<u>CHN Technology Requirements and Infrastructure</u>   (Excerpt)
Regarding Long-term Services & Supports (LTSS)

The technology functionalities necessary for effective Conscious Health Network, LLC (CHN) implementation will provide an over-arching infrastructure and portal for multiple services including information, training, marketing, distribution, finance, regulation and documentation. All functions will be integrated and cross-referencing. This AI and cloud-based informatics system will be the hub of Conscious Health Network, with all data filtered to, from and through this central *brain*.

It will be necessary to create interactive, customizable software programs for all intergenerational and elder living communities. Existing software systems and programs that are compatible to CHN and its objectives may also be purchased or licensed. On-deck software support will be important to the CHN personnel responsible for client program implementation. On-going analysis, periodic re-training, quality assurance protocols, and new product and service introduction will be built into software and supported by CHN STCs (Supervisor / Trainer / Coordinators). Option-based programs will be generally uniform yet adapted for each client. All services, programs and products will be licensed to clients who remain in good standing (e.g. quarterly review, periodic re-training, upgrades, QA protocols) in order to maintain CHN certification and multi-level support services, e.g. QA/MM (QA & Membership Maintenance Package).

All programs, data collection, outcome analysis and documentation protocols will be oriented to federal assessment and tracking tools, e.g., the Minimum Data Set (MDS) / Resident Assessment Instrument (RAI) - (for Skilled Nursing Facilities / SNFs) and OASIS (Outcome and Assessment Information Set – for Medicare Home Healthcare and Hospice services) which provide comprehensive assessments of the mental and physical status of each individual on a quarterly basis (per 60 days for OASIS) or when there is *significant change*. This information drives regulation and reimbursement at the state and federal levels and is critical to the complex and stringent compliance process as executed by state surveyors.

Conscious Health Network programming will significantly improve any healthcare agency or SNF MDS/RAI or OASIS performance on a per resident and collective basis. Implementation of CHN models will yield substantial results to be verified, in part, through these data sets and multiple consumer and provider satisfaction indicators. LTSS Skilled Care Facilities, Home Health Agencies / HHAs and Hospice Care providers may anticipate *positive* significant change status for many of the all-important Quality Indicators (QIs) which factor significantly in the MDS tracking data, and for Outcome-based Quality Improvement (OBQI) and Outcome-based Quality Monitoring (OBQM) for OASIS. These QI and OBQI/OBQM "triggers" necessitate the preparation of new MDS or OASIS documents where *significant change* has occurred – in addition to prescheduled RAI assessments.

<u>Federal tracking assessments of resident *improvement* status will represent compelling proof of the efficacy of CHN programs and services, especially considering that *significant change* is usually *triggered* by cognitive or physiological *deterioration*.</u>

Improved MDS/RAI scores and decelerated resident decline may be directly tracked in the areas of:
- *psycho-social well-being*
- *mood and behavior patterns*
- *cognitive patterns*
- *activity pursuit patterns*
- *recreation therapy administration for Medicare PPS*
- *health conditions*
- *communication/healing patterns*
- *special treatments and procedures*
- *physical functioning and structural problems*
- *oral/nutritional status*
- *vision problems*
- *medications*
- *discharge potential and overall status*
- *assessment information*

 (from MDS 2.0 & 3.0 sections)

CHN Technology Requirements

1. **Integrated Multi-function Portal specially designed for ease-of-use**

   - **Graphic User Interface (GUI) especially for low computer literacy**

   - **Modular & Customizable Functions to optimize look, feel and function**

   - **Adaptable Look & Feel (GUI) for multi output device configuration (computers, tablets)**

   - **Calendar, Email, Announcements Modules, News**

   - **Touch-screen Ready Module used to build touch screen applications**

   - **Accessible, User Friendly Platforms designed to support staff, volunteers, families and community members as well as residents / clients regardless of cognitive levels and physical abilities**

   - **Portal Leverages Wireless Internet connection services for varied client interfaces, e.g., Enriched Lifestyle programs and services**

2. **Centralized Hub to "Host" Integrated Functions & Database**

   - **Portals Communicates to hub**

   - **Hosts Back-end functions**

   - **Curate User Security (by role, business function, position)**

3. **Applications for Intergenerational and Elder Living communities**

   - **Integrated with Multi-media portal functions**

- Regulatory Module (Compliance, QA)

- News - facility-based, regional, national

4. **Multi-media modules for training distribution for all levels within defined categories and secured by user role and responsibility.**

   - Just-in-Time (JIT) and Enterprise Training and Learning

   - Internet and Intranet Training and Applications

   - Interactive Video, VR, AI, Streaming (Flash, Microsoft Media, etc.)

   - Touch-Screen Training – User friendly, Reward-based, Simple to Understand

   - Web-based Textual Medium

5. **"Push" Technology to announce & distribute programs / training**

6. **Database structure to support governmental MDS Nursing Home requirement. This database is used by all individual roles across a skilled nursing facility to ensure the capture, tracking and reporting for a facility. MDS is used by CMS to "audit" facilities and activities within for determination of reimbursement & regulation for LTC compliance. (Similar documentation used [not mandated] by other LTC communities, e.g. Assisted & Congregate Living, CCRC)**

7. **CHN MDS Compliance Application standardizes & improves MDS reporting and analysis. The goal is for this application to become the de facto industry standard for MDS/RAI**

   - An existing MDS documentation system (already chosen from an LTSS software company) will be integrated with the CHN Platform which is *designed* to dovetail with the MDS/RAI

   - Interactive web-based application to capture and manage MDS information and its flow. Interface will be derived by assessing MDS to design an integrated, universal data structure.

   - Accommodate staff securely within their role / responsibility re LTSS function. Each user only interacts with those portions of MDS applicable to job description and task at hand

   - Reporting tool for MDS report creation at the LTSS department / function level

8. **Document Management System for versioning, archiving and storing of documents electronically and securely**

9. **Data Integration Interface local, regional and national data flow**

10. **Marketing module used by facilities as attachments in marketing campaigns as email, direct mail and private websites to promote the facility to prospective clients**