

ST. LOUIS VA UNIPER OUTCOMES REPORT

August, 2021



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*“This opens a doorway for me **to**
be social and not isolating”*

– VA Member

Background

This report analyzes the outcomes of the Veterans Affairs pilot members, which include:

- Engagement rates
- Participant outcomes
- Overall satisfaction

Our analysis includes veterans who joined between June of 2020 and August 2021.

The study includes 77 VA members using Uniper's services and technology for an average period of ~8 months.

Pre & post validated assessments and experience surveys were administered primarily via phone.

Areas of opportunity for ongoing enhancement:

- Telehealth engagement
- Technical support
- Data collection

Engagement Groups

The Participating Veterans cohort was split into three main groups, based on levels of engagement–



Among the responders the majority were male (93%).
The mean age was 75 years old.

** Individual care partner results will vary*

Key Focus Areas – Assessments were gathered to capture:

FALLS

STEADIZ Stopping Elderly Accidents, Deaths, and Injuries (CDC): Fall Risk Assessment

LONELINESS

Two scales were used: **CELMT**- Campaign to End Loneliness Measurement Tool or **UCLA Loneliness Questionnaire**. Both are three question assessment for loneliness

DEPRESSION

PHQ2–Two question assessment of Patient Health Questionnaire (PHQ) for depression.

ANXIETY

GAD2–Two question assessment of Generalized Anxiety Disorder (GAD)

QoL

Healthy Days - Four question assessment of Health-Related Quality of Life (HRQOL), CDC

Study Limitations

Due to COVID-19 and time limitations, maintaining consistency across cohorts for the three completed surveys used to measure results of this pilot was limited, and challenging.

As a result, we achieved the following completion rates across the total population of 77 pilot users:

66%

BASELINE (PRE) ASSESSMENT
(51 participants)

45%

FOLLOW-UP (POST) ASSESSMENT
(23 participants)

41%

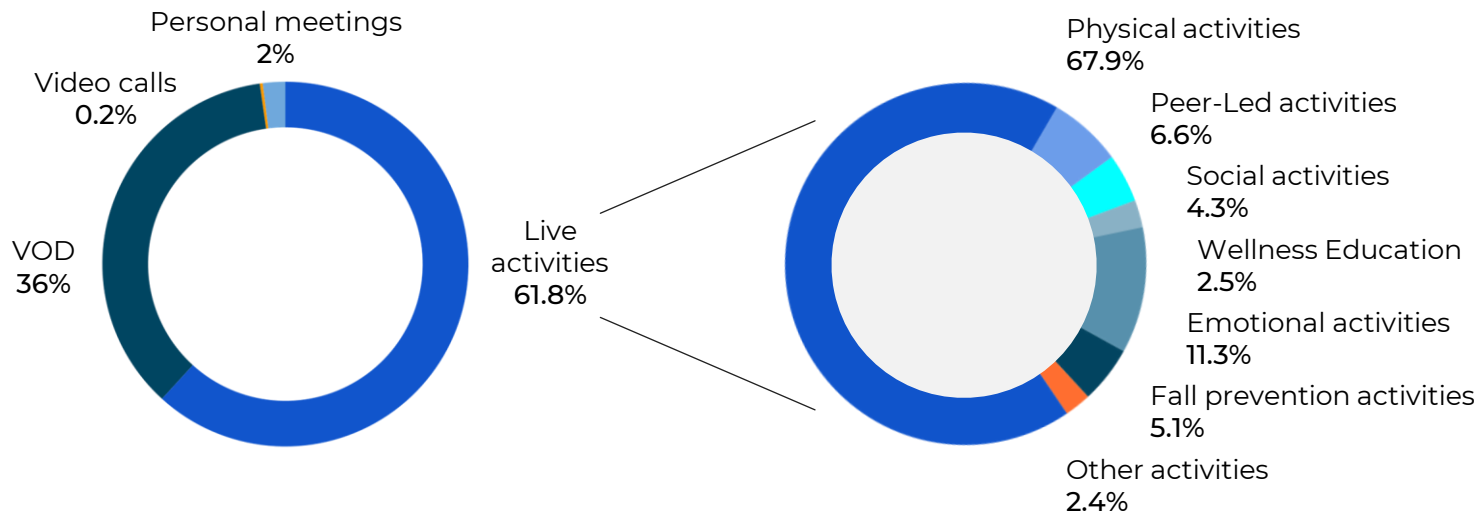
EXPERIENCE SURVEY
(32 participants)

*“The program **keeps me active!** Also keeps me accountable for the days I don't feel like it, when I look at the program **I get involved** because it's there and **I feel better afterwards.**”*

– VA Member

Veterans who **engaged** with one or more of Uniper's services **on average** actively engaged **three times per week**.

Average distribution of users' weekly minutes by feature

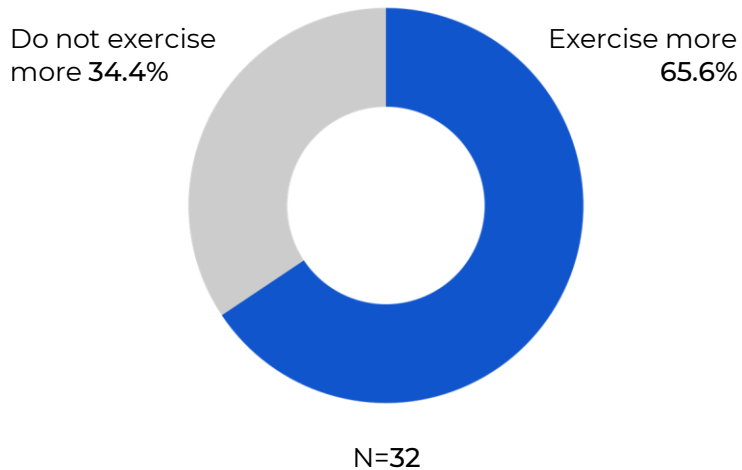


UNIPER

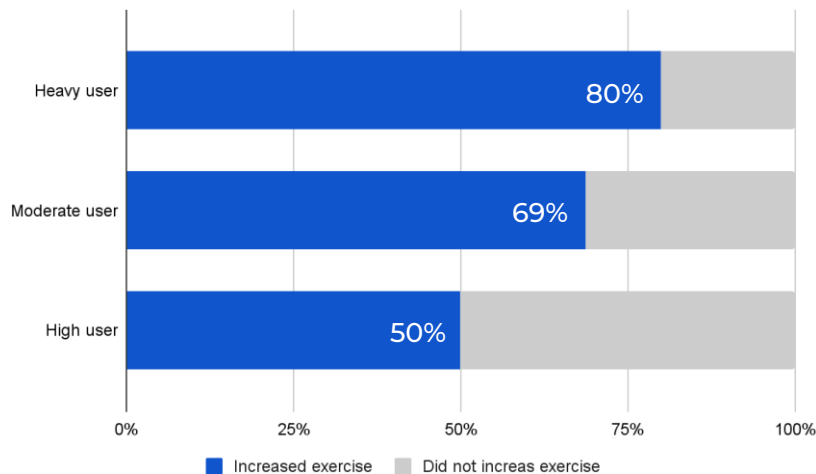
66% reported exercising more since joining Uniper.

People over 65 who exercise at least three times a week **reduce the rate of falls by 42%.**

Source: pubmed.ncbi.nlm.nih.gov/33239019/

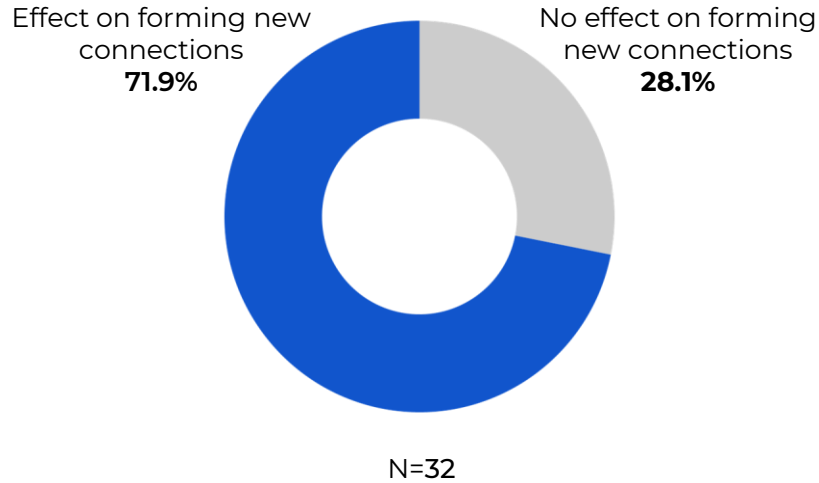


Super Users were much more likely to increase exercise levels.

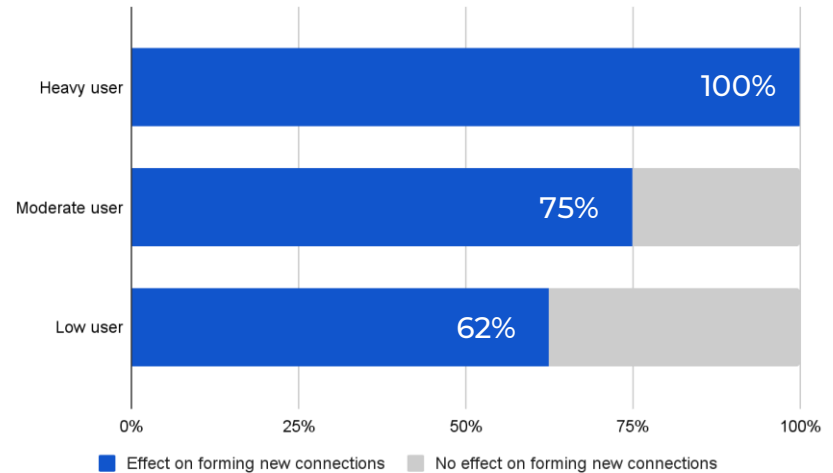


3 out of 4 users made new connections Via Uniper

72% reported increased connection to at least one of the following: fellow Uniper member / family member / support staff / class leader



The more a member is engaged, the more likely they were to report new connections.



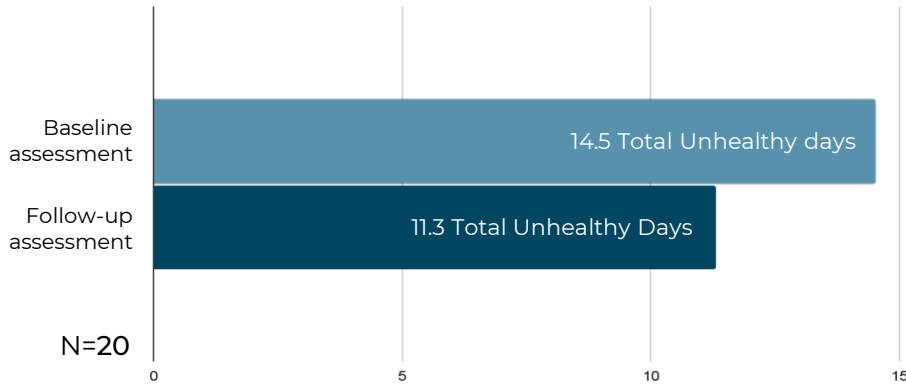
*“**I've met new friends**, enjoy the exercise program, and chatting with people. **My doctor calls me** on the device, she checks my feet out, etc. **I love the device.**”*

– VA Member

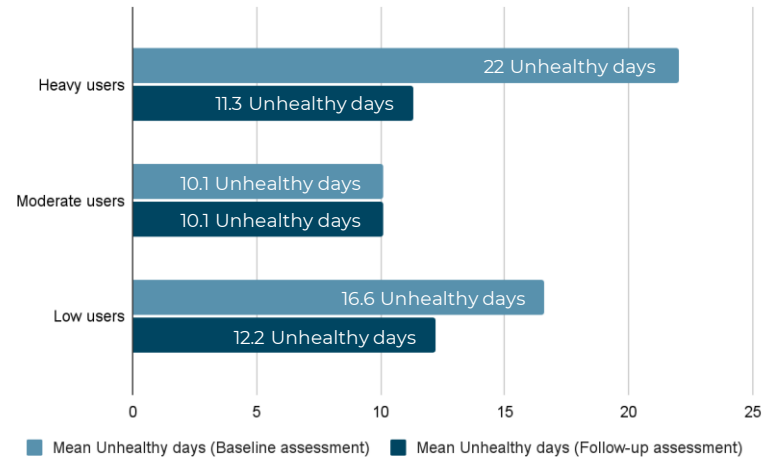
A reported **decrease of 3.2 unhealthy days** per member (or a 22% decrease)

“There is a potential **\$15.64 per member per month** higher medical cost associated with having unhealthy days.” Source: [Humana Bold Goal](#)

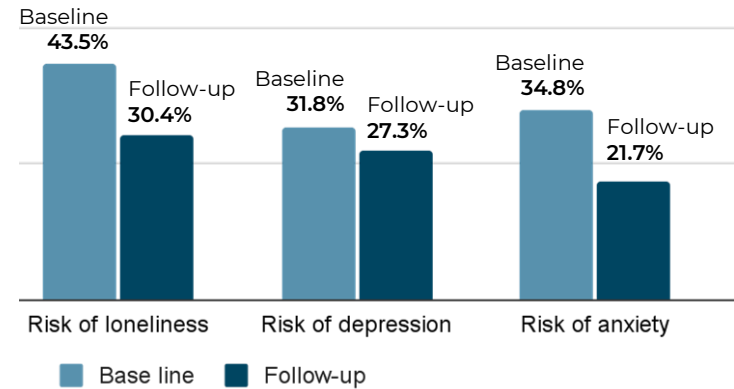
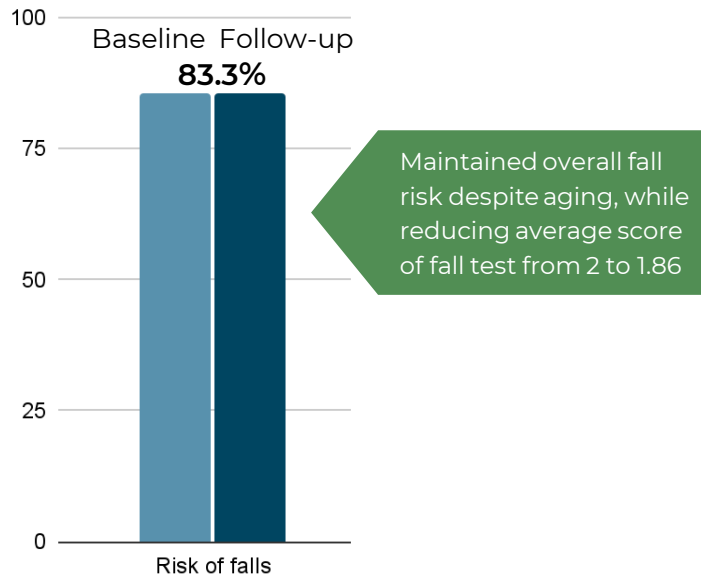
Unhealthy Days (Mental & Physical)



The heavy users experienced the largest reduction in unhealthy days



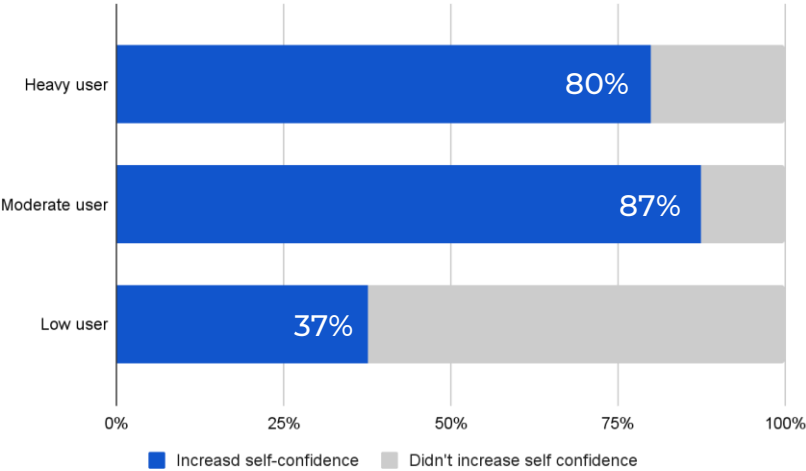
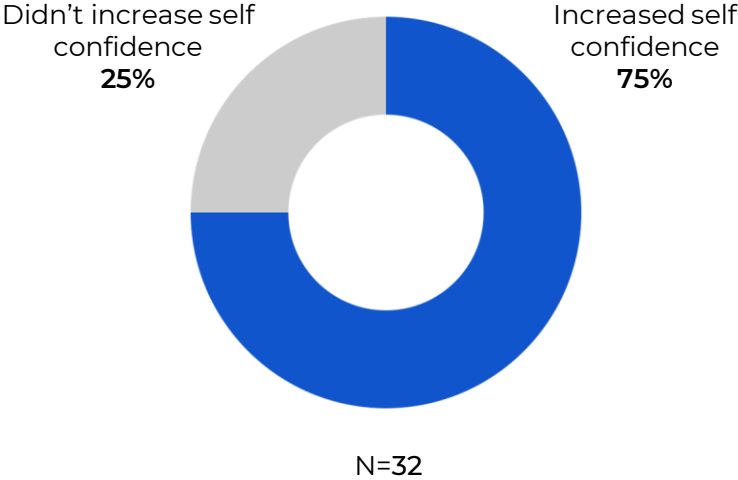
Members **Maintained Fall Risk** While **Boosting Social & Emotional** State During the Pandemic



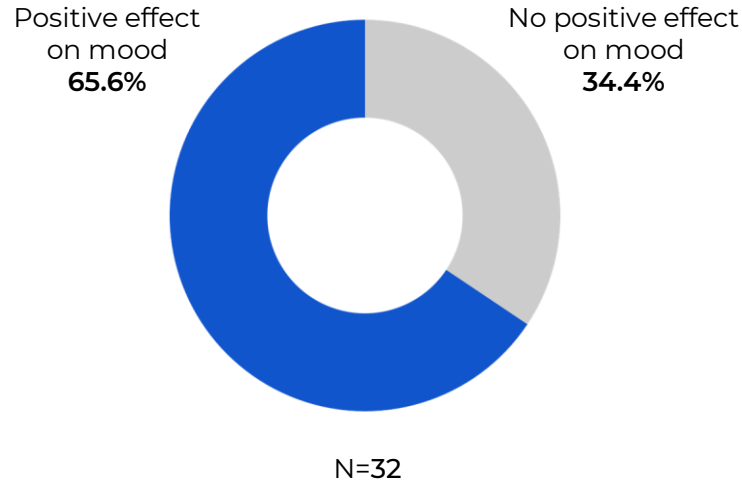
N=23

Veterans **Boosted Self Confidence** and Willingness to Try New Things

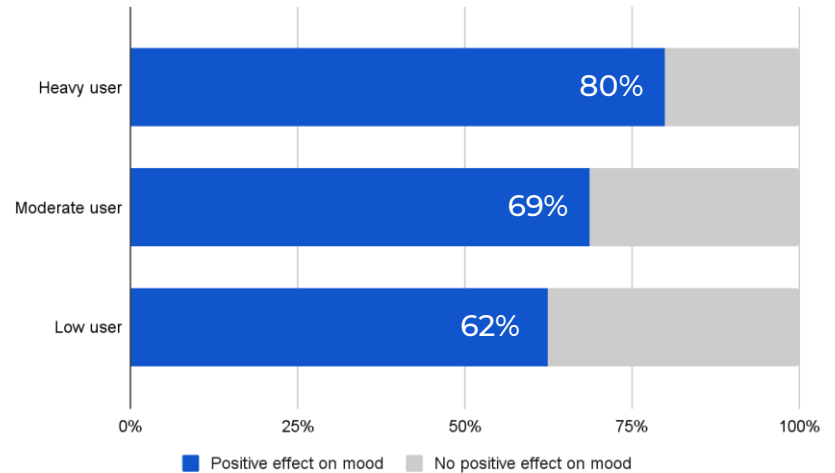
75% of polled members reported an increase in self-confidence and willingness to try new things.



66% Say Participating in Uniper **Positively Affected Their Mood.**



A positive correlation was found between **level of engagement** and **positive effect on mood**.



Engagement Matters:

Super Users Show Dramatic Progress



Sharon from Missouri: VA super user

- **51% reduction** in unhealthy days
- **80% increased** exercise
- **80%** reported **improved mood**
- **80%** had more **self confidence**
- **100%** are **more connected**
- **8x more likely** to use telehealth*

* Limited telehealth sample – need further study to determine whether this directional data holds true.

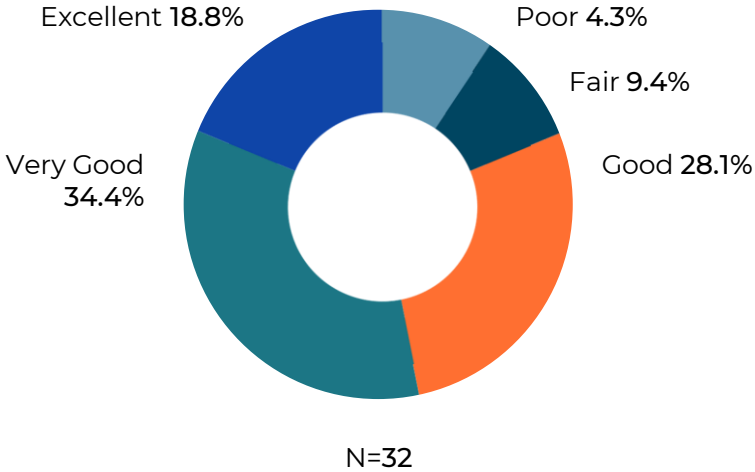
*“Everyone is doing a good job. **I love you all.** I don’t think I would make it without you all creating this device, **It keeps me involved and connected.** If I get depressed, I will put on a program and **it lifts my spirit.**”*

– VA Member

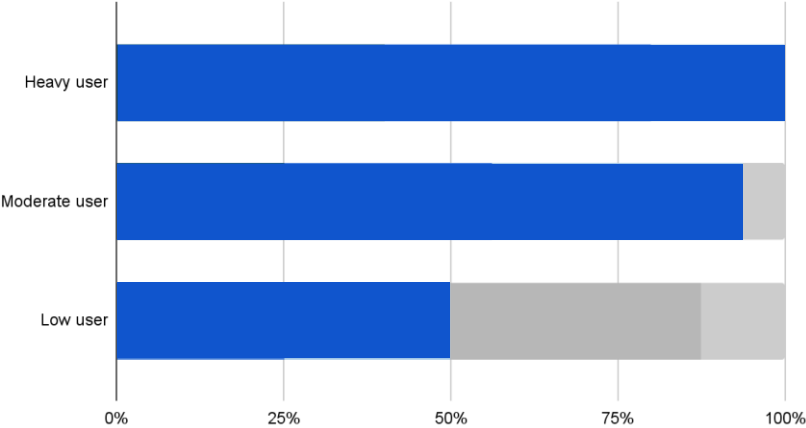
81% of polled members rated the **overall experience** with Uniper as **positive**

NET PROMOTER SCORE = 43.3
Industry Standard = 38

Positive Rating combines Good, Very Good and Excellent



Good, Very Good, or Excellent



*“I used to be a walker and jogger before being hit with the COVID Virus. Although I'm unable to continue with such, I am enjoying the exercise programs. Uniper has **exposed me to a variety of activities** that I was not doing prior to the COVID.”*

– VA Member

Overall Results

- Average decrease of **22%** in unhealthy days per member per month
- **37%** decrease anxiety, and a **14%** decrease in depression
- Loneliness decreased by **30%** overall
- **75%** increased self-confidence
- **66%** increased exercised more
- Fall risk among members was **maintained** despite age progression. Additionally, a slight reduction of **7%** was achieved in average fall test scores (down to 1.86 from 2)
- **66%** said that Uniper positively affected their mood
- **72%** said that they formed new connections

Challenges Addressed + Lessons Learned

Telehealth Engagement

Improvements needed in appointment adherence and provider support

- Created a separate real-time help-desk and launched a provider-facing dashboard
- Created "ad-hoc" feature for unscheduled visits, new push notifications and addressed need for compatibility with COAX inputs.

Member Experience

Identification of performance opportunities for platform

- Releasing new hardware and software to significantly enhance the member experience.

Technical Support

Desire for more timely responses to member issues

- Increased staffing for member support to resolve previous issues
- New hardware and software to be rolled out Q3 2021

Data Collection

Difficulty achieving desired response rates for member assessments

- Plan to increase push notifications for assessments and add MI tools to the system
- Consider collaboration between VASTL and Uniper to gather assessments based on existing trust in relationship with veterans



**Thank you, and at your
service with any questions.**

The Uniper Impact team.

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