

# Grand Rounds Expert Medical Opinions



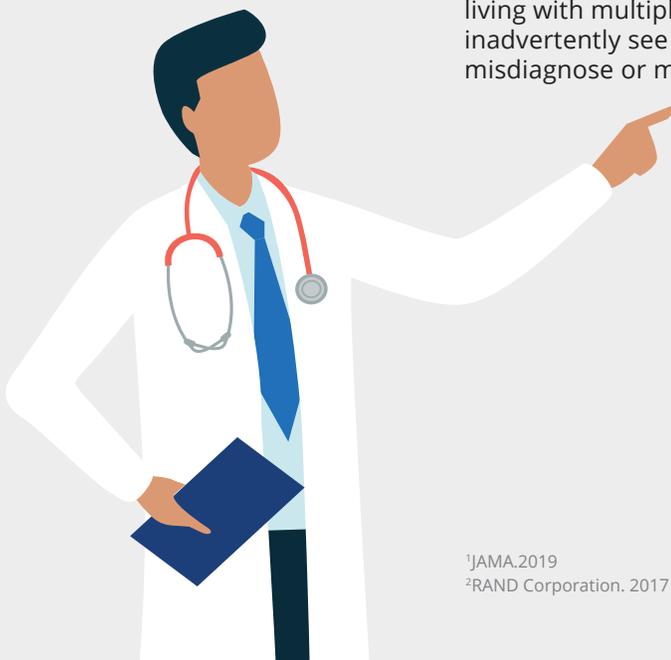
Every day, members struggle to make healthcare decisions and find high-quality care. Without guidance, many members living with chronic conditions inadvertently see physicians who misdiagnose their conditions, contributing to unnecessary healthcare spend and poor health outcomes. At Grand Rounds, we raise the standard of care with a solution that harnesses clinical expertise and data science to get your members to the highest quality care and the best health outcomes.

## WITHOUT GUIDANCE

**42%<sup>1</sup>** OF MEMBERS  
living with multiple chronic conditions  
inadvertently see physicians who  
misdiagnose or mistreat their conditions

## CONTRIBUTING TO

**25%<sup>2</sup>**  
OF HEALTHCARE SPEND  
that is considered unnecessary



<sup>1</sup>JAMA.2019

<sup>2</sup>RAND Corporation. 2017

## Proven Expert Medical Opinion Program Results

We measure the success of our Expert Medical Opinion solution through the Triple Aim framework: improved **clinical outcomes**, reduced **cost of care** and outstanding **member satisfaction** for your members with complex needs.



### CLINICAL OUTCOMES

Connecting members to experts and local high-quality care ensures the best possible health outcomes

**69%**

Change in treatment after an Expert Medical Opinion

**41%**

Of Expert Medical Opinions leading to canceled surgery

**64%**

Reduction in high dose opioids risk<sup>3</sup>

**60%**

Of Expert Medical Opinions leading to medication change<sup>4</sup>



### COST OF CARE

Guiding members to high-quality, appropriate care leads to cost savings

**\$9,800**

Average savings per Expert Medical Opinion

**\$439**

PMPY reduction in outpatient hospital spend<sup>3</sup>



### MEMBER SATISFACTION

Our easy-to-use experience offers members expertise, convenience, personalization and affordability

**4%**

Service utilization rate

**91%**

Member satisfaction for Expert Medical Opinions

**2x**

Increase in member health literacy post Expert Medical Opinion

**4.9/5**

App Store rating

*"Amazing service, this is a great benefit from my employer. **The most useful app on my phone!!**"*  
-Grand Rounds Member

<sup>3</sup>Observed difference in per-member healthcare utilization comparing Grand Rounds referral users to non-users, and tracking each cohort over the course of two years. Study n-size >18,000 people.

<sup>4</sup>Among cases where medication was part of the initial treatment plan.