

Achieving High Reliability Through Virtual Health

Innovative Simulation and Platform Solutions for Healthcare

What solutions can Eagle Global Scientific provide within the virtual health sphere?

With our partner, Simulocity, EGS provides a world-class Virtual Health Suite (VHS) that can be used for patient education, clinical education, a center of excellence, best-practice collaboration, etc. The EGS VHS connects you with subject matter experts (SMEs) and all relevant information via forums, chats, FAQs, live meetings, and on-demand meetings. Our VHS is 'touch-friendly' and increases access to education, care, training, live events and gamification. All of your requirements can be met by deploying our VHS and providing access to your organization. For example, a user in need of information on how to properly use personal protective equipment (PPE) could access the VHS, where all PPE related information is accessed via a single user interface (i.e., concierge / avatar technology). Additionally, someone that requires real-time, pertinent information on COVID-19 (or the next pandemic) can access whatever they need via our VHS.

A conversation with...



Dr. James M. Watt
VP of Life Sciences
Eagle Global Scientific



Dr. Manny Dominguez
Founder and CEO
Simulocity

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Eagle Global Scientific on August 31
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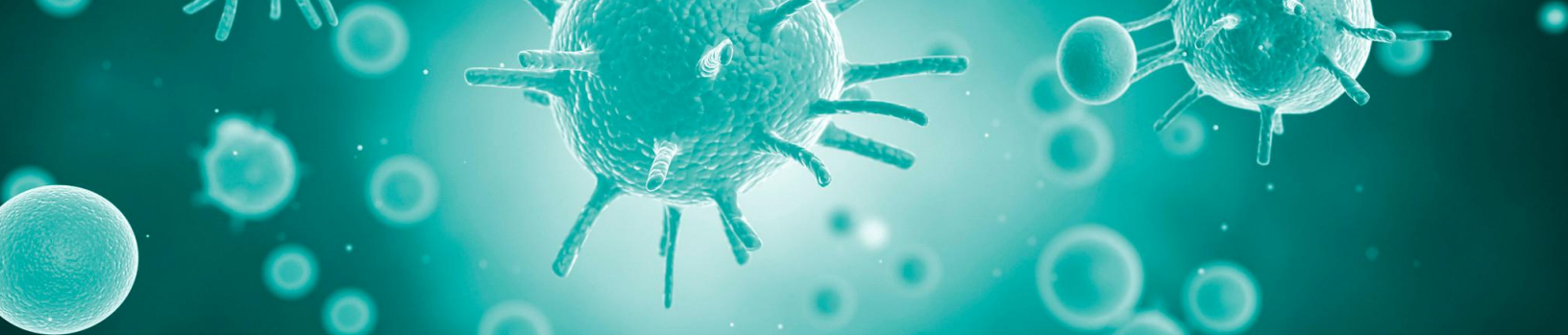


How is EGS' VHS essential for organizations that wish to maintain High Reliability?

A high-reliability organization deploys defined, standardized processes that rely on a single source of shared information and then communicates that information effectively to all of their stakeholders. Our platform support standard processes across an organization with respect to training, access to information, type of information, content, procedures, policies, etc. EGS' VHS promotes 24/7 access to clinicians, patient, staff, and learners. All content is accessible year-round, via an internet connected computer or device, and loaded with On-Demand videos, brochures, courses, care options, and collaboration zones. We also offer document centers where SOPs and Policies are managed, stored and accessed. The VHS is available to all of your stakeholders with an intuitive user interface.

Training has become an essential part for sustainment of HRO status. How can EGS help such organizations in their training, and what new approaches is the company using?

Our Virtual Health Suite (VHS) provides a year-round training hub, where all things training and education are centralized in the platform and accessible from any stakeholder, at any time, wherever they are (e.g., working at home, in the office, on travel). We provide not only access to your training resources, but also to training SMEs, live courses, On-Demand courses and events. The platform is able to print certificates of completion, provides access to transcripts and even tracks CEUs for each individual. All of this can be delivered using any training modality, whether it's e-Learning courses, gamification, live or On-Demand events and more. Our VHS is a modern, innovative, entertaining and immersive training platform with a luxury feel. For example, all content is accessed via a Virtual Training Advisor, or as we call it, an Intelligent Avatar (IA). This IA guides each user to all relevant information based on the answers provided. There is no need to scroll through endless menus and webpages attempting to locate disparate and conflicting information. Lastly, all training provided by EGS' VHS will capture certain metrics to measure the effectiveness of training with pre and post testing, all to support continuous improvement to content.



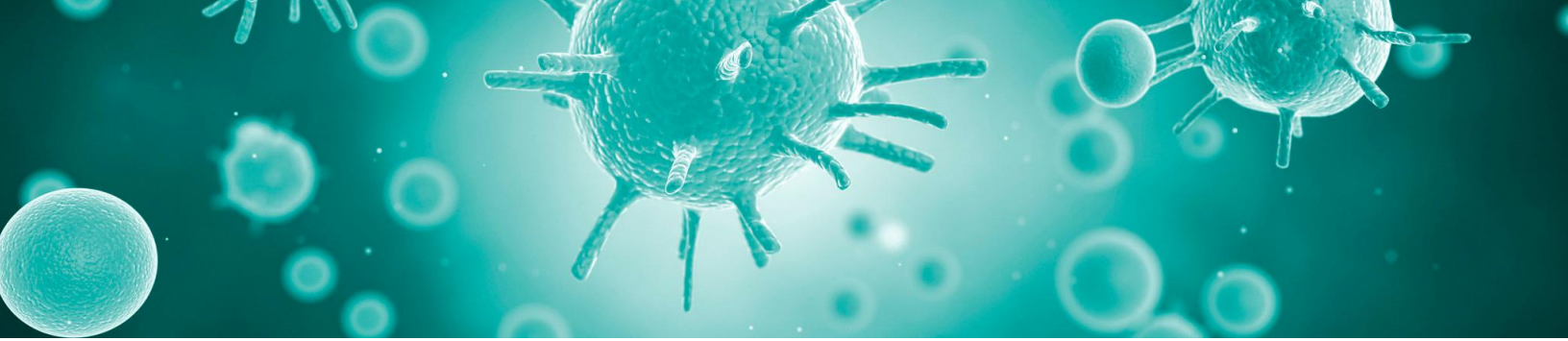
How can physicians focus their approaches for patient care using simulation and virtual reality technologies?

Using our Virtual Health Suite, physicians can access a large virtual reality-inspired catalog of diseases, illnesses, and medical procedures. For example, our Simulocity partner centralized thousands of sim training videos and training across the nation within the VA. Our platform will not only allow physicians to access sim training across the VISNs, but also to share via the platform modern content with patients regarding diseases, illnesses, best-practices, and wellness education. Clinicians will have one touch access to telehealth with patients, or to collaborate with other clinicians via live video, chat, or clinical forums. Clinicians may also access virtual patients (i.e., live actors), that follow scenarios and then provide the clinician a scorecard as to how they did during the patient encounter.

For example, the virtual patient, can simulate they have PTSD, TBI, Depression, Asthma, Diabetes, COVID-19, etc. They interact via a simulated telehealth session. At the end of the consult there is a debrief and the parties complete a scoresheet. This is another award-winning technology within our Virtual Health Suite that provides real-time, realistic training to clinicians and thus will enhance patient encounters and outcomes.

Lastly, our VHS is backed up with business intelligence (BI). Our VHS BI can track a number of metrics (e.g., number of questions asked, content accessed, number of clinicians, patients accessing it, top services requested, and CEUs awarded). Defined metrics then populate dashboards based on need (e.g., training content, video content). All data and information would feed into your organizations knowledge base to support decisions, foster continuous improvement and define requirements for VHS updates, all in real time. These internal VHS processes will enforce standards across the entire VA. Along with the VHS itself and all related technical needs, our solution provides necessary program management, analytic support, consultation, and training.





In what ways are Eagle Global Scientific's virtual health suite's interface designed to facilitate education and collaboration?

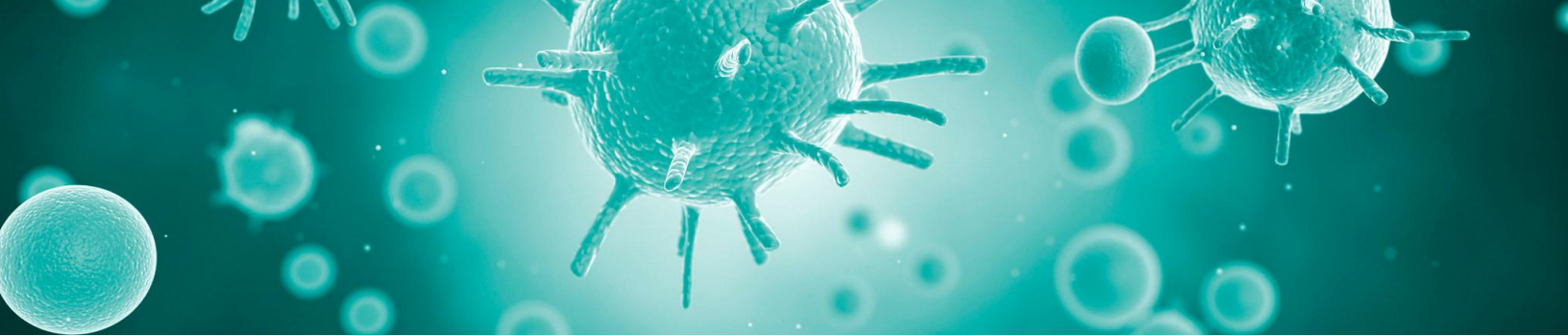
Our clients like to call us the 'Netflix of Virtual Health.' From intelligent avatars that guide patients and clinicians when navigating the VHS and accessing your content to collaboration zones that provide various forums / live chat session by topic (i.e. PPE); a complete, year-round, and immersive "center of excellence". Our interface is cutting-edge and unparalleled in the industry. We look forward to demonstrating this on August 31st.

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Gamification is becoming a mainstay for innovation in numerous industries. What does gamification bring to the public health sphere, and how is Eagle Global Scientific leveraging gamification in effective ways?

Our Virtual Health Suite has a Gamification Zone. We build custom, serious medical games for educating patients and clinicians on critical topics such as COVID-19. We've built award-winning games for the DoD, VA, and industry. Gamification is one of the most immersive and effective ways to train the public on "scenario-based" modules, with specific objectives, geared to have positive outcomes in patients/learners. We are doing this work now across the globe, for public COVID-19 education and procedures to educate the public on travel issues related to COVID-19, what to expect at the local hospitals, and what the procedures are in those facilities for the public.





There is often a steep learning curve for professionals who employ technology focused and simulation focused solutions –in what ways do Eagle Global Scientific and Simulocity attempt to simplify such complex processes for their clients?

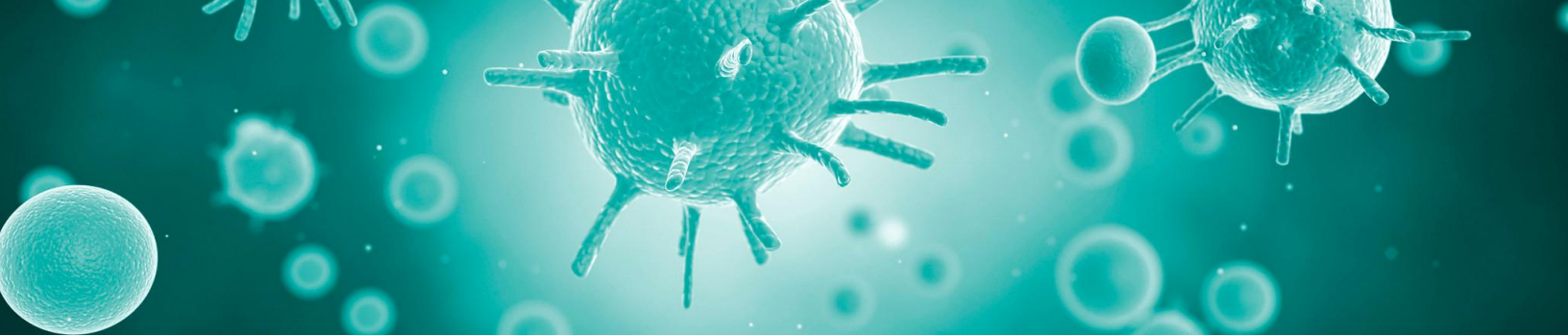
One of the key strengths of our Virtual Health Suite is how easy it is for users, in a common interface like Netflix that most people are familiar with. Users click or simply touch to attend a course, access patient education, talk to a clinician, attend a live training event, access a serious medical game, and so much more. Just touch. The learning curve has been almost zero for most clinicians and patients. We even provide an intelligent avatar to answer thousands of patient and clinician FAQs and provide virtual tours. The intelligent avatar acts as a virtual concierge, taking you to the exact information you require, while eliminating the need to navigate through information you don't.

How does Eagle Global Scientific differentiate its virtual health platform from its competitors?

We provide the best virtual health experience in the world, in a very modern, immersive modality, with minimal barriers to entry. There is nothing to download, no software or plug-in, no large training manual needed, and it's highly accessible from any internet connected computer or device. Not only do we provide all of the innovative technology mentioned, including a world-class interface, intelligent avatars, virtual expo hall, live and On-Demand meetings, patient collaboration zones, clinical collaboration zones, gamification, CEU tracking, but our VHS promotes a sense of community for patients and clinicians, and a simple but high-tech modality that truly speaks to today's learners, patients and clinicians.

We are deploying prototypes in the DoD and are now doing it across the globe for notable companies like Roche, Regeneron, Bayer, Otsuka, Vertex, LabCorp, and many more.

Our solution does not simply include the platform itself. EGS utilizes our SMEs for requirements, processes, support, business analysis, etc., all necessary items that will result in a custom VHS for your organization. Simulocity will build the actual platform based on your requirements.



How does Eagle Global Scientific differentiate its virtual health platform from its competitors? (cont.)

Our platform provides real-time dashboards and reports to see vital data on usage, training, events, content accessed, CEUs processed, etc. Our dashboard will provide ability to upload, store, and view in different formats. Also, it will have different views for those that are at the VHA, VISN, and at the C-Suite level. Our program management / analytic cell will provide statistical analysis to communicate why problems occur and what actions are needed. Our analytical cell will be able to build predictive analytics capabilities to identify trends and proactively enable strategic objectives and tactical initiatives. Our statisticians and analysts are skilled in utilizing in robust analytic platform such as Tableau, Power-Bi, SAS, R, Python, etc. Our analysts will develop information knowledge management (KM) repository to promote best practices across the enterprise.

EGS also provides communication support, graphic design, content management - all utilizing our scientific and clinical SMEs. EGS is able to support any process improvement efforts that are identified due to the usage of this platform. All of these efforts area backed up with the goal of achieving HRO status. EGS' capture and analysis of data and VHS metrics will allow your leadership to quantify high reliability achievements.

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