



66% Increased exercise since joining Uniper

22% Average reduction in unhealthy days

43.3% Net Promoter Score Well above industry average

UNIPER PILOT STUDY

U.S. Department of Veteran Affairs

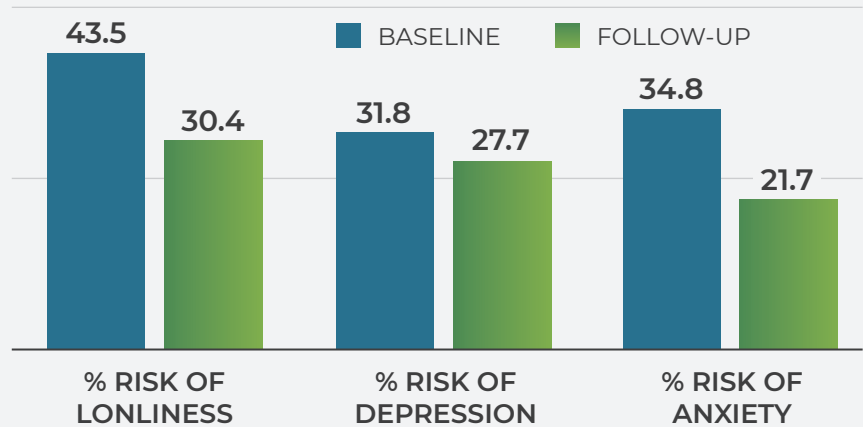
Background

The United States Department of Veterans Affairs (VA) is an executive branch of the federal government providing eligible military veterans access to lifelong healthcare services. The VA's vision is to provide world-class benefits and services to the more than 9 million veterans it serves each year. With Uniper, the VA is afforded a scalable and sustainable virtual fall reduction program to help veterans from all over the United States restore their physical and mental wellbeing.

Focus Areas

- **Addressing mental health in meaningful ways** – Suicide prevention and emotional wellbeing are key priorities for the VA. Reducing levels of social isolation, loneliness, anxiety and depression are important success metrics for this initiative.
- **Lack of reach and connection among veterans** – With more than 9 million veterans to serve each year, the VA has notable barriers to reaching, connecting, and engaging with their older adult population. Increasing digital engagement, including use of telehealth, have been identified as opportunities.
- **High incidence of falls among veterans** – With age, many veterans suffer in silence from declining physical shape, rarely seeking external help and guidance from the proper channels.

Members Boosted Social & Emotional State During Pandemic



Outcomes

- Average decrease of **22%** in unhealthy days per member per month
- **37%** decrease anxiety, and a **14%** decrease in depression
- Loneliness decreased by **30%** overall
- Fall risk among members was **maintained** despite age progression. Additionally, a slight reduction of **7%** was achieved in average fall test scores (down to 1.86 from 2)
- **75%** increased self-confidence
- **66%** increased exercised more
- **66%** said that Uniper positively affected their mood
- **72%** said that they formed new connections
- Super users significantly **more likely** to report positive outcomes across all metrics

Lessons Learned

Telehealth – To better support physicians and hospitals as they participate in telehealth visits via the Uniper platform, we increased available staff, created a separate real-time help-desk and launched a provider-facing dashboard

Member Experience – In response to technical issues with the platform, Uniper is releasing new hardware and software to significantly enhance the member experience.

Data Collection – Adding more push notifications from the platform and partnering more closely with the VA will help us improve completion rates for member assessments in the future. This will result in more holistic data and deeper insights.

About Uniper

Uniper is on a mission to empower older adults to age and thrive independently in the place they call home. Uniper is a venture-backed, HIPAA-compliant digital health service for older adults reinventing the way we age. We make it easier for older adults to combat loneliness and social isolation through easy access to services that improve social determinants of health (SDOH) via the TV, tablet, or mobile device. We seek to increase the use of home- and community-based services and reduce the use of institutionally based services. Our evidence-based live and pre-recorded exercise, social, educational, and cognitive classes allow community-based organizations to lower care costs by encouraging older adults to embrace a healthy lifestyle from home.