

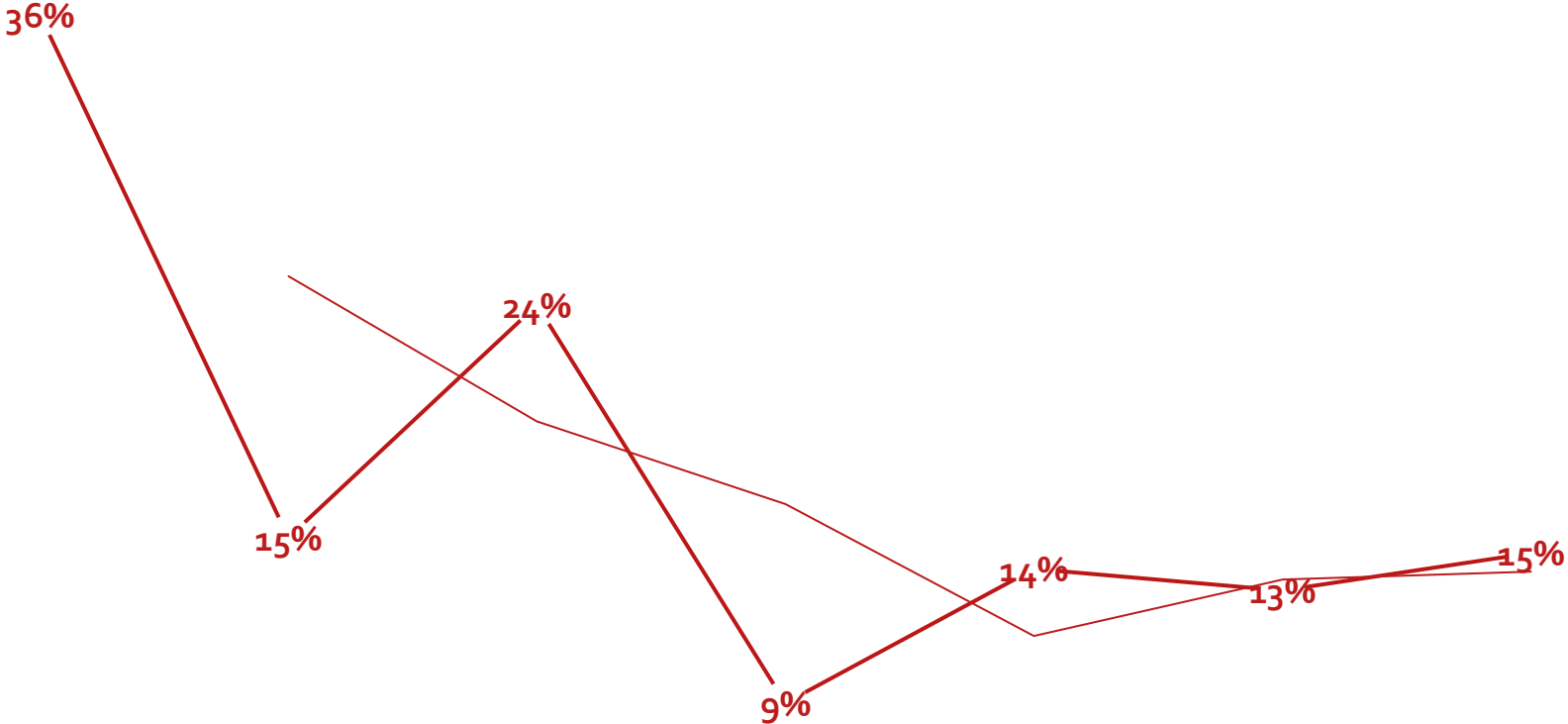
Cancellation Outcomes



Cancellation Outcomes

OVERALL CANCELLATION RATE

Cancellation Rate %



- Overall Cancellation Cancellation Rate

May-20

Jun-20

Jul-20

Aug-20

Annie-Month 1

Annie-Month 2

Annie-Month 3

36%

15%

24%

9%

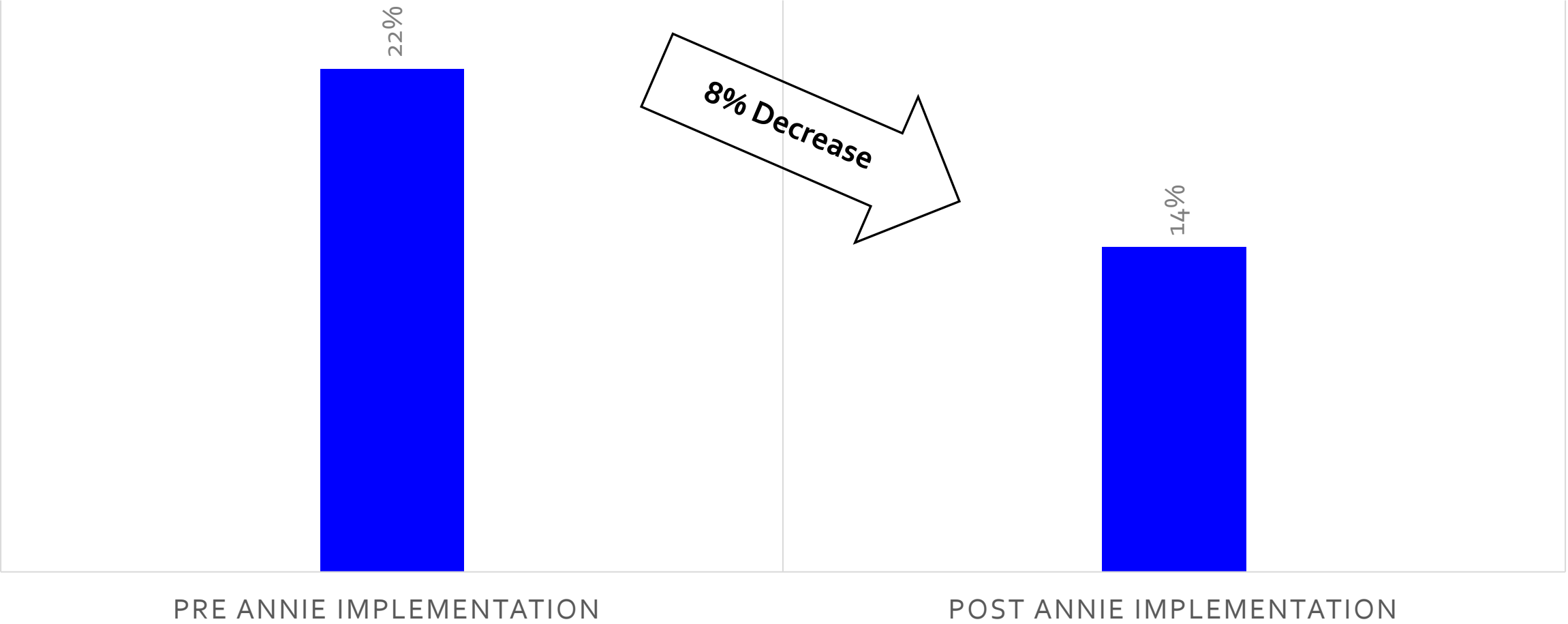
14%

13%

15%

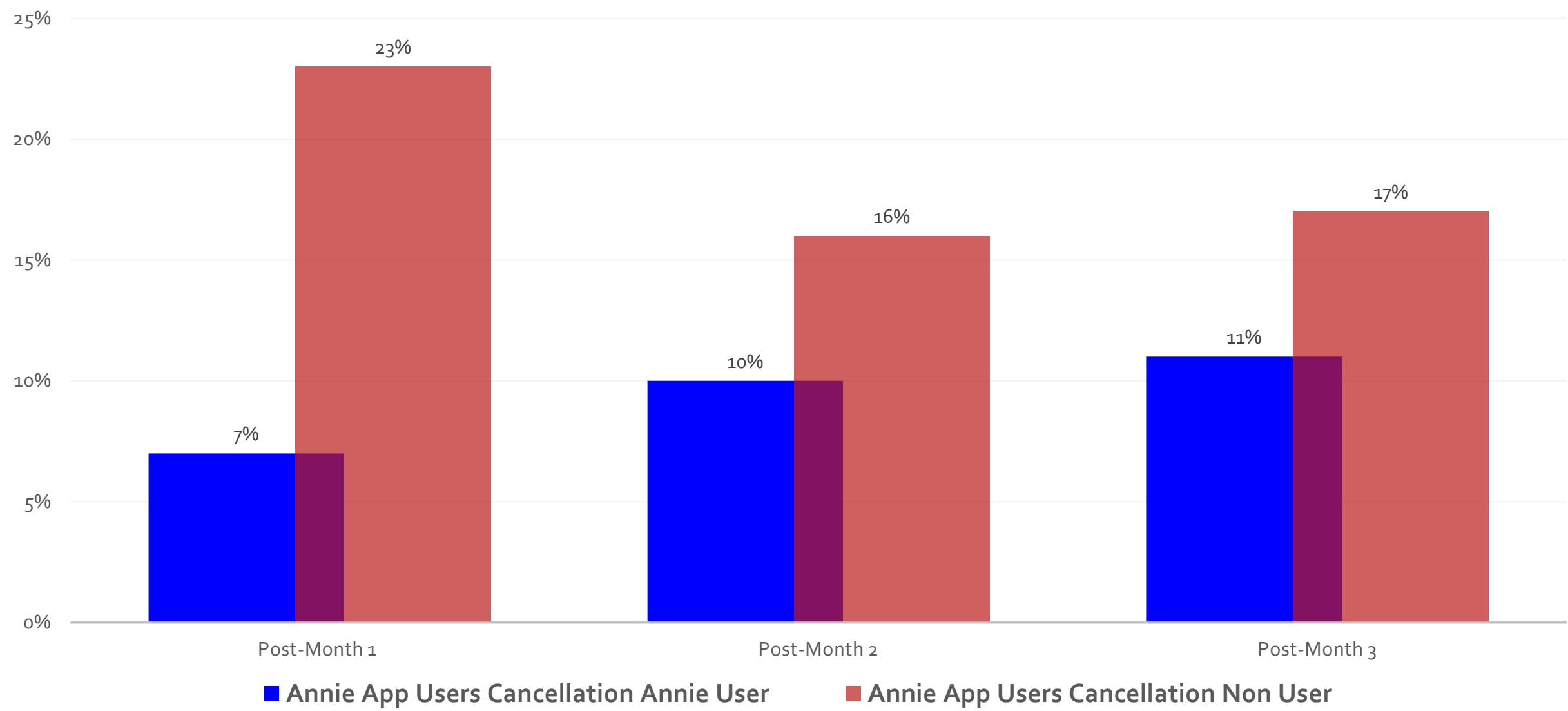
Cancellation Outcomes

PRE & POST ANNIE CANCELLATION PERCENTAGE



Cancellation Outcomes

Annie App Users vs. Non Users Cancellation

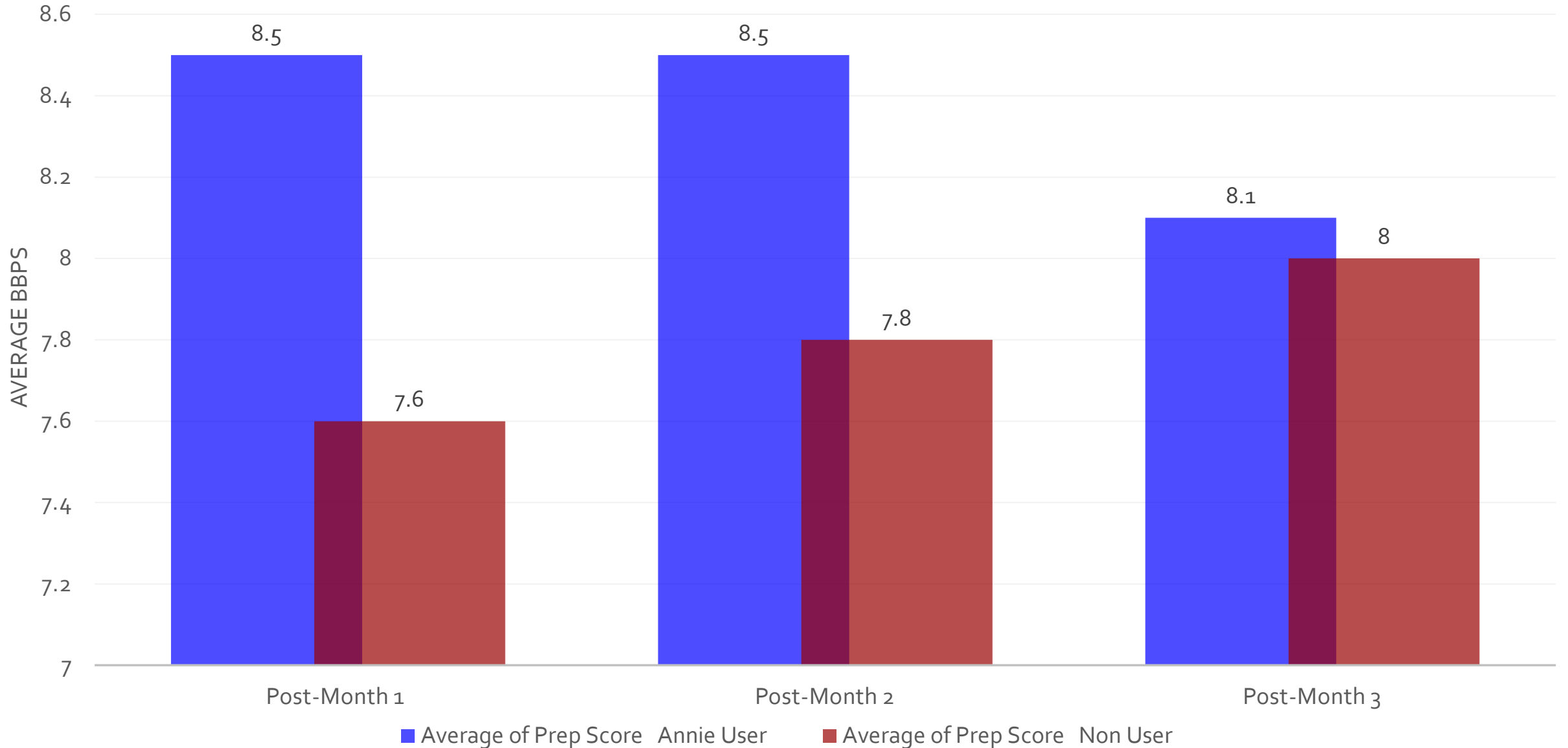


Bowel Prep Quality Outcomes



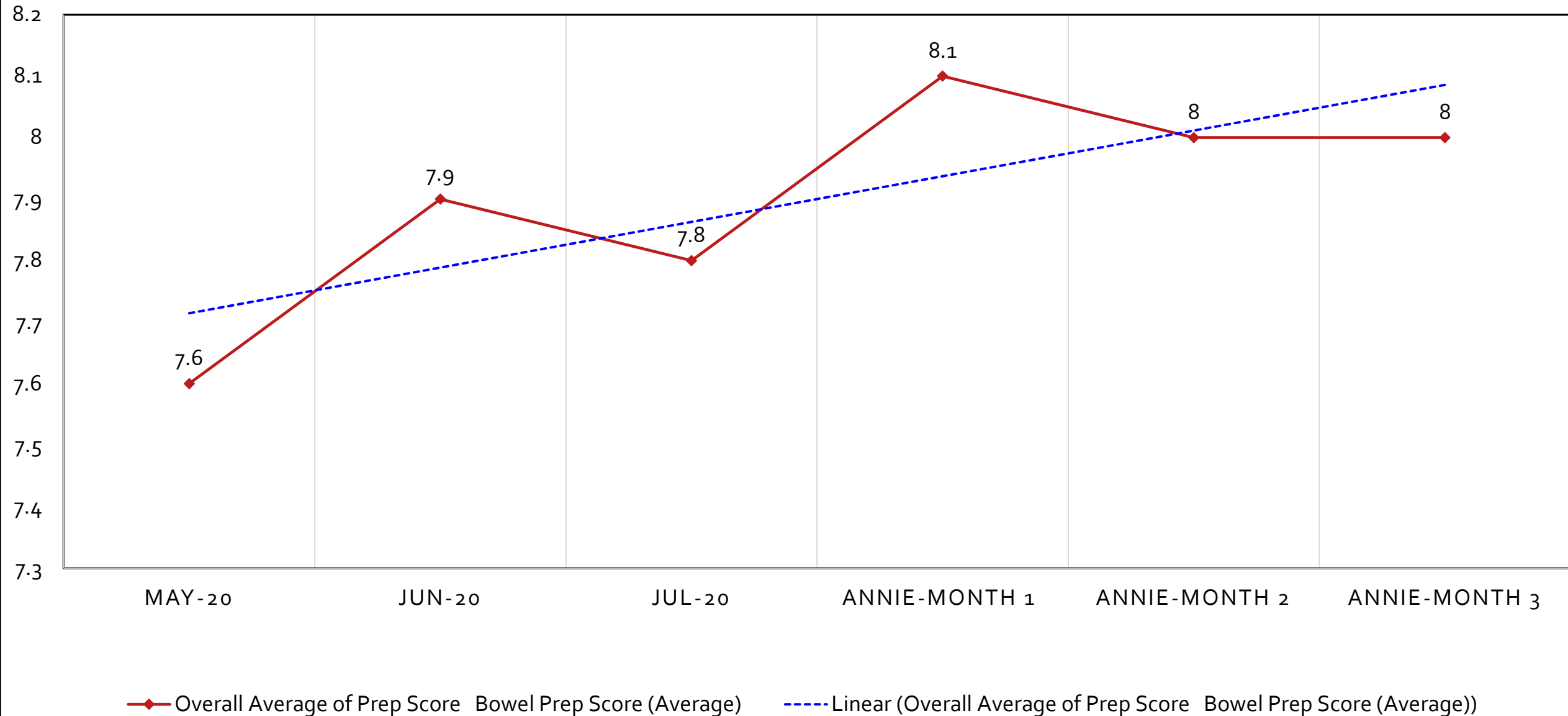
Bowel Prep Quality Outcomes

Annie User Vs. Non User BBPS



Bowel Prep Quality Outcomes

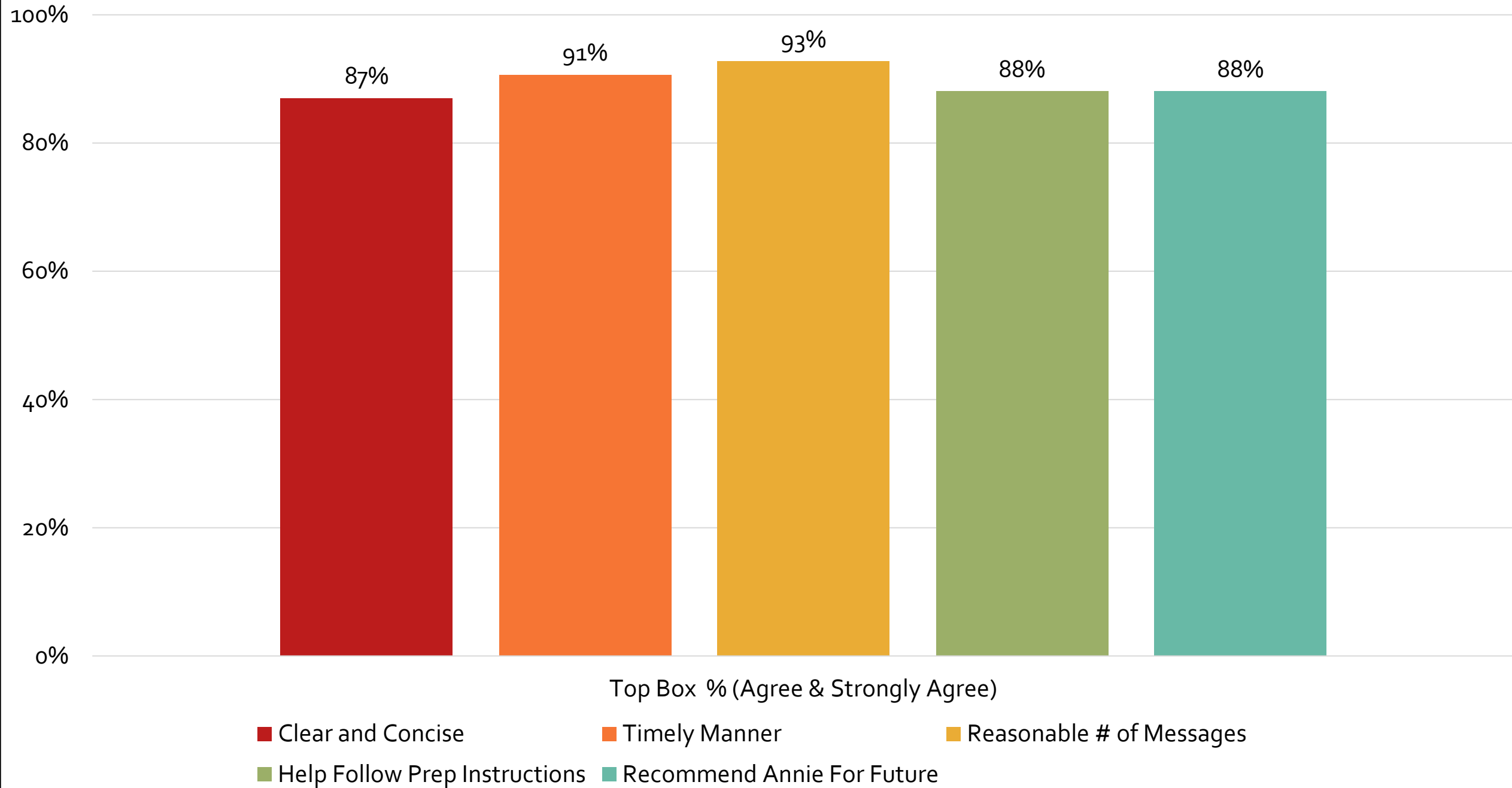
OVERALL AVERAGE OF PREP SCORE BOWEL PREP SCORE (AVERAGE)



Veterans Experience Outcomes

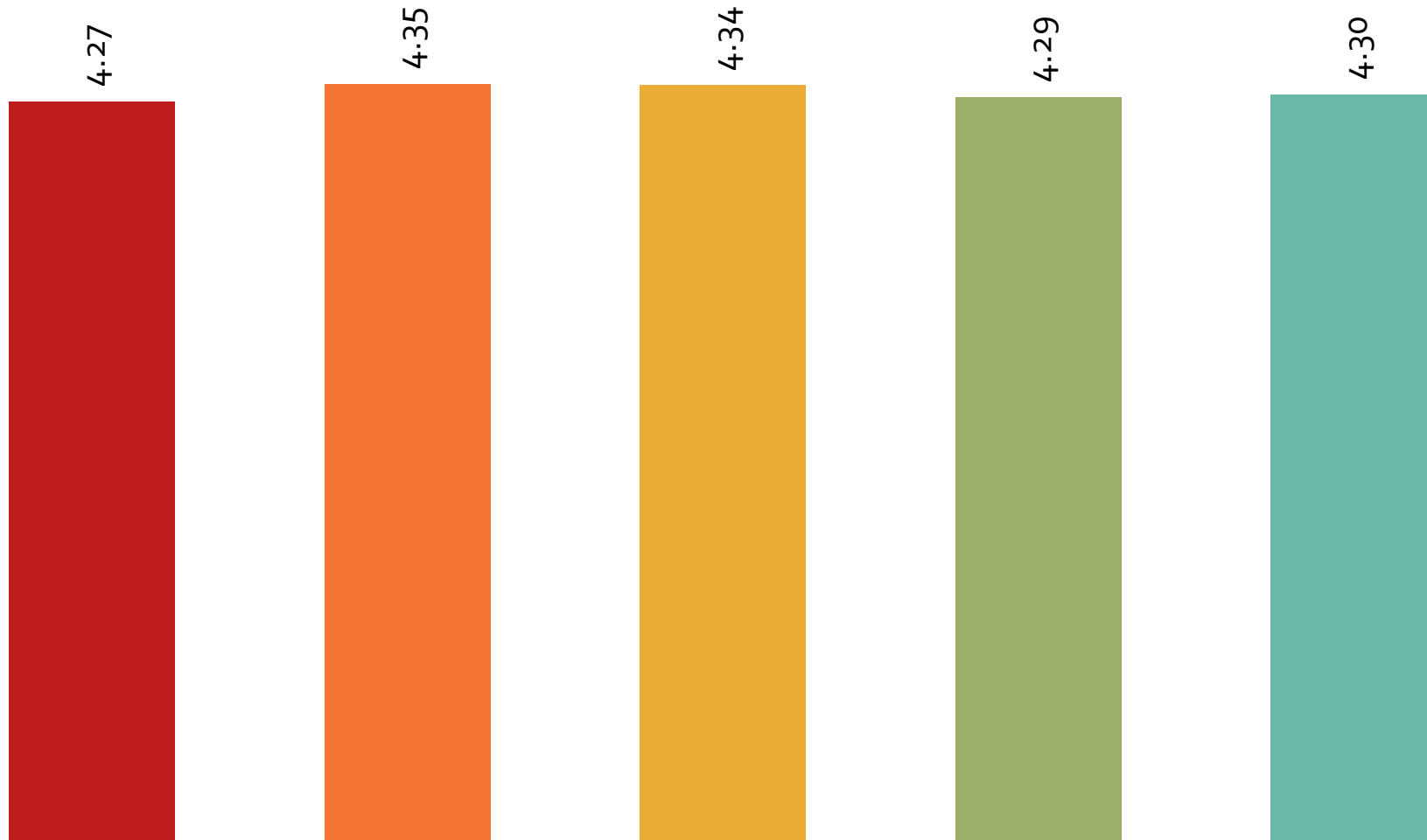


Annie Patient Satisfaction Survey Top Box %



ANNIE PATIENT SATISFACTION RESPONSE (SCALE 1-5)

- Clear and Concise
- Timely Manner
- Reasonable # of Messages
- Help Follow Prep Instructions
- Recommend Annie For Future



AVERAGE OVERALL SCORE (SCALE 1-5)

Cost Analysis



Pre-Annie CX Percentage								
	# of pts Canceled	# of pt. Schedule	CX Percentage	Nursing Cost to Contact Patient Day	Bowel Prep	Single CX in Reimbursement cost	Total CX	Loss time (Hours)
Actual Cost/ Pre Annie CX	54	247	22%	\$1,890.00	\$1,566.00	\$162,000.00	\$165,456.00	54
Actual Cost/ Post Annie CX	127	895	14%	\$2,962.91	\$3,683.00	\$381,000.00	\$387,645.91	85
Potential Losses Post Annie Implementation (Assuming 22% CX Rate from pre-intervention)	197	895	22%	\$4,593.68	\$5,710.10	\$590,700.00	\$601,003.78	131
Potential Savings	70	0	8%	\$1,630.77	\$2,027.10	\$209,700.00	<u>\$213,357.87</u>	47

GI Department Overall Cancellations Reimbursement Losses

