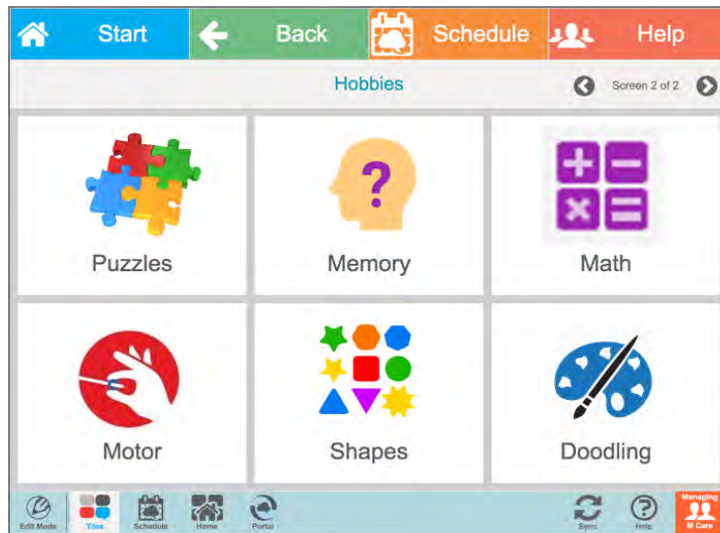


# Broadcast Messages through Push Notifications



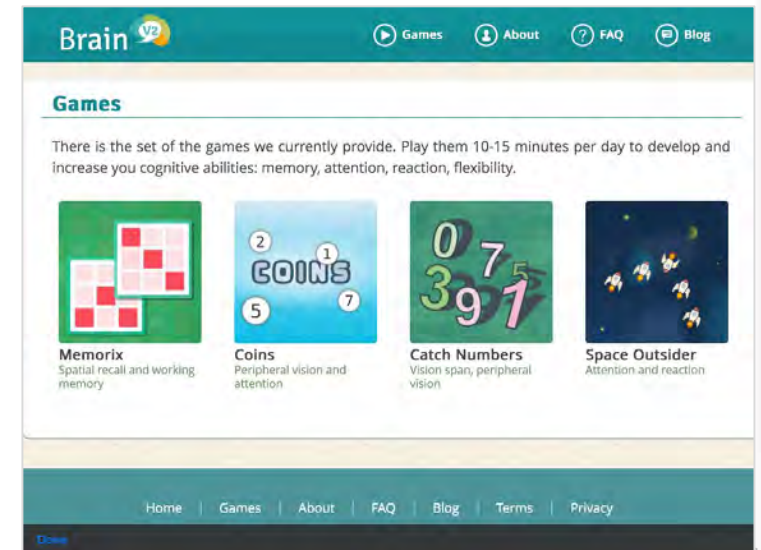
- Instant push messages to the population
- Pop up alerts on the phone

# Neurodegenerative Disabilities



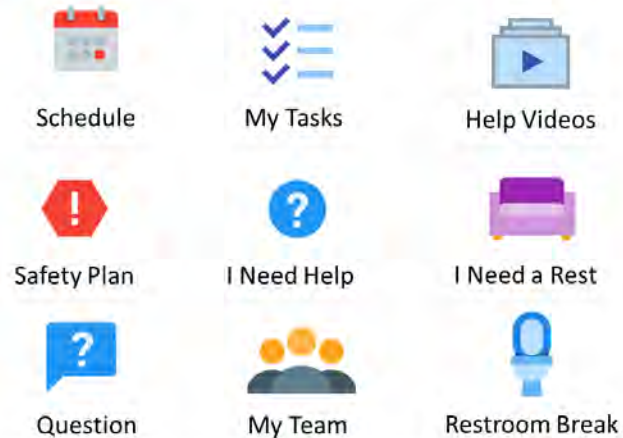
## Brain Activities and Memory Support

- 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)

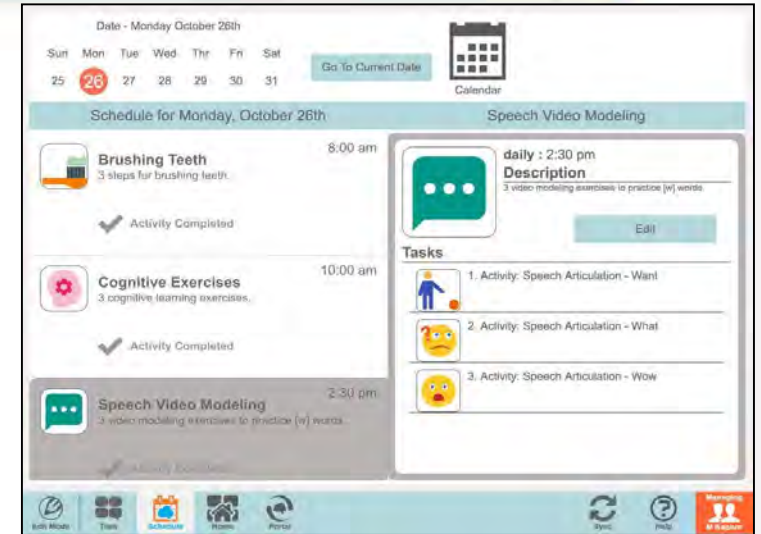
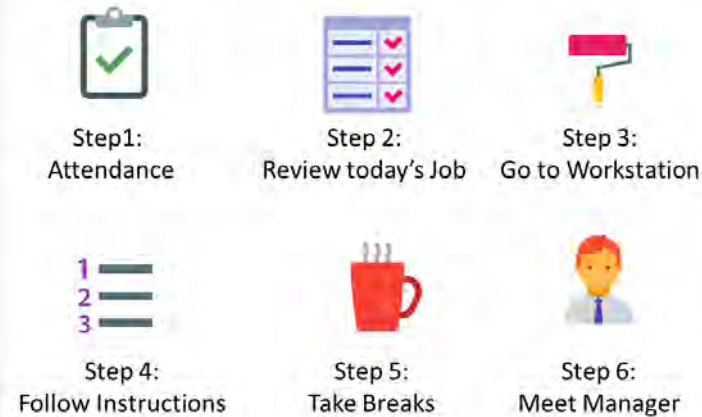


# LTSS Supported Employment Initiatives

## My Daily Job Page



## Job Tasks

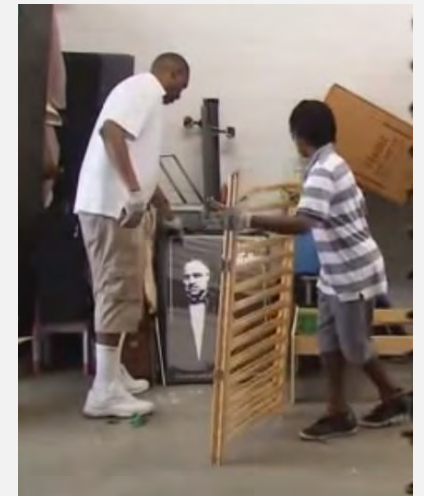


## Supported Employment Initiatives

- 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

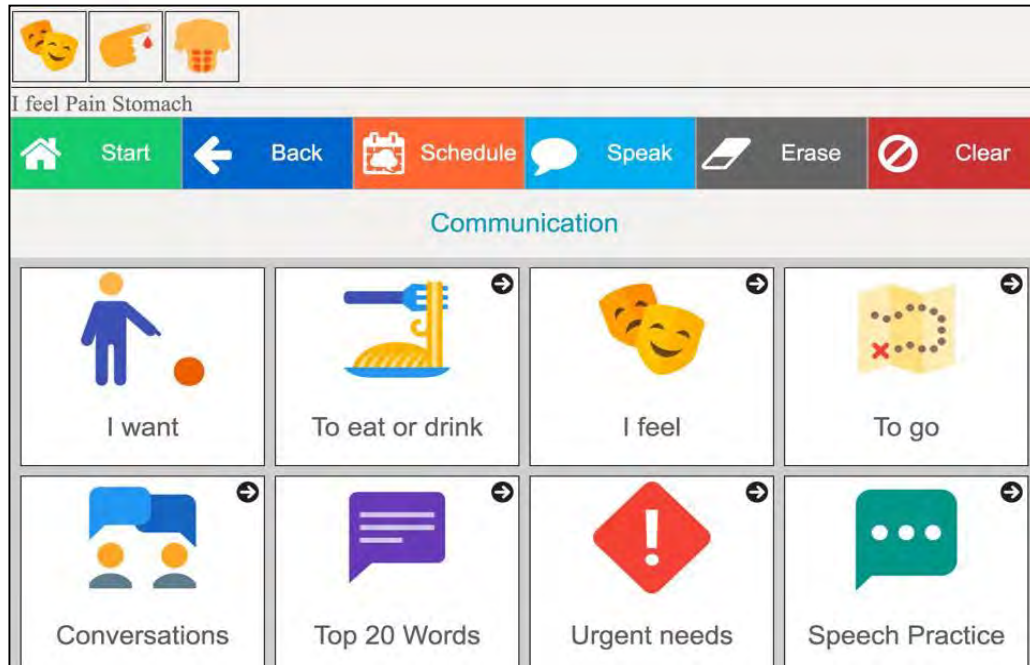
## Job Tasks

- Step 1
- Step 2
- Step 3



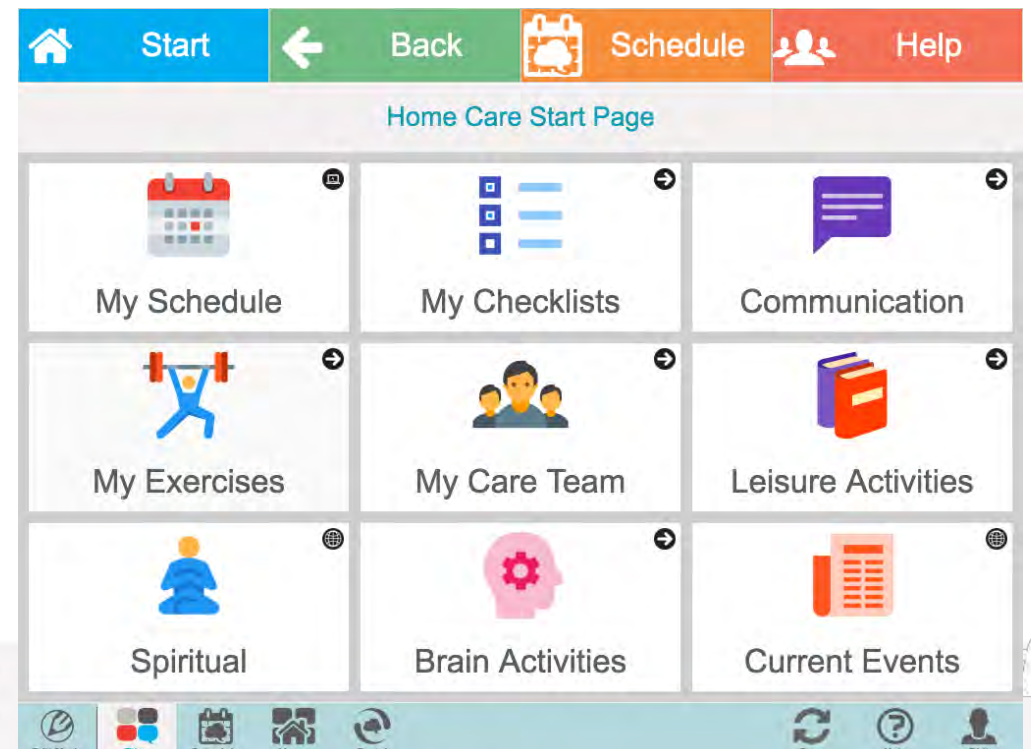
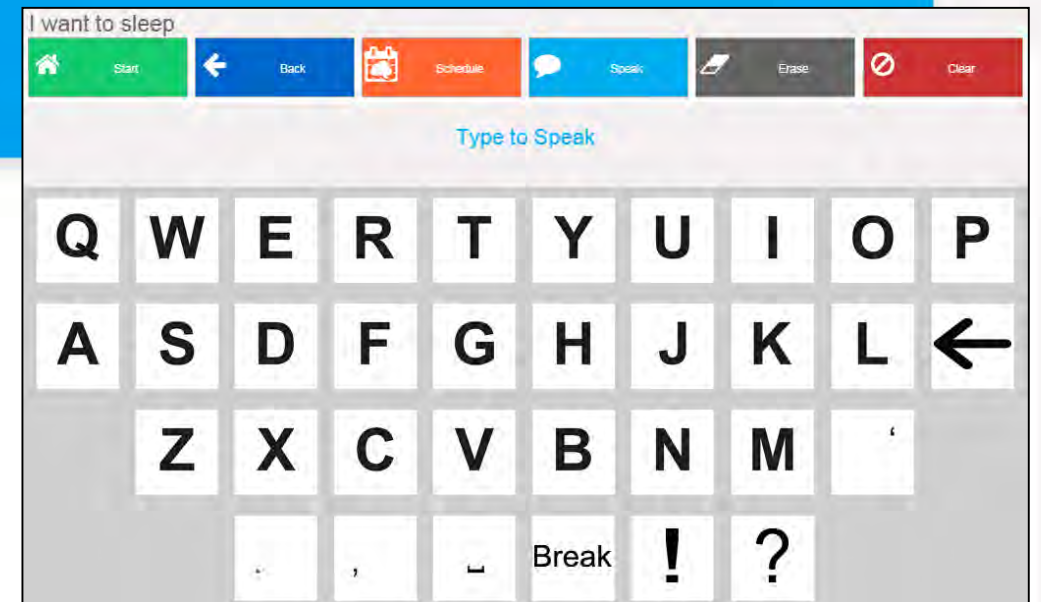


# Speech & Language Therapy



## 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



Thank You!

EXPLORE YOUR POSSIBILITIES

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