Avera Mission

Avera’s roots stretch back to the frontier of medicine of the Benedictine and Presentation Sisters; who began providing health care in Dakota Territory in 1897. Avera is still sponsored by these same Sisters today, which helps lead to our mission:

“Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian Values.”
Avera eCARE

Acute & Post Acute

- Emergency: 146 Sites
  - Oct. 2009
- ICU Care: 36 Sites
  - Aug. 2004
- Pharmacy: 101 Sites
  - Nov. 2008
- Senior Care: 67 Sites
  - Jan. 2012
- Correctional Health: 4 Sites
  - Apr. 2012
- Hospitalist: 1 Site
  - 2017
- Behavioral Health:
  - 2017

Ambulatory

- Consult: 190 Sites
  - Nov. 1993
- School Health: 13 Sites
  - Mar. 2015
- AveraNow: 8469 Enrollees
  - Jul. 2015
- Specialty Clinic:
  - 2017
340+ Sites

14 States

13% of all Critical Access Hospitals (170/1332) in the United States
Our Purpose

Better Access to Care
Better Care & Better Outcomes
Lower Costs
Workforce Sustainability
Brings 100+ specialty providers to local clinics via interactive video technology

BENEFITS

- Reduces unnecessary travel time
- Saves time and money for patients
- Patients stay in familiar setting close to home
- Allows access to specialty providers in rural community
eCARE Specialty Clinic - Consult Results

6.34 Million Miles Saved

52,000 Patient Hours Saved

60,000 Total Visits

$2.56 Million in Cost Savings
eCARE ICU

Around-the-clock monitoring for critical patients by intensivists and critical care nurses

**BENEFITS**

- Reduces rates of complications & mortality
- Supports providers & reduces burnout
- Saves ICU days
- Keeps patients locally
eCARE ICU Results

1,743 Lives Saved

72,000 Patients Covered

Reduced LOS by 3.38 hospital days

Spent 13 hours less on ventilator
eCARE Pharmacy

Provides remote, around-the-clock pharmacy coverage

BENEFITS

- Reduces risk of medication errors
- Delivers effective medication for each patient
- Supports sites with experienced pharmacists
- Improves patient safety
eCARE Pharmacy Results

910,000 Patients Impacted

2.99 Million Orders Reviewed

32,000 Avoided Adverse Drug Events

$75 Million Potential Cost Avoidance from Avoided Adverse Events
eCARE Emergency

Immediate access to board-certified ER physicians & experienced critical care nurses

**BENEFITS**

- Enhances emergency care in community
- Avoids costly transfers
- Transfers patients faster
- Impacts recruitment & retention of providers
eCARE Emergency Results

26,000 Video Encounters

4,012 Potential Transfers Avoided

$29 Million Estimated Cost Savings

724,000 Estimated Miles Saved
eCARE Senior Care

24/7/365 urgent care and specialty geriatric care for long-term care and elderly population

BENEFITS

- Improves quality of care
- Reduce avoidable hospital ER visits & readmissions
- Access to team of health professionals
- Provides support to long-term care staff
eCARE Senior Care Results

500 Potential Transfers Avoided

90% of Urgent Care Video Encounters result in Treatment in Place

Oversees 7,100+ residents
eCARE Correctional Health

Provides physician-directed urgent care services to inmates within four SD correctional institutions

BENEFITS

- Significantly reduces transfer costs
- Helps manage urgent medical conditions
- Support for local, on-site medical staff
Avoided 843 potential transfers

1,871 Video Encounters
eCARE School Health

Connects students to a school nurse virtually through technology and specialized equipment

**BENEFITS**

- Immediate assessment of student health
- Supervise & delegate care
- Communicate visit & outcomes for continuity of care
- Assist students with chronic disease
AveraNow

Mobile video visits that give patients immediate access to health care providers by smartphone, tablet, laptop or kiosk

BENEFITS

- Reduces unnecessary visits with urgent care
- Extends access to different populations & platforms (campus urgent care, health coaching, behavioral health)
- Provides convenient access and options for patients receiving care
81.5% of clinicians believe eEmergency helps with recruitment & retention

ePharmacy reviewed over 3 million orders with average turnaround time of 12 minutes

36 minute Improvement in average time to transfer for patients experiencing heart attack in eEmergency

49% of medications reviews by Senior Care Pharmacist result in a recommendation
1,000,000+
Lives impacted

$188
MILLION
in healthcare costs saved

20+
YEAR HISTORY OF LEADERSHIP IN TELEMEDICINE

Provides support to
340+
Locations

1,000,000+
Lives impacted
Thank You

For more information, please visit: www.averaecare.org