

2021 ANNUAL

# Impact Report

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# Revolutionizing Care Coordination

It's a Tall Order but One We are 100% Committed to Achieving

## Revolutionizing. Disrupting. Transforming.

These are words that for some sound aspirational only – but for Bamboo Health,™ they truly capture what we are working toward amid this incredibly unprecedented era in delivering healthcare. We all see how technology has changed our lives for the better. Easier transactions, on-demand services, convenience, accuracy, security – all enabled by powerful technology solutions that empower us, enrich us, and improve our lives.

Now it's time for our healthcare system to deliver this same level of user experience and outcomes. Digital health solutions, the industry-wide commitment to interoperability, and evolving value-based care payment and delivery models are creating an opportunity for companies such as ours to impact patient care like never before.

## Why Whole Person Care?

Traditionally, the healthcare industry has viewed and addressed the mind and body separately; however, that belief is rapidly changing. A picture of a person's true health is more complex than ever. People are not just the sum of their clinical history or behavioral health conditions – they are the result of a lifetime of behaviors, lifestyle choices, physical and mental health challenges, and their environments.

At Bamboo Health, we are delivering solutions that facilitate both physical and behavioral health to make whole person care a reality. We incorporate care collaboration, point-of-care solutions, powerful analytics, coordinated networks of providers, resource trackers, event notifications, and more via an interoperable clinical and technology infrastructure. Together with providers, we can enable more informed and effective care decisions, proactive interventions with high-risk patients when it can make the most impact, and comprehensive attention to a patient's health and well-being. The result is higher quality care at a lower cost.

## Why Care Collaboration?

True care collaboration is at the heart of our company's vision, as it's one of the most powerful tools to help improve outcomes and reduce unnecessary encounters and costs. To us, true care collaboration means delivering comprehensive, actionable insights to all care settings, providing workflow tools to enable clinicians to intervene, and supporting clinicians in providing holistic care. All of which needs to be done during critical moments based on real-time data.

Our unique and interoperable technology suite, paired with an expansive national footprint, arm healthcare providers and payers everywhere with greater visibility of the complete picture of an individual along with a path to intervene. Not only does this allow for providers to better prioritize and coordinate care plans, but it also enables improved patient health outcomes – regardless of the provider or care setting.

## Why Now?

We are at a unique turning point in healthcare; the likes of which we've never experienced in our lifetime and probably never will again. As a result, the market is poised for a seismic shift that promises to usher in unparalleled change among existing market leaders and open the door of opportunity for new players alike.

At Bamboo Health, we are contributing to this massive market transformation firsthand with the ultimate goal of empowering better healthcare for all communities nationwide. Never before has the promise of actionable insights at the point of care to guide providers' decision making for each patient been closer to reality, and we are proud to be at the center of this change. We continue to innovate and partner to broaden our solutions and cover more lives.

## Why Bamboo Health?

Patients deserve better healthcare and achieving that aim guides everything we do. With a breadth of solutions and interoperability that only Bamboo Health can deliver, healthcare providers across the country can now work together on a shared platform with the unique data, insights, and clinical decision support tools needed to enhance their patients' physical and behavioral health. We allow providers to look at the "whole person" for better value-based care delivery, providing access to clinical information and applications that are timely and accurate.

I am extremely proud to lead this organization of passionate, talented professionals who are driving toward this common goal of revolutionizing care coordination.



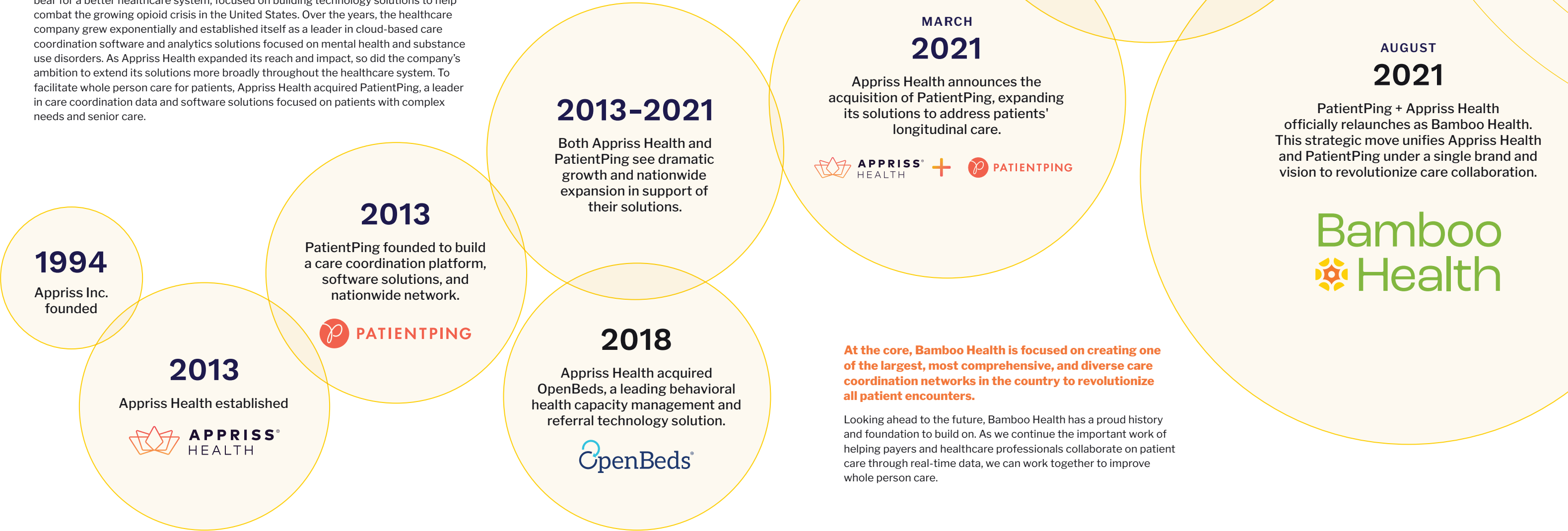
Rob Cohen  
CEO, Bamboo Health



# Laying a Foundation for the Future of Care Collaboration

## Appriss Health + PatientPing Come Together as Bamboo Health to Enable Better Care for Patients Across the Physical and Behavioral Health Continuum

Appriss Inc. was founded as a data and analytics company based on the simple belief that technology can do a lot of good in society. The company prospered and as part of that growth and evolution, Appriss Health was established to bring that vision to bear for a better healthcare system, focused on building technology solutions to help combat the growing opioid crisis in the United States. Over the years, the healthcare company grew exponentially and established itself as a leader in cloud-based care coordination software and analytics solutions focused on mental health and substance use disorders. As Appriss Health expanded its reach and impact, so did the company's ambition to extend its solutions more broadly throughout the healthcare system. To facilitate whole person care for patients, Appriss Health acquired PatientPing, a leader in care coordination data and software solutions focused on patients with complex needs and senior care.



**At the core, Bamboo Health is focused on creating one of the largest, most comprehensive, and diverse care coordination networks in the country to revolutionize all patient encounters.**

Looking ahead to the future, Bamboo Health has a proud history and foundation to build on. As we continue the important work of helping payers and healthcare professionals collaborate on patient care through real-time data, we can work together to improve whole person care.





We've spent the last eight years trying to change the face of healthcare in this country, and we just got another major piece of the puzzle. With the combination of these two companies, we're going to provide the data, the insights, the functionality, and the support to enable providers to coordinate care across health systems, across geographies, in real-time, and at the point of care like never before.

**Rob Cohen**, CEO, Bamboo Health

# Making Our Vision a Reality

## Connecting Every Payer, Provider, and Care Team Member Like Never Before

The name Bamboo Health reflects our combined commitment to deliver whole person care coordination and improve health outcomes. Like bamboo's strength and flexibility, our company adapts and expands to a rapidly evolving healthcare landscape with our solutions, network, and interoperable technology platform, offering providers with actionable insights and workflow tools that facilitate whole person care. We're proud to be working every day to make our vision of revolutionizing care coordination a reality. Our range of solutions and comprehensive network enable payers, providers, and care teams to collaborate on patients like never before.

Take a look at where we are today:

### Key Facts and Figures:

With customers in 50 states, Bamboo Health is currently serving:

- 2,500+ hospitals
- 7,955 post-acute facilities
- 25,000 pharmacies
- 32 health plans
- 45 state governments plus the Military Health System
- Over one million acute and ambulatory providers
- Almost 400 mental and behavioral health treatment facilities

Currently, 43 of the nation's 54 prescription drug monitoring programs (PDMPs) rely on Bamboo Health's software solutions. There are:

- 1,090,000+ healthcare providers accessing PDMP information in workflow
- 145,000 facilities integrated nationwide
- Controlled substance insights delivered in 106,000,000 patient encounters per month directly into electronic health records (EHRs) and pharmacy management systems

This (PatientPing) acquisition really is going to create a sea change in the healthcare industry. For public health, this acquisition can make such a big impact. Because we're forming such broad networks of providers across geographies, that means that we can understand the challenges that patients are facing, and the challenges that providers are facing, across the state, across the region. We're going to tackle the problem of providers that have had to deal with incomplete information or the inability to communicate with other members of the patients care team.

**Krishnan Sastry**, Appriss CEO, Executive Chairman, Bamboo Health



## Care Coordination Spotlight

### Care Coordination Effort Results in Lower Emergency Department Utilization and Better Patient Outcomes

A Connecticut Regional Federally Qualified Health Center (FQHC) received notification of a patient presenting in the local emergency department. Care coordinators were able to see that the patient had missed 15 medical appointments prior to presenting to the emergency department. The team then contacted the patient and proactively worked to get her into the primary care office and seen by a mental health coordinator. With insights from Bamboo Health, the care team developed a protocol and policy that enabled them to effectively pull patients out of the emergency department and get them into the office to be seen for primary care issues, as opposed to utilizing the emergency department.

### TEAM SPOTLIGHT



## Erin Combs

Senior Manager of Implementations

I have always been driven by the mission of helping those most vulnerable. The ability to coordinate care for patients, especially in our underserved communities, will change people's lives in the most impactful ways. Recently, multiple friends have told me about family members in crisis – with both mental health and substance use challenges. Trying to coordinate resources across multiple health systems and government services has become a nearly impossible task. By taking some of the burden off patients and their caregivers, Bamboo Health will improve the well-being of so many people.

# The State of Care Coordination in America

## Why Transforming it is so Important

### What Does it Mean to Coordinate Care?

There are many definitions of care coordination out there. At the heart of every one is the patient. A patient's journey through our healthcare system should be organized so that every encounter is well-documented and thoroughly communicated to the patient and the providers they see – for their entire lifetime of care. But the sad fact is that today's healthcare reality and experience are far, far, from this ideal.

Today, medical records exist in unconnected silos. Similarly, care teams can be disconnected when not part of the same health system, payer, or treatment modality. Providers struggle to know where their patients have been previously, and often where they will go to next, to inform their care plan. They lack the means to communicate with all members of a patient's care team, and they find it nearly impossible to proactively engage with their highest

risk members and intervene in a timely, effective manner. It makes it difficult for providers to deliver the right care at the right time due to missing information or difficulty tracking down records, lack of actionable insights, unnecessary duplication of efforts, and communication deficiency among care teams. A 2019 article in JAMA examining waste in the U.S. healthcare system cited ineffective care coordination contributing to up to \$80 billion annually in wasted spend.

**A 2019 article in JAMA examining waste in the U.S. healthcare system cited ineffective care coordination contributing to up to \$80 billion annually in wasted spend.**

Why? Healthcare provided in “silos” leads to miscommunication, unclear ownership, fragmented patient care, and frequently, poor outcomes, particularly among the most vulnerable populations.

Recently, the global COVID-19 pandemic has amplified these challenges and brought with it a drastic rise in the need for behavioral health services. As a result of these shifting market dynamics, there is increased need for improved care coordination

– the ability for provider care team members to collaborate on shared patients to support long-term health, the cornerstone of value-based care.

Common benefits of care coordination include:

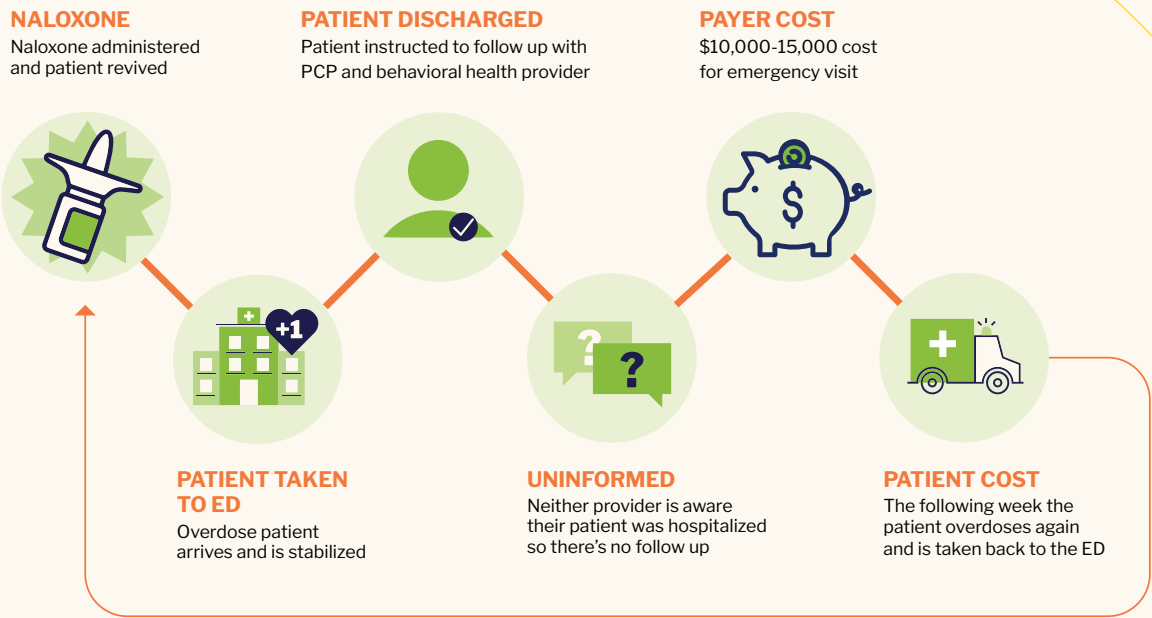
- Lowering emergency department (ED) utilization
- Preventing hospital readmissions
- Preventing unnecessary procedures and tests
- Eliminating medication errors
- Treating chronic conditions, both physical and behavioral, holistically

An effective care coordination strategy can help to bridge gaps and connect silos across care teams. Key to this is the ability to share real-time information about patients' care encounters across provider types and care settings. For example, if a patient goes to the ED, their healthcare provider should be alerted by admission, discharge, and transfer (ADT) e-notifications that allow them to connect directly with the patient and the hospital care team to share critical details about their medical history. The provider should also be able to use the Prescription Drug Monitoring Program, integrated into the electronic health record, to advise current and recent controlled substance history with actionable insights for more informed prescribing. From there, they can determine the appropriate care plan. For some patients, that may include use of a behavioral health care referral system such as Bamboo Health's OpenBeds® solution, which is embedded in clinical workflow, to get patients into the level of care needed at discharge.

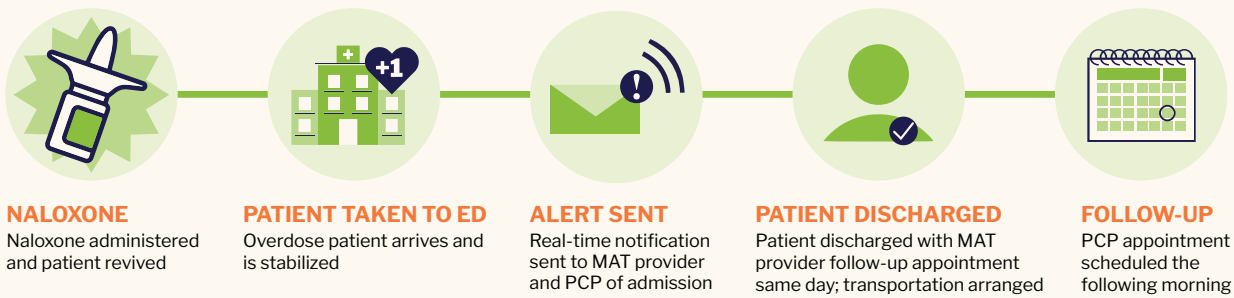
At Bamboo Health, we believe the key to better care rests in ensuring that all participants in our care coordination network have access to real-time patient data, intelligent insights, and the ability to collaborate with other providers. With Bamboo Health's breadth of solutions and interoperability, healthcare providers across the country can work together on a shared platform to look at the “whole person” for better value-based care delivery.

## Patient Reality Today

Example – Overdose with No Care Coordination



## Same Patient with Behavioral Health Care Coordination





# The Behavioral Health Epidemic Escalates during the COVID-19 Pandemic



## Addressing the Barriers to Effective Treatment with Actionable Behavioral Health Care Coordination

BY: NISHI RAWAT, MD, BAMBOO HEALTH'S CHIEF CLINICAL OFFICER

The U.S. is experiencing a behavioral health epidemic augmented by the effects of the COVID-19 pandemic, which is spiking substance use disorder (SUD) rates. November 2021 provisional data from the Centers for Disease Control and Prevention's National Center for Health Statistics found that drug overdose deaths rose by nearly 29% over a 12-month period ending in April 2021, to an estimated 100,306. Opioids remain the leading cause of drug overdose death, accounting for more than 75% of deaths during the time frame.

To make matters worse, behavioral health providers are increasingly tapped for resources and are struggling to keep up with surging patient demands. At the same time, we are seeing increased awareness of behavioral health needs and SUD treatment that is helping to decrease stigma. Those two forces have led to more people seeking care; however, affordable, quality care is often hard to find.

↑29%

drug overdose  
deaths increased

75%

deaths caused  
by opioids

Because health data can be siloed in different systems and locations, healthcare providers are often challenged with an incomplete view of their patient's health when care is needed most. This means that healthcare providers, regardless of their medical specialty, do not always have access to the necessary health data and tools to incorporate physical health into a patient's overall behavioral health and treatment plans.

There are even more challenges for patient populations that are traditionally underserved and neglected. We should be able to look after high-risk individuals and provide the care or social services resources they may need upon emergency department release, when they are most vulnerable.

## Behavioral Health Care Coordination Facilitating a New Level of Communication and Collaboration

At Bamboo Health, we're working to close these gaps and ensure the physical and behavioral health of every patient is addressed. We accomplish this by fostering collaboration in a behavioral health care coordination network with real-time patient data, analytics, and clinical decision support tools. And we deliver it across all care settings, to empower whole person care across the entire healthcare ecosystem.

By integrating solutions for health data interoperability and real-time availability of data, we allow providers to identify and monitor mental health and SUD inpatient and outpatient treatment, and social service resources, in a single, integrated network. Our technology can track utilization and referral patterns at the organizational, regional, and state levels to help identify service gaps, inform policy and program design, and make more cost-effective use of resources.

Pings™ for real-time event notifications (e-notifications), makes communication fast and easy. This fosters the sharing of critical patient information – from important care events to admission, discharge, and transfer information to contextual information about a patient's behavioral health history – to help clinicians make more informed decisions.

When a patient needs treatment for mental health and/or SUD conditions, clinicians can use the OpenBeds behavioral health capacity management and referral technology solution. OpenBeds provides real-time visibility of treatment provider availability, evidence-based service capacity, secure two-way digital provider communication and digital referral, data aggregation and analytics, clinical decision support, and even crisis management, to enable care coordination throughout the patient treatment journey. This process eliminates the administrative burden on staff at clinics and hospitals, allowing them to quickly see real-time services availability and refer patients, including those in crisis, to the appropriate level of care.



# Delaware Exceeds 100,000 Referrals in Third Year of Bamboo Health’s OpenBeds Referral Network

Bamboo Health’s OpenBeds Platform Helps Clinicians Efficiently Secure Inpatient Placement for Patients with Substance Use Disorders and Mental Health Needs

“This milestone represents a systematic improvement in identifying and treating individuals with substance use disorders. **That is 100,000 times where a pathway to treatment was made available for someone** so they didn’t have to end up in the emergency room or worse.

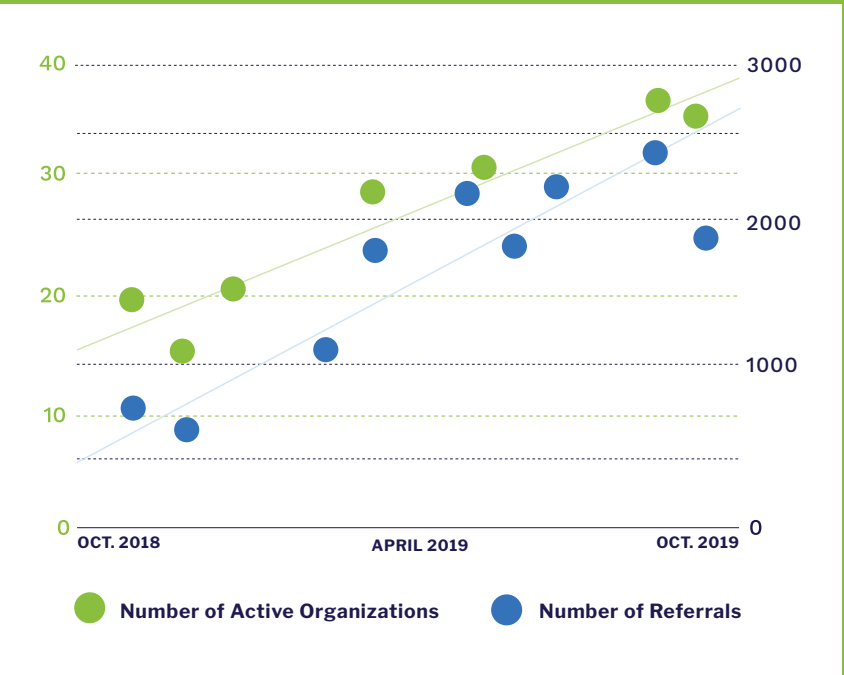
**Joanna Champney**  
Division Director  
Delaware Division of Substance Abuse and Mental Health  
STATE OF DELAWARE NEWS RELEASE

With the nation’s second-highest drug overdose mortality rate, Delaware’s Division of Substance Abuse and Mental Health needed a referral system that encompassed the entire continuum of behavioral health services. The Delaware Treatment and Referral Network (DTRN), powered by Bamboo Health’s cloud-based OpenBeds platform, now facilitates rapid digital referrals and fosters collaboration among mental health, SUD, and medical providers.

In its first year of the initiative, Delaware’s digital network for expedited patient referrals to inpatient and residential behavioral health programs sparked a 45% increase in treatment referral requests and improved the rapid acknowledgment of referrals by 25%. The DTRN also facilitated 20,924 treatment referrals in the first year, 75% of which were for inpatient services. More than half of these referrals specifically noted substance abuse.

Now after three years of partnership, the State of Delaware has realized remarkable results:

- As 2021 came to a close, the DTRN hit an outstanding new milestone: 100,000 referrals. This represents 100,000 opportunities to improve the lives of citizens.
- About 60% of referrals have been for inpatient services, with around half of referrals specially noting substance use disorder.



One death from an opioid overdose or from a mental health crisis is one too many. For families coping with a loved one, who suffers from substance use disorder or mental illness, finding help is an immediate need that must be met. The 100,000 referrals through DTRN demonstrates that we are mending the fractured behavioral health system in Delaware, so people can get access to treatment and on the path to recovery. As Chair of Delaware’s Behavioral Health Consortium, we remain committed to saving lives through platforms like DTRN and the network of behavioral health providers.

**Newsweek recently recognized Delaware in November 2021 as one of only four states that the CDC reported as having a decrease in the annual percentage rate of opioid deaths.** DTRN was a significant tool contributing to this reduction.

**Lt. Governor Bethany Hall-Long, Ph.D., RN**  
STATE OF DELAWARE NEWS RELEASE

- By assisting providers with the onboarding process to encourage adoption, Delaware expanded the number of active users on its referral network by 264% in the first year. The variety of distinct services offered by receiving organizations expanded in the first year as well, growing from 40 to 109—a 173% increase.

Bamboo Health is proud to play a critical role in helping Delaware’s Division of Substance Abuse and Mental Health and its service providers with this effort. For clinical staff, social workers, administrators, peers, and countless others who serve individuals with behavioral health conditions, the DTRN – powered by OpenBeds – has allowed for renewed focus on patients to transform the lives of patients and their families.



## Care Coordination Spotlight

### Alcohol, Drug, and Dependency Services Succeeds with ED Care Coordination

Upon discharge from the ED, a Bamboo Health Pings e-notification was sent to a behavioral health organization about one of their patients, a 30-year-old frequent user of alcohol and opioids. Given the patient’s history, his counselor and recovery coach called to check on him at his home. The man was intoxicated, dissociating, and in need of immediate care, so the recovery coach called the police who immediately took him back to the hospital. Since that day, the behavioral health organization has been working with the man. He has successfully completed detox and is currently in inpatient care.

## TEAM SPOTLIGHT

 **Felicia Blaise**  
Professional Services Manager

The Bamboo Health vision inspires hope and change in the healthcare system. It demonstrates that we are moving in a direction that is changing how we do and view healthcare as it relates to whole person care. I believe our solutions will continue to improve the visibility needed for patients to flow through the continuum of care seamlessly. In turn, it will continue to impact how patients see and experience the healthcare system.



# Behavioral Health Care Coordination in Action

## A Bamboo Health Solution that Connects the Disconnected to Improve Care

Amber, 32-years-old, has been in recovery from opioid use disorder for three years. She was able to quit heroin with the support of individual and group therapy in combination with buprenorphine. Last year, she started working full time again. When Amber's father suddenly passes away; however, her grief is overwhelming. She turns back to heroin to cope, but with the increasing fentanyl in the supply, Amber overdoses. A bystander calls 911 and responding medics revive her. At the ED, the providers treat her acute needs, provide information about drug treatment facilities, and discharge her. A week later, following her father's funeral, Amber uses again, this time alone, with no one to call for help when she overdoses and dies. Her behavioral health treatment center finds out about the first overdose more than a month later through insurance claim data, but it's too late.

While Amber is not a real person, unfortunately, scenarios like hers happen every day, fueling unprecedented fatal drug overdoses in the U.S. Complex problems like this require innovation from various angles, but in collaboration, not in silos.

Bamboo Health delivers products that support real-time care collaboration, promoting better outcomes for patients and making progress against the mental health and substance use crisis that has cut too many lives short and left family and friends grieving.

Our Behavioral Health Care Coordination (BHCC) solution facilitates provider-to-provider communication and collaboration. Embedded in the clinical workflow at the point of care, the platform displays real-time behavioral health data often disconnected from current EHRs, with decision support and patient analytics.



**1 in 5**

adults experience mental illness, up from 1 in 10 previous year (NAMI).

**17%**

of youth experience a mental health disorder (NAMI).

**81%**

of patients said clinicians should be able to access and share their medical information (PEW).

**\$444B**

Untreated behavioral health costs per year (USA TODAY).

Here is how Amber's situation could have been different through our BHCC solution. This time when she overdoses, her ED providers check the PDMP, integrated into their EHR, and see that she has been on a steady dose of buprenorphine. The BHCC platform also gives her treating providers visibility of her care team at the behavioral health treatment center. At the same time, the treatment center receives a Ping, alerting them that Amber has been admitted to the ED. She's discharged with her buprenorphine prescription continuing and an appointment set for the next morning. Her treatment center connects her with a peer counselor to help her navigate the next week until the funeral and continues regular appointments until the mental health crisis eases in the coming months.

The BHCC solution enables communication and collaboration missing from the first scenario to give Amber a better chance of success on her path to recovery.



## Care Coordination Spotlight

### Tracking Skilled Nursing Facility Placements and Care Events to Succeed in Value-Based Care Programs

A leading Houston physician-based accountable care organization located in Houston, Texas, participates in Track 3 of the Medicare Shared Savings Program and leverages Bamboo Health for real-time notifications to improve their care coordination efforts. Prior to having the solution, the hospital knew of 383 skilled nursing facility (SNF) placements but actually had 683, a serious problem for value-based initiatives. With Bamboo Health, they are able to see and track care events as they happen to their patient population, regardless of where they are. The initiative has helped them achieve shared savings in the post-acute space.

#### TEAM SPOTLIGHTS



**Yuhong Zhang**  
Senior Engineering Manager

When I was a young girl, I always dreamed to be a doctor or a nurse. Although life took a different turn as I have grown to be a software development professional, being able to care for patients who are suffering continues to be a profound desire. Bamboo Health makes my dream come true without a career change. I am truly inspired by Bamboo Health's mission of utilizing advanced technology and innovative solutions providing better coordinated care to patients. I take pride working at Bamboo Health as our products and services make an impact on patients' lives.



**Hunter Smith**  
Senior Software Engineer

I'm proud to work at a company that has such a positive impact on others. My work is meaningful and makes a difference in our healthcare system. Bamboo Health also has a growth mindset and is supportive of new ideas, always challenging my peers and myself to do more. Our applications are enabling healthcare providers to better determine a roadmap for each patient's care by providing them with necessary information to do so.

# Creating a Vision for Interoperable Care through the CMS Interoperability and Patient Access Rule

## Hospitals can Reach Beyond the E-Notifications CoP toward Whole Person Care Coordination

As of May 1, 2021, U.S. hospitals were required to comply with the Centers for Medicare and Medicaid Services (CMS) Interoperability and Patient Access Rule electronic e-notifications Condition of Participation (CoP) requiring hospitals to send ADT e-notifications to all requesting post-acute providers, primary care providers, and primary care entities.

The CMS e-notifications CoP is designed to help hospitals better serve their patients through improved care coordination and enhanced interoperability among providers. This is done by requiring hospitals, psychiatric hospitals, and critical access hospitals to share electronic ADT-based care e-notifications with other community-based providers and care team members. All hospitals utilizing an EHR service provider or other electronic administrative system that is conformant with the content exchange standard HL7 v2.5.1, must make a reasonable effort to send real-time electronic notifications. The CMS provider agreement is also critical for hospitals as it determines whether they can receive CMS reimbursements, which often make up more than 50% of a hospital's payer mix.

While the deadline for hospitals to comply with the CMS e-notifications CoP has passed, it does not mean a hospital's job and mission to improve care coordination is done. Many hospitals have begun to think about the road ahead and how it's beneficial for new care approaches such as whole person care.

### The Landscape for Interoperable Care Coordination in the U.S.

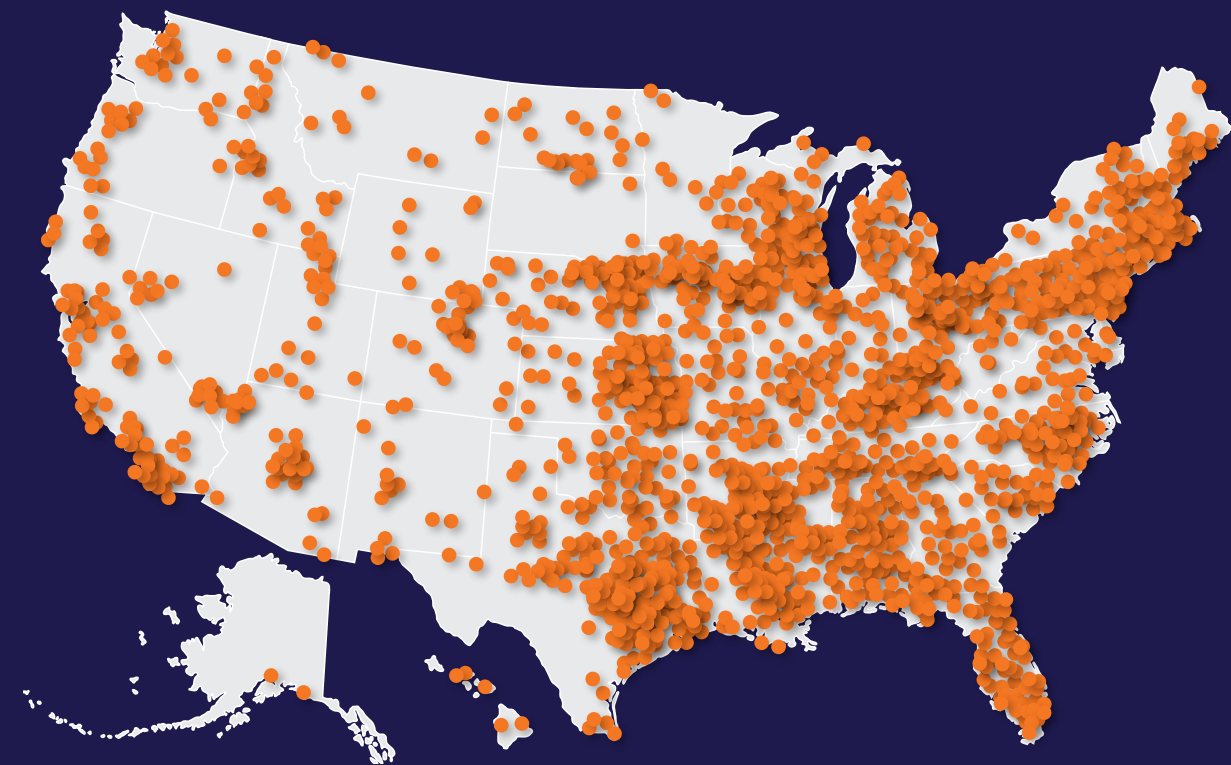
The American Hospital Association's 2021 annual survey of hospitals in the United States found that there are over 6,090 hospitals with 36,241,815 total patient admissions. By requiring these hospitals to send real-time e-notifications, CMS has taken the necessary steps to ensure that all providers will have access to timely information to further care coordination.

Sharing real-time information via ADT events about patients' care encounters across providers introduces new levels of visibility for respective care teams, driving whole person care initiatives, which can reduce ED utilization, prevent hospital readmissions, avoid unnecessary procedures and tests, eliminate medication errors, treat behavioral health problems holistically, and identify and manage social determinants of health.

At Bamboo Health, our healthcare solutions facilitate whole person care. No matter who the provider is, no matter what the care setting is, they can look at the individual as a whole person and uniquely collaborate on care for that patient. Our technology, paired with our expansive national footprint arm healthcare providers with a greater view into all of the conditions that an individual is managing, creating a whole person view that powers whole person care.

To support hospitals across the nation in identifying a compliance solution for sending e-notifications for inpatient ADT, and ED presentations and discharges, Bamboo Health provides Route, a single solution that can guarantee full e-notifications CoP compliance. Built on our trusted national e-notifications network, Route alleviates hospitals' compliance IT and data-sharing burdens by seamlessly delivering e-notifications to providers as identified by patients as well as to requesting community provider groups. Since the solution launched across 56 hospitals nationwide, Route hospitals have shared data for more than 615,000 patients, conducted 900,000 care visits, and encountered more than 2 million care events.

**The American Hospital Association's 2021 annual survey of hospitals in the United States found that there are over 6,090 hospitals with 36,241,815 total patient admissions in all hospitals.**



**2,500+**

More than 2,500 hospitals

**7,955**

More than 7,955 post-acute

**1B+**

Impact over 1 billion patient encounters annually

**At Bamboo Health, our healthcare solutions facilitate whole person care. No matter who the provider is, no matter what the care setting is, they can look at the individual as a whole person and uniquely coordinate how they are going to care for that patient.**



# Monarch Integrates Physical and Behavioral Health with Bamboo Health

Utilizing Pings and Spotlights Solutions for Enhanced Care Management that Enables Whole Person Care

The healthcare landscape is changing rapidly to better support patients and quality health outcomes. Monarch is proud to have a partner like Bamboo Health that can directly support our organization's strategy to comply with new government initiatives that can better serve our patients.

**Peggy Terhune, Ph.D., MBA, OT/L**  
President and CEO  
Monarch

Monarch is a North Carolina statewide provider of comprehensive specialty mental health and human services that serves 28,000 patients with intellectual and developmental disabilities, mental illness, and SUDs.

In 2018, the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services (CMHS) awarded Monarch a Certified Community Behavioral Health Clinics (CCBHCs) Expansion Grant, designed to provide patients access to health services including 24/7 crisis intervention. As a result, Monarch needed the ability to follow-up with patients in a timely manner and provide coordination with other care providers. Up until this point, they had no insight into when their patients had been in the hospital until much later.

With only four months to comply with the requirements needed to become a certified clinical behavioral health clinic, they turned to Bamboo Health. Since 2019, Monarch has leveraged our Spotlights solution for interactive, real-time dashboards of high-priority performance metrics to track operational trends. They also began a 1,500-patient trial of our Pings solution, delivering real-time notifications to patients receiving care. After the initial one-year implementation, Monarch expanded their partnership 10-fold with Bamboo Health to cover 28,000 patient lives with Pings.

A young woman had lost a son and had worked with us on her recovery with the care manager, medication management, peer support, as well as group and individual therapy. She progressed well so, like other agencies, as patients get better, they come to us less frequently for care. Fast-forward to the anniversary of her son's death, which was so hard for her that she ended up in the emergency room. We got a Ping in real-time to let us know she was there. We called her at the hospital, and she burst into tears, expressing her immense gratitude for us reaching out. She needed us to call her. Without that real-time insight from Pings, we wouldn't have known to re-engage her care and be there for her. And guess what? She is now a volunteer for our peer support recovery teams.

**Monique Lucas, BSN, RN, CCM, CCCTM**  
Vice President of Integrated Care  
Monarch

With Pings, care managers at Monarch receive real-time alerts when their patients are hospitalized, allowing them to check on the patient, pass along valuable information to the care team, and schedule post-discharge appointments and follow-up care. They also use Pings to build a dashboard for visibility across their patient population, pulling data to integrate and visualize:



This provides a clear picture of their high-risk populations and patients who need the most support. While Monarch uses this data to meet grant requirements, it goes beyond that. The result: Monarch is now better equipped and more informed to meet the needs of their patients and provide whole person care through the support of Bamboo Health solutions.

## Care Coordination Spotlight

### Improving Patient Engagement and Care Coordination Outcomes for Vulnerable and High-Risk Patients

A non-profit, FQHC in the Chicago-land area, which is dedicated to providing care to those who have the most challenges and the fewest resources and people who are homeless or struggling with multiple illnesses, uses Bamboo Health to coordinate care with a whole person approach. Recently, when the team received a notification on a patient who presented to a nearby hospital, they reviewed the patient's visit history and discovered that he had been receiving treatment at a nearby SNF and had left to receive suboxone treatments. He was afraid to let the SNF know. Since leaving, the patient had also been living in an abandoned building. The team quickly reached out to the patient's therapist and primary care provider to schedule follow-up appointments and began a treatment plan. Fortunately, they were able to transition the patient back to the original SNF to ensure a more stable care environment and work on connecting him with housing once he was discharged.

### TEAM SPOTLIGHT

**Gauri Thaker**  
Product Manager

Building out a care coordination platform and focusing on whole person care is incredibly important in the healthcare landscape, as helping the care team effectively receive the information they need at the point of care is critical to improving healthcare outcomes. I'm excited to come into work every day to help solve for a small piece of this. Being able to work with our customers and enhance our product to make this easier is very energizing!



# The Massachusetts League of Community Health Centers Delivers Higher Quality Healthcare to Underserved and Vulnerable Patient Populations

## Pings Enables Improved Care Coordination for Better Outcomes



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 Mass League

The Massachusetts League of Community Health Centers (The Mass League) assists health centers and communities with workforce development, information technology development, training and education, and more. The Mass League serves the state's 52 community health center organizations, and its reach spans 300 access sites and provides care to hundreds of thousands of patients.

Due to the sheer size of the community, vast diversity of their patient population (particularly as it relates to chronic issues and social determinants of health), and insufficient funds to dedicate to the improvement of their information technology, The Mass League was faced with a lack of awareness of care needs

and utilization among its primary care providers. Often, patients would visit an ED unbeknownst to their community health centers' providers, ultimately leading to compromised and uncoordinated care.

After receiving a federal grant from the Health Resources & Services Administration (HRSA) to support their health centers with improved information technology, The Mass League set out to address this problem. The leadership team established three major goals aimed at creating more efficient operations and providing improved care and outcomes:

- Advance interoperability
- Increase use of data
- Enhance patient and provider experience

To accomplish these goals and improve care coordination, The Mass League implemented Bamboo Health's Pings solution to send real-time notifications to care teams when their patients experience care events, whether they are at a hospital, emergency department, skilled nursing facility, or other post-acute facility. Almost immediately, nine of The Mass League's community health centers adopted Pings, and within a few months, they have received 72,000 Pings from 28 states, realizing the following improvements:

- **20% reduction in total inpatient episodes**
- **15% reduction in total emergency room episodes**
- **30-day inpatient readmission rate varies from 6% to 50% decrease**



We really struggled getting discharge notices and following up with patients. We had to rely almost entirely on our hospital partners to send us discharge summaries. Because of this, we often haven't been able to schedule follow-up appointments within seven days and help manage medication, which isn't ideal, particularly for patients with behavioral health diagnoses. But now, with Pings and our newfound level of interoperability, everything has changed. We might have 1,200 emergency discharges per week, and we're aware of every single one.

**Marjanna Barber-Dubois**  
Quality Manager  
Manet

Manet, one of The Mass League's community health center members that serves over 20,000 patients across six primary care sites around Boston, was one of the early adopters of Pings. To date, the solution has allowed them to completely revamp their workflows and track their patients more precisely than ever, resulting in:

- The identification of seven patients who were high-risk and high utilizers who were not previously flagged via the electronic medical records because they visited health systems where Manet does not have EHR access.
- The use of Pings data to identify patients who "left against medical advice" and intervene/assess them right away.

- The ability to do immediate follow-up for high-risk patients who would not have been identified without a Ping from a drug-related visit.

Bamboo Health is proud to support The Mass League in its effort to solve the age-old problem of inefficient care coordination that many organizations face. Pings leads to better awareness and more complete care, which is particularly impactful in delivering higher quality healthcare to the underserved and vulnerable patient populations often serviced by community health centers.



## Care Coordination Spotlight

### Improving Patient Care Across Illinois

A major university hospital in Illinois consisting of a hospital, outpatient clinics, FQHCs, and health science colleges are working together to provide high-quality and cost-effective care to patients across the state. A patient was admitted to the hospital that was not from the immediate area. Using Bamboo Health, the care team looked at his care story and the previous hospitals he'd been to and discovered he had been assigned to a FQHC. With this information, they were able to follow up with his FQHC care coordinator and let them know he was in their hospital and to coordinate on a post-acute plan considering his limited resources, lack of insurance, and limited access to care.

### TEAM SPOTLIGHT



**Jacob Cooper**  
Manager of Client Relations

Growing up in small town Kentucky, I've seen firsthand how the opioid epidemic has devastated many rural communities. Like too many others, I've lost family and friends to substance use disorder, but I've also been inspired by those close to me who continue to do the hard work of addiction recovery. With this perspective, I know that our solutions empower providers to care for patients in ways that save lives. Our team works with government employees across the country who have dedicated their careers to solving the big challenges that states face in combatting the epidemic of substance use disorder and improving behavioral health. It is a privilege to represent Bamboo Health and the role that our company plays in supporting that powerful mission.





NarxCare is enabling improved patient safety and health outcomes

# Peer-Reviewed Study Supports NarxCare as Effective Patient Screening Solution for Opioid Risk

Bamboo Health’s Clinical Decision Support Tool and Analytics Solution Helps Clinicians and Pharmacists Make More Informed Decisions to Address Substance Use Disorder

Prescription Drug Monitoring Programs (PDMPs) are critical for pharmacists and clinicians to identify risky prescription medication use, but before our study the association between the Narx Score and other indicators of opioid use or risk had not been externally evaluated. Our research shows that Bamboo Health’s NarxCare metric is a useful initial screening tool for prescribers to determine whether a patient is at risk for opioid misuse.

**Dr. Gerald Cochran**  
Associate Professor of Internal Medicine  
Director of Research for the Program on Addiction Research, Clinical Care, Knowledge, and Advocacy  
Division of Epidemiology  
University of Utah School of Medicine

Bamboo Health’s NarxCare® is a clinical decision support tool and analytics solution that helps prescribers and dispensers evaluate controlled substance data from PDMPs and manage substance use disorder. The solution automatically analyzes a patient’s PDMP data and provides interactive visualizations of usage patterns of opioids, sedatives, stimulants, and risk scores to help identify potential risk factors.

In a recent independent, peer-reviewed study conducted through the National Institute on Drug Abuse’s (NIDA) National Drug Abuse Treatment Clinical Trials Network (CTN) and funded by the National Institutes of Health’s (NIH) HEAL Initiative, NarxCare was concluded to be an effective “initial universal prescription opioid-risk screener.”

The study evaluated the validity of the NarxCare Narcotic Score as a clinical measure of opioid misuse and substance use disorder via researchers’ assessment of NarxCare risk thresholds relative to the “gold standard” World Health Organization Alcohol, Smoking, and Substance Involvement Screening Test (WHO ASSIST).

Overview:

- 1,523** The study assessed **1,523 participants** who were picking up prescribed opioids.
- 19** The study involved **19 Kroger community pharmacies** located in both urban and rural Ohio and Indiana.
- 3** The study used narcotic scores to divide participants into **three groups** representing low-, moderate- and high-risk for misuse; the thresholds proved clinically useful as a universal screen to advise providers on next steps with the patient, such as further review of the data or an additional screening with the patient.

Conclusions:

- NarxCare provides prescribers and dispensers with clinical decision support to assess a patient’s vulnerability to opioid use disorder and misuse.
- Customers and clinician users should use NarxCare and the PDMP to support their clinical decisions, not displace them.
- Pharmacists and physicians can use the thresholds as calls-to-action to further review details in the patient’s prescription history in conjunction with other relevant patient health information as they attend to the patients.

Bamboo Health’s PDMP solutions are used in more than 40 states and territories. We are encouraged by the results of this peer-reviewed study, as well as others, which have confirmed NarxCare’s ability to provide prescribers and dispensers with clinical decision support to assess a patient’s vulnerability to opioid use disorder and misuse. By helping clinicians and pharmacists make more informed prescribing and dispensing decisions, NarxCare enables improved patient safety and health outcomes.



## Care Coordination Spotlight

### Post-Acute Care Coordination Driving Better Outcomes

One of the country’s leading providers of post-acute care services, offering both short and long-term care services to patients across more than 500 facilities including skilled nursing, memory care, hospice, assisted living, rehabilitation, and home health care uses Bamboo Health real-time notifications to help improve patient care, and care coordination outcomes for the post-acute care community. If a patient in their care goes home and then requires rehospitalization or an ED visit, they are notified in real-time, which enables them to contact the family and the hospital to potentially prevent a hospital readmission. Through coordinated care, the patient can go to the most appropriate care setting and receive the treatment they need.

TEAM SPOTLIGHT



**Eli Brick**  
Growth Director

Our healthcare system has left a lot of people behind by misaligning payment incentives, deprioritizing non-medical factors that contribute to health, and putting up barriers between providers and patients that keep them from accessing critical information on their medical history and conditions when they need it most. I'm highly motivated by Bamboo's focus on eliminating these barriers and creating greater connectivity to address these gaps and support organizations that are pushing the system forward. It's extremely exciting to be working with people who are equally fired up about running at some of the biggest, most impactful issues in healthcare.





# Looking Ahead

## Bamboo Health’s Commitment to Change Healthcare for the Better

### Our Core Values

Our company and brand are built on the outcomes we generate for our customers, whether they are payers, healthcare providers, or clinicians. We strive to:



### Empower

Empowering care improvement by simplifying the experience, making access easier, and delivering greater visibility.



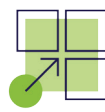
### Connect

Connecting everyone, everywhere through differentiated network reach and interoperability.



### Collaborate

Fostering collaboration between payers and providers to change healthcare for the better.



### Innovate

Innovating for a healthier America and continuously ideating to improve our technologies’ connection to health.

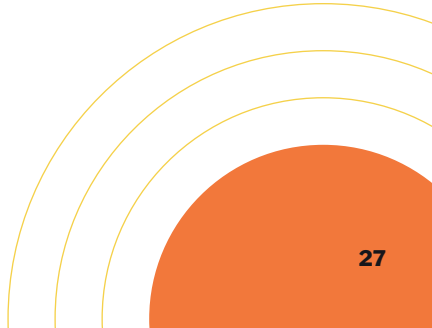
### Care coordination throughout the entire healthcare ecosystem drives improved care and reduced costs.

It’s a cornerstone of our vision, and it’s why we at Bamboo Health are working so hard to revolutionize healthcare in the U.S. by connecting every payer, provider, and care team member to address whole person care. We offer a range of digital health solutions, backed by one of the largest, most interoperable care coordination networks in the country, dedicated to sharing actionable insights to improve patient health and well-being at the point of care. This real-time information provides clinical intelligence to successfully prioritize and deploy services and ensure seamless care transitions, while also creating optimal opportunities to deliver on the promise of value-based care.

The end result of our efforts? Health outcomes that are the best that they can possibly be, regardless of the provider or care setting—empowering care improvement by simplifying the experience, making access easier, and delivering greater visibility.

### As we look ahead, Bamboo Health is proud to be a part of the solution.

By connecting everyone, everywhere through differentiated reach and interoperability, we are fostering care collaboration for the entire healthcare ecosystem to change healthcare for the better.







**Cultivating Care Collaboration, Everywhere.**

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DIGITAL VERSION

**2021 Annual  
Impact Report**