



# inquisithealth

**Better Health, Together.**



**Tech-Enabled Workforce of Mentors**  
*(Remote Community Health Workers with Lived Experience)*

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# Social Determinants of Health



Referrals to social services are critical.

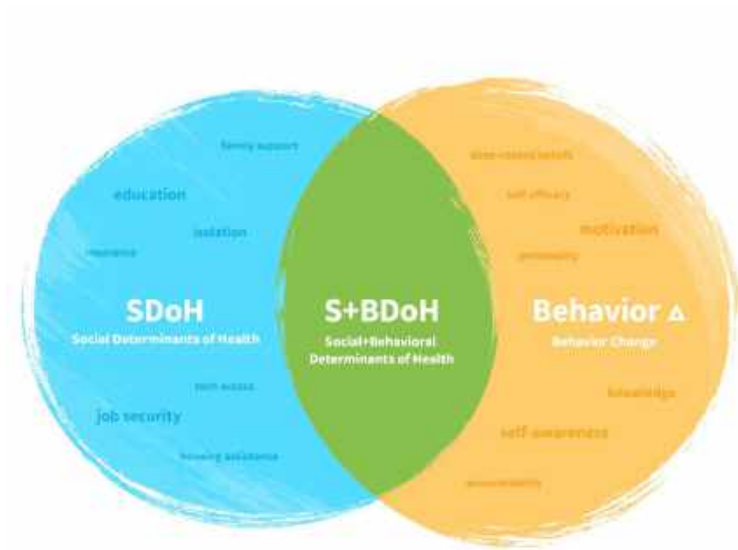
But, often not the full solution.

# Behavioral Determinants of Health



Coaching can help activate healthy behavior change.

But, it's not enough.

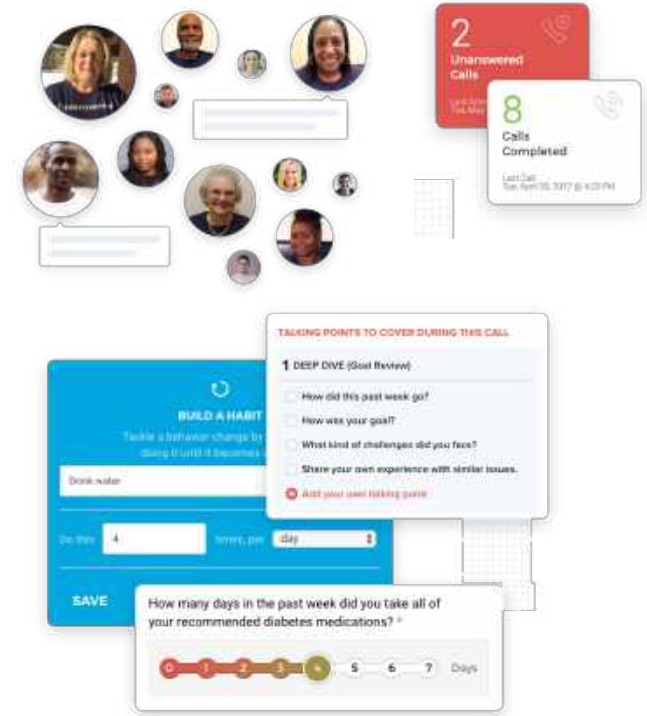


We need to address both, together:  
**“Social + Behavioral Determinants of Health” (S+BDoH)**  
to drive lasting improvements in clinical outcomes.

# Addressing Loneliness.

(not in isolation)

- 25% of our patients struggle with both poorly-controlled diabetes/hypertension + loneliness.
- Mentoring is focused on addressing S+BDoh (including *loneliness*).
- Carefully chosen trained mentor (based on shared attributes -- e.g., language, community/culture, common lived experience).
- Engage clinicians, CBOs + health plan/health system resources.



# Origin Story

## Evidence

Randomized clinical trials



\$2.4M +  
5 years

1. Mentor Training Program
2. Mentoring Platform
3. Management System



## Mentoring-as-a-Service

Turnkey



# Mentoring-as-a-Service (MaaS)

# Turnkey



Diabetes



Pre-Diabetes



Asthma



HIV



Sickle Cell



Hypertension



# Technology-Enabled Program

## Proactive Outreach

Multi-channel Outreach

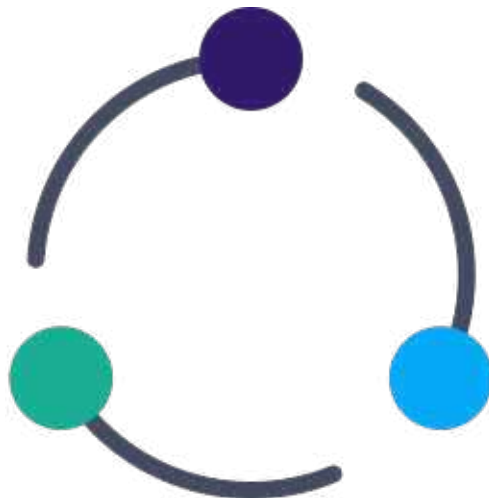


Social Needs + Behavior  
Change Assessments



## Social Needs Support

Clinical Experts +  
Community-Based Referrals



## 1:1 Mentoring



Trained Peer Mentors



Mentor Matching  
Algorithms



Phone + Smartphone +  
In-Person Mentoring



Goal-driven Pathway





# Technology-Enabled Program Powered by an Empathetic Workforce

These peer mentors, i.e., remote *community health workers*' (rCHWs), are patients from the community successfully living with chronic conditions like diabetes who are trained to help others.



## 150+ Peer Mentors

- Robustly trained
  - Passed multiple written and oral evaluations
  - Ongoing call reviews, training and performance tracking
- Diverse (matching patients we serve): 9 Languages spoken, 19 ethnicities (Russian, Italian, Trinidadian, Cuban), ages 28 to 78
- High weekend and evening availability



# Trusted by 16+ health plans, health systems, government agencies and patient foundations





# Peer mentoring is engaging + efficacious

## Diabetes

80+%

of eligible patients we speak with are interested and enroll in 1:1 peer mentoring\*\*

1+

point reduction in HbA1c (high blood sugar)<sup>§, \*\*</sup>, translating to 40%+ reduction in diabetes complications

278

Minutes of phone-based mentoring *per patient* over the course of 1 year\*\*

81%

Patients enrolled have a reduction in HbA1c

## Hypertension

11/6

point reduction in systolic blood pressure and diastolic blood pressure\*\*

4x

Increase in monitoring blood pressure, from 1.8X per week to 7.8X per week

Sources:

§ Thom et al., 2013, Long et al., 2012

\*\* InquisitHealth diabetes and hypertension program outcomes



# MaaS

Mentoring-as-a Service

## OUTREACH

IDENTIFICATION +  
PROACTIVE OUTREACH

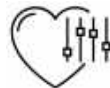


## PROGRAM DELIVERY

S+BD<sub>o</sub>H



MATCHING +  
TAILORING



PEER  
MENTORING





# MaaS

Mentoring-as-a Service

## OUTREACH

IDENTIFICATION +  
PROACTIVE OUTREACH





# Multi-channel Outreach

## Reach (more) patients

- # IVR, Letters, SMS campaigns to eligible patients
- # In-person enrollment pathways
- # Phone based outreach by team of InquisitHealth bilingual Outreach Coordinators (weekends/evenings)
  - 6+ attempts per person

*We coordinate with patient's PCP + pharmacy to increase reach.*

*Each campaign is customized per partner and patient population to optimize enrollment.*

The screenshot displays the 'Sample Mentee' dashboard. The top navigation bar includes a back arrow, a phone icon, the name 'Sample Mentee', a green 'Active Program' status, a call log notification, and a 'Schedule' button. Below the navigation, the dashboard is divided into several sections:

- Program:** Shows '1-on-1 Mentoring' with a dropdown arrow.
- Quick Summary:** A vertical progress bar indicates the status of various steps: 'For the Mentor (For Mentor)', 'Program 1-on-1 Mentoring Completed', and 'Enrollment 2 Steps Completed'.
- Survey Sets:** A table lists survey sets with columns for 'Issue Identifier' and 'Completed (Y)'. A dropdown menu is open over the 'Issue Identifier' column, showing options like 'All (6)', 'Open (0)', and 'Completed (0)'. Below this, there are sections for 'Check-in' and 'For the Mentor' with various input fields and buttons.
- Activity Log:** A right-hand sidebar shows a list of activities with dates and times, such as 'Tag removed' on November 20, 2019, and 'Prospect status updated from "Active Outreach" to "Engaged"' on November 18, 2019.



# MaaS

Mentoring-as-a Service

## OUTREACH

IDENTIFICATION +  
PROACTIVE OUTREACH



## PROGRAM DELIVERY

S+BDoH





# Social Determinants + Behavior Change Assessment

## Identify underlying Issues driving poor health

- Uncover patient context, challenges, and preferences through **Survey Sets**
- Identify social determinants + behavior change **Issues**
- Activate multiple **Tracks** to create a personalized pathway to address Issues
- Guided **Steps** to execute each Track (via mentors, Experts, referral partners, PeerBot)

← Background Social Determinants of Health Survey

All (13) Unanswered (11)

### Housing Instability

Are you worried or concerned that in the next two months you may not have stable housing?

Yes  No

Answered on: November 23, 2018

Issue(s) to be Assigned: instability

### Tobacco

How often do you use tobacco products?

Never  Less than Monthly  Monthly  Weekly  2-3 times a week  4-6 times a week  Daily

Answered on: 11/24/2018

Illnesses





# MaaS

Mentoring-as-a Service

## OUTREACH

IDENTIFICATION +  
PROACTIVE OUTREACH

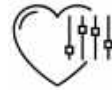


## PROGRAM DELIVERY

S+BD<sub>o</sub>H



MATCHING +  
TAILORING





## Matching Algorithm

# We find the best-fit Peer Mentor to guide and support each Patient

We match each patient 1-to-1 with a mentor based on:

- Shared **cultural, language** and **ethnicity**
- Shared clinical attributes like **chronic condition**, type of treatments, etc.
- Shared **availability**

...and **more**





# MaaS

Mentoring-as-a Service

## OUTREACH

IDENTIFICATION +  
PROACTIVE OUTREACH

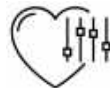


## PROGRAM DELIVERY

S+BD<sub>o</sub>H



MATCHING +  
TAILORING



PEER  
MENTORING





## Flexible, Longitudinal Mentoring

# 1:1 Empathetic Mentoring

- Conversations based on a **customized Pathway** based on patient Issues
- **Phone** calls, **SMS** messages, and **smartphone**-based educational content
  - **Talking points + custom goals**
  - **Mailed educational materials**
- **In-person** mentoring
- **Referrals** and 1:1 **expert consults**



Calls	SMS	Smartphone	Mail	In-Person

All communications initiated, tracked, and supported via HIPAA-compliant tech platform.



## Tailored Tracks

# PeerACT for Loneliness

**Deliver PeerACT™:** Peer-delivered, brief Acceptance and Commitment Therapy

- Evidence-based approach to reduce loneliness
- Reduce beliefs and feelings of loneliness

**Pair with chronic disease mentoring:** Allows for loneliness support (without calling it that)

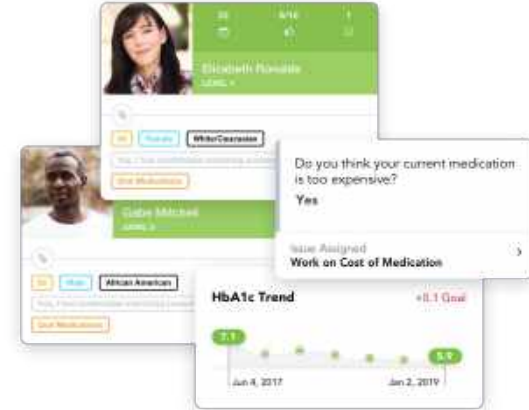




## Clinical Experts + Community-Based Referrals

# Address the underlying social determinants of health

- **Coordinate efforts and available resources** across CBOs, health plan/health system, PCP, pharmacy, and local government agencies
  - *customized by Client and geography*
- **Activate experts and premium programs/resources** directly managed by InquisitHealth
  - Pharmacist, nurse, housing specialist, etc.
- Engage patient, set expectations, and **close loop to ensure underlying Issues addressed**
- Closely **manage multiple collaborations** through a web-based platform, our **Care Coordination Platform™ (CCP)**





# Recent Updates



**American Diabetes Association** granted us official recognition as an accredited DSMS (Diabetes Self-Management Support) provider



**Centers for Disease Control and Prevention** granted us full DPP recognition, the highest level of recognition for diabetes prevention program providers



**Launched asthma peer mentoring program**



**Launched diabetes peer mentoring program**



**Winner @ UCSF Solve Summit**, health equity accelerator



# Summary

- **We develop, deploy and manage an empathetic workforce of mentors (remote CHWs) for you.**
  - Our peer mentors, and our entire team, extend your engagement + reach.
- **We help identify and address multiple underlying S+BDoH issues for high-risk patients.**
  - We manage everything from outreach to mentoring to analytics.
- **We escalate specific issues that merit your attention.**
  - This allows your professional clinical staff to operate at the *top of their respective licenses*.
  - Other issues are addressed by InquisitHealth (our peer mentors, clinical experts and staff) and our partnerships with local/state programs and community-based organizations.
- **We deliver results.**
  - By addressing these underlying social determinants + behavior change needs, we deliver measurable improvements in clinical outcomes: e.g., >1-point reduction in HbA1c.
  - We guarantee results, even putting our fees-at-risk.





# How can we help?

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