

Pediatric Virtual Care Platform Boosts Pediatric Engagement and Elevates Clinical Outcomes

Kismet Health is a HIPPA-compliant pediatric collaborative care platform, created with a mission to enable access to quality care for families everywhere. According to the American Academy of Pediatrics, 17+ million children live more than a 1-hour drive from a regional children's hospital. Kismet is redefining what access looks like for future generations by offering a video technology solution created for providers by providers, specifically with the unique needs of families and children in mind. This paper will further highlight the challenges in the fields of pediatrics and telehealth, the early successes of the platform, and the future of pediatric healthcare.

The Digital Landscape

The digital healthcare landscape has evolved significantly in recent years, especially due to the global COVID-19 pandemic. As a society we were catapulted into the virtual world when everything was shut down in 2020. All of a sudden, classrooms, boardroom meetings, doctors appointments, piano lessons, and family visits were moved online. While telehealth existed prior to the pandemic, there was a rapid shift as it became the main option for receiving care.

The Challenge

Post pandemic, the use of telehealth has stayed as a standard part of hybrid care but the problem of lack of access in the pediatric population is still an issue, particularly in rural and underserved communities. Unfortunately, current video communications platforms, like Skype, FaceTime, and Zoom were built for adults. No one could have predicted that there would be an immediate need for a telecommunications solution for pediatrics.

Providers faced the challenge of rapid adjustment without access to optimal technology solutions. Unfortunately, even after three years, there remains a gap in technology tailored to the unique needs of children. While telehealth continues to gain recognition for enhancing healthcare accessibility and breaking down physical barriers, pediatric telehealth platforms lag behind their adult counterparts in evolution. This discrepancy forces many providers to rely on adult-centric solutions for pediatric patients. Traditionally, telehealth has predominantly catered to adults and workplaces. However, acknowledging that children are not simply miniature adults with their distinct hospitals, specialized providers, and medical instruments prompts the question: shouldn't technology for children be purpose-built for their unique requirements as well?

Researchers at Nationwide Children's Hospital have shown that in the health field, one of the top reasons for cancellations and rescheduling of telehealth appointments is the lack of engagement. Specifically, engagement constituted 25% of cancellations and rescheduling as a result of the inability to engage a child to complete the telehealth session². Given the average cost of a pediatric visit is \$169³ and 12.6M children aged 0-17 used telehealth over the past year⁴ with an average of two visits per year, that results in an estimated \$630M lost annually due to cancellations or rescheduling from poor engagement; not to mention poorer outcomes.

In response to this challenge, Kismet Health has recognized the urgent need for innovative solutions designed specifically to enhance pediatric engagement in telehealth. After surveying 100+ providers, the Kismet Health team found they were also experiencing the same pain points in their practice. These providers reported needing a solution that boosts patient engagement, streamlines their workflows, improves clinical outcomes, is HIPAA-compliant, easy to use, and cost effective.

\$ 169

Average Cost
of a Pediatric
Visit

12.6M

of children that
have used telehealth
in the past year

\$ 630M

Annual loss due to
cancellations or poor
engagement

THE SOLUTION

Kismet Health aims to bridge this gap by offering a specialized telehealth platform with a focus on children aged 0-18. The platform is uniquely designed by providers for providers, understanding the nuanced needs of pediatric patients and the professionals who care for them. By addressing the unique needs of children during telehealth sessions, Kismet Health aims to significantly reduce the 25% engagement-related cancellations and rescheduling reported earlier by researchers at Nationwide Children's Hospital, while driving improved outcomes.



We know children are not tiny adults. They have their own hospitals, specialty providers, and medical instruments. They also need their own technology. I realized that the only option was to create a telehealth platform built for children with all the providers' needs in mind to help bridge this gap. Telehealth can be effective for children, but only with the right tools in hand.

- Dr. Cierra Gromoff, CEO/Co-Founder Kismet Health

Built by Providers for Providers

Enhanced Patient Engagement

One of the primary objectives of Kismet Health is to boost patient engagement, a critical factor in delivering effective healthcare. In our pilot study, children demonstrated remarkable levels of engagement. This is a clear indication that Kismet Health has succeeded in maintaining the attention and participation of its young patients.

Streamlined Workflows

Efficiency and ease of use are vital for healthcare providers. Kismet Health streamlines workflows by offering user-friendly interfaces to providing secure communication tools. These type of elements significantly contribute to providers' productivity and enhance the overall quality of care.

Improved Clinical Outcomes

The ultimate goal of Kismet Health is to improve clinical outcomes for children. During the pilot study, children exceeded their expected participation time, indicating that children are not only engaged but also responsive to the treatment provided via Kismet.

With a Patient First Mindset

Positive Patient Experience

Improving clinical outcomes by enabling access and boosting pediatric patient engagement is the primary goal, however we have found it's equally important to create a positive and age appropriate patient experience. In our survey, 80% of children reported a smiley or a neutral face for their experience with Kismet.

Improved Parental Attitudes

Kismet Health recognizes the importance of involving parents in pediatric care. Our platform allows parents to participate in sessions and offers valuable resources and information to empower them to help support their child. In our pilot study, we observed a significant shift in parental attitudes. Negative attitudes have decreased, while positive attitudes have increased.

Enhanced Mental Health

The impact of pediatric healthcare extends beyond physical health. The emotional well-being of children and parents can be a primary or underlying factor and contribute greatly to the success of patient outcomes. In the pilot study, all parents either maintained their own anxiety and depression symptoms or showed significant reductions in these symptoms. This suggests that Kismet Health contributes to the mental well-being of entire families.

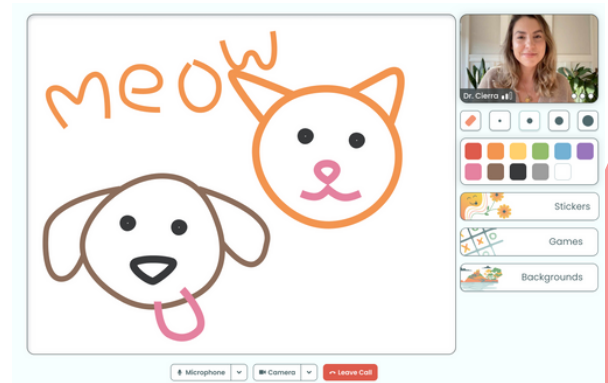


We believe fostering a positive and engaging healthcare experience for children is integral to achieving optimal clinical outcomes. Kismet is not only bridging a technological gap, but actively contributing to whole-child wellness for the next generation by providing quality access through our seamless collaborative care technology.

- Christie Sander, COO/ Co-Founder of Kismet Health

PILOT STUDY

Kismet launched a 12-week pilot program in June 2023 that included clinician-controlled focus controls and a built-in canvas. The Kismet team hypothesized that children would be able to engage for longer periods of time than expected for their developmental age.



The Results

While most child pediatric symptoms remained the same after six sessions, there have been significant changes in parental attitudes towards their children. Across all parents, negative attitudes have decreased and positive attitudes have increased. Eighty three percent of parents have reported a reduction in their levels of caregiver strain and the remaining parents reported no change. All parents have either maintained their own anxiety and depression symptoms or have shown significant reductions in these symptoms.

The cancellations and reschedules that have occurred have primarily been due to conflict with vacation and school or work schedules. No families have canceled sessions due to lack of child engagement. Eighty three percent of families would recommend Kismet to a friend.

Results of our pilot show that children have been able to stay in session for their expected amount of time at 98% of total sessions. Notably, children have exceeded their expected participation time in sessions (20-30 minutes) at 70% of all sessions by as much as 2.5 times. Eight six percent of children surveyed reported a smiley face for their experience with Kismet.

98%

of children completed
their session with Kismet
Health

86%

of children surveyed
reported a smiley face for
their experience with
Kismet

70%

of children exceeded
expected participation
times for their age groups

83%

of families would
recommend Kismet to
a friend



"It was truly an exciting experience to witness our hypothesis come to life. I was amazed to see children as young as 5 staying in sessions for 45 minutes or more! It's a true testament to how having technology built specifically for children can make sessions more productive, fun, and engaging. It was heartwarming to hear parents say that children were looking forward to their sessions and to hear the children asking to draw on our canvas."

*- Dr. Arwin Cotas-Girard, Head of Clinical at Kismet Health
and Pilot Study Lead*

Preliminary results indicate promising outcomes for telehealth platforms designed specifically for children. It is clear that children are able to better engage and enjoy technology that is built for them. In return, parents are experiencing less stress from and more joy in their relationships with their children. As we know, parental stress significantly impacts their children's own mental health and reducing caregiver strain and symptoms will have a positive impact on the whole family. Of the 53 total sessions held during the pilot with children present, a child was unable to complete a session only once. Children stayed in sessions longer than developmentally expected and over half of the sessions held.

CONCLUSION

Kismet Health is poised to transform pediatric telehealth. Our innovative approach, driven by providers who understand the specific needs of pediatric patients, has shown outstanding results in our pilot study. From exceptional patient engagement to streamlined workflows, improved clinical outcomes, positive patient experiences, and enhanced parental attitudes, Kismet Health is redefining the landscape of pediatric healthcare.

With an average NPS score of 8.5 and an overwhelming response from our pilot study, Kismet Health is confident in the future of pediatric telehealth. It empowers healthcare providers to deliver superior care, and it ensures that children and their families receive the attention and treatment they deserve. The journey has just begun, and Kismet Health remains committed to its mission of making pediatric collaborative care technology an essential and beneficial component of healthcare. The potential is vast, and the future is promising.

If you want to improve engagement with your patients, connect with a Kismet Health team member to learn more.

WWW.KISMETHEALTH.COM



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