



Carium 2022

Enabling Collaborative, Patient-Centric Virtual Care



Enabling Collaborative, Patient-Centric Virtual Care

Why This Spotlight?

As healthcare organizations seek to reduce costs and improve patient outcomes, they often look to technology that engages patients in their care. Carium strives to fill this need by providing tools that remotely monitor patients, report on their conditions and progress, and guide them through their care journeys. This report examines the Carium customer experience.

What Does Carium Do?

(A Customer Explains)

"Carium is a way to monitor and track client-centered goals that have been created with a coach. The system allows us to engage with people digitally, and in between appointments, we can look at their progress. We can intervene and provide encouragement at earlier points if we see data that may be going in the wrong direction. The tool facilitates digital engagement between appointments in everyday life, so we can help patients manage their goals." —Manager

Bottom Line

Clients are impressed with Carium's communication. Respondents say the vendor proactively partners with them and tailors the software to meet customer needs. The platform reportedly functions well, allows clinicians to monitor patients more effectively, and positively impacts patient satisfaction.

Key Competitors (as reported by Carium)

Current Health, Epic (Care Companion and Healthy Planet), Health Recovery Solutions, HealthSnap, Noteworthy, Optimize Health, Vivify Health

Number of Customers Interviewed by KLAS

6 individuals from 5 unique organizations (out of 9 unique organizations provided to KLAS)

Top Reasons Selected

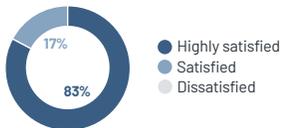
Client relationship and partnership, ease of use, overall product quality and satisfaction

Survey Respondents—by Organization Type (n=5)

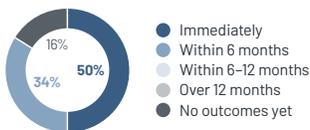


Carium Customer Experience: An Initial Look

Overall Customer Satisfaction (n=6)



Time to See Outcomes (n=6)



Outcomes Expected by Customers

- Achieved
- Pending
- Not achieved
- Unexpected outcome

- Reduced length of stay
- Reduced readmissions
- Improved usability, tracking, and patient outcomes
- High usability and ease of use among older patients
- Patients remain engaged in their health once they complete treatment

Key Performance Indicators (1-9 scale)

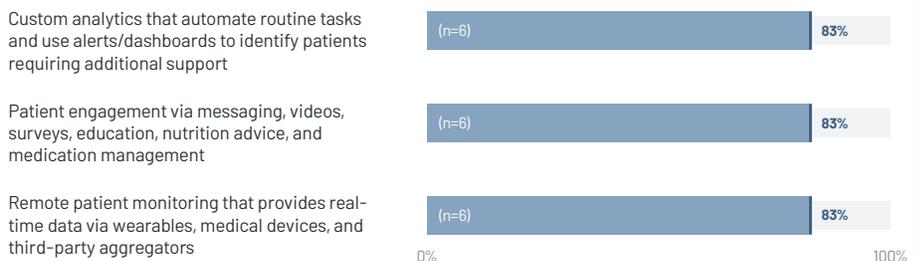


Grading scale

A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Adoption of Key Functionality

Percentage of interviewed customers using functionality



Strengths

Vendor works collaboratively to customize solution



"The customization part of the solution is huge. Carium is like a small business. Our ability to customize it and our interactions with the people designing it have been phenomenal. We have truly been able to transform the solution and partner with the vendor to build the program. The vendor has been a great partner. They are responsive, accurate, and timely. . . . They are open-minded about how we look at the product." —Nurse

Software helps clients achieve tangible outcomes



"We are pleased to see that we achieved or exceeded the goals we set. The most concrete goal is the ability to remotely monitor patients. We felt like the length of stay in the hospital and the hospital readmission rate would be favorably impacted, and those things were. The operational detail of the ease of setup and the ease of use for our patients and clinicians was a terrific bonus." —Director

Easy-to-use solution



"The ease of use is about as good as it gets. If we need some new functionality, we just have a conversation with the vendor. They are certainly willing to provide new functionality." —Manager

Opportunities

Portal enhancements would improve historical data pulls and billing reports



"There are several things that could have enhanced the Carium portal. The historical data that is reported only shows two months when it should at least have the option to show historical information for a year or a quarter. Also, the report that is downloaded at the end of the month for billing purposes could be cleaned up to look a little more aesthetically pleasing. And even though the information is real time, it takes 24 hours for it to be updated onto the portal." —Manager

Improved data analytics functionality



"The vendor's growth into the data analytics area could improve. . . . It can be difficult for us to dive into the system and analyze where patients are in their recovery and what trends we are seeing with their data. The dashboards that the vendor created have been helpful though." —Nurse

KLAS' Points to Ponder

The Positives: Carium's remote patient monitoring (RPM) program supports revenue enhancements, cost reductions, and both provider and patient satisfaction. To meet value-based care requirements, provider organizations are focusing on homecare, and Carium's system fulfills this need by allowing organizations to monitor patients and offer patient education, patient surveys, video encounters, appointment scheduling, service analytics, and enterprise integration for the EMR and population health management (PHM) system. Carium also provides AI to drive outcomes and stratify patient risk.

Organizations should consider the following:

The Solution's Long-Term Viability in Healthcare

Because of the pandemic, several virtual care vendors have entered the market to facilitate RPM. These vendors will be competing with enterprise EMR vendors to deliver the necessary features to support remote patient care. Carium's growth will be determined by their ability to (1) effectively integrate their system into EMR and PHM workflows, (2) drive a large portfolio of RPM device integration, and (3) continually fine-tune their AI capabilities to improve patient outcomes. They must secure funding to grow and remain viable in the market.

Impacts and Trade-Offs of the Underlying Technology

The Carium system conforms to the cloud, database, application development, mobile application, security, and data encryption components found in similar emerging healthcare solutions. Carium uses integration partners for legacy system integration and SMART on FHIR API integration

services. EMR integrations are meeting most client expectations, and tighter coupling with EMR patient care workflows will enhance the value of the solution. The AI and analytics applications provide basic capabilities, and improving both will enhance the value of the Carium solution. Pre-configured use cases that can be customized will improve implementation efficiency.

Virtual Care Training Programs

Virtual care platforms require well-designed training and onboarding programs to ensure case managers and patients can quickly learn and use the applications. Vendor and provider training programs will need to address any impacts on the EMR and PHM workflows. In some cases, the training programs may be split between vendor and provider organizations. Web-based and on-site provider training and onboarding should be developed to best accommodate clinician needs. A test system should be used to support training and provide patient experience insights for onboarding patients.



Mike Davis

HCIT market research and analysis expert with 40+ years of experience

Virtual Care Analytics Considerations

Solutions like Carium's capture patient-reported analytics that are used to manage outcomes and support AI functionality. Many provider organizations consider patient-reported data to have low value compared to provider care evaluations and analytics. This bias should be eliminated. As with SDOH data, providers are likely to see increased value by using patient-reported data in analytics. This data's value will increase if NLP engines with semantic interoperability can accurately map patient-reported terms to codified data.

Carium: Company Profile at a Glance

Founders

Mike Hatfield, Scott Pradels,
Rick Johnston, Nirav Modi

Year founded

2018

Headquarters

Petaluma, CA

Number of customers (not unique organizations):

28 live, 36 under contract

Number of employees

26

Funding

Internally funded; aiming to
achieve series A funding in 2022

Revenue model

SaaS (per patient per month
subscription rate)

Target customer

Enterprise health systems,
physician practices, and
community health centers

Healthcare Executive Interview



Scott Pradels,
CEO and Co-Founder

What is your background?

My passion is for building products and teams that have a positive impact on society. Carium is my third technology start-up but my first in the healthcare field. After 20 years and two successful start-ups in the telecommunications field, our founding team saw an opportunity to apply the same technologies and approach to healthcare to have an even greater impact.

Why was Carium started?

Carium was founded on the premise of delivering better health experiences through software and solutions that enable patient-centric virtual care. Carium was a solution that connected the patient to their care team between visits with the aim of improving outcomes.

How would your customers describe your solution?

Carium is a virtual care platform that empowers healthcare organizations to scale personalized care across multiple clinical programs. Carium extends the reach and impact of care teams through real-time collaboration with patients enhanced by actionable data insights.

What are Carium's biggest differentiators?

Carium's flexible platform offers a customized solution that adapts to the needs of care teams and assists them in delivering better virtual care services. The agile platform aids customers, and Carium's customer success and support teams provide proactive service and support throughout customers' virtual care transformation.

Is your solution integrated into a core system (such as the EHR) or is it standalone?

Carium's platform can operate independently of other systems but benefits from deeper integration with other enterprise systems, like EHRs and population health management solutions, to enable data consistency across systems.

Solution Technical Specifications (provided by Carium)

Cloud environment

AWS

Development platform

Python

Database environment

AWS Aurora (SQL), Amazon
Redshift (Data Lake Analytics)

Mobile application environment

Carium mobile applications available on
Apple's App Store and Google Play

Security platform

NIST and AWS; biannual third-party
pentest audits (Cobalt.io)

Confidentiality

HIPAA, business associate agreement,
user privacy, security policies SOC 2
Type 2 certification

Data encryption

AES 256 at rest and in transit

Integration approach

HL7 with integration partners, FHIR
and SMART with Direct integrations

HITRUST certification

No

Artificial intelligence

Yes

Report Information

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to klasresearch.com/faq.

Copyright Infringement Warning

This report and its contents are copyright-protected works and are intended solely for your organization. Any other organization, consultant, investment company, or vendor enabling or obtaining unauthorized access to this report will be liable for all damages associated with copyright infringement, which may include the full price of the report and/or attorney fees. For information regarding your specific obligations, please refer to klasresearch.com/data-use-policy.

Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



LEAD AUTHOR
Adam Cherrington

adam.cherrington@KLASresearch.com



CO-AUTHOR
Joseph Ybarra

joseph.ybarra@KLASresearch.com



CO-AUTHOR
Aurene Wilford

aurene.wilford@KLASresearch.com



Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

365 S. Garden Grove Lane, Suite 300

Pleasant Grove, UT 84062

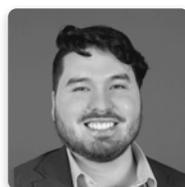
Ph: (800) 920-4109

For more information about KLAS, please visit our website:

www.KLASresearch.com



DESIGNER
Natalie Jamison



PROJECT MANAGER
Joel Sanchez

Cover image: © insta_photos / Adobe Stock