

KLAS Spotlight

# Infectious Disease Connect

SOFTWARE AND SERVICES COMBINE  
TO IMPROVE PATIENT CARE

# SPOTLIGHT



Separating fact from fiction in emerging technologies



## Why This Spotlight? (KLAS explains)

Infectious Disease Connect (ID Connect) provides telemedicine access to infectious disease specialists when they are needed. ID Connect's software, ILÚM Insight, is an infectious disease decision support platform that identifies real-time opportunities to intervene in patient cases to arrive at the optimal therapy and antibiotic utilization. Together, ID Connect's software and services provide comprehensive consultations and assessments. This spotlight will examine the experience of early adopters.

## What Does ID Connect Do? (A customer explains)

"ID Connect provides a consult with the patient as if the provider were in the room. The nurse on our end does the hands-on work for the ID Connect provider. We have a Bluetooth stethoscope so that the provider can hear the heart and lungs. We have several cameras so that the provider can look at wounds, fingernails, and IV sites. The only thing the provider can't do is physically touch the patient." —Clinician

## Bottom Line

Clients report high satisfaction and extremely high scores across all indicators measured. Organizations see ID Connect as a true partner that helps improve patient safety while also making processes more efficient. A few respondents would like to see clearer reporting that validates financial viability.

## Key Competitors

Eagle Telemedicine, Epic, TheraDoc, VigiLanz

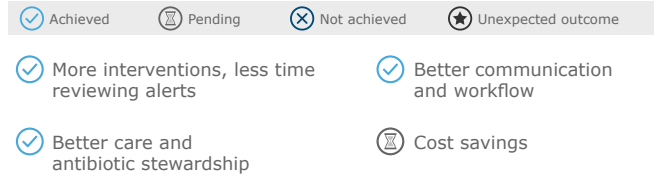
## Number of Customers Interviewed by KLAS

9 individuals from 5 unique organizations  
(out of 8 organizations live at the time of data collection)

## Makeup of Interviewed Customers

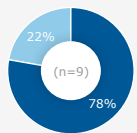
Hospitals and health systems

## Outcomes Expected by Customers



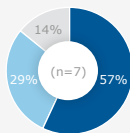
## ID Connect Customer Experience: An Initial Look

### Overall Customer Satisfaction



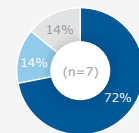
- Highly satisfied
- Satisfied
- Dissatisfied

### Time to See Outcomes



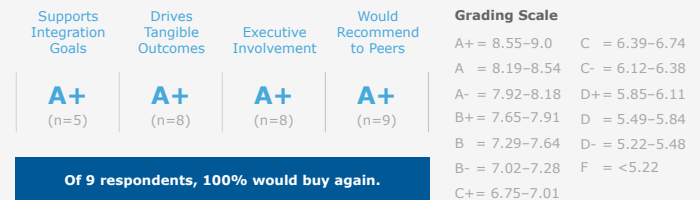
- Immediately
- Within 6 months
- Within 6-12 months
- Not realized yet

### Scalability



- Easy to scale
- Scalable with effort
- Not scalable
- Unknown/haven't tried

### ID Connect Performance in Key Areas (1-9 scale)



## Strengths

- Solutions save time and increase safety
- Vendor has a partnership attitude
- Solutions facilitate communication among clinicians



ILÚM Insight has decreased the duration of our antibiotics and given us more timely interventions for inappropriate treatments. We have had a massive shift in using narrow antibiotics versus broader spectrum antibiotics. That is great. We didn't expect this solution to be as quick as it is. We are getting more appropriate antibiotics in a very timely manner." —Clinical pharmacist

## Challenges

- More proof points to confirm financial viability
- Not easy for physicians to use, possible training concerns with the ILÚM Insight software

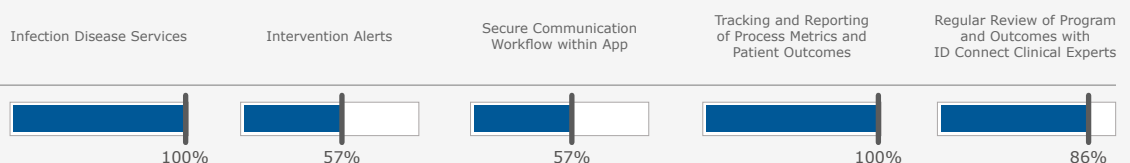


We are determining how we leverage more of the vendor's reporting both to see what is important on the clinical side and to ensure ILÚM Insight is a financially viable system. I want to understand where we are moving in terms of patient care delivery. I want to see how trends are progressing so that I can determine whether I see anything new in the data so that I can leverage patient triggers to tie to the success of ILÚM Insight." —CFO

## Customer-Validated Features & Services

### ID Connect Feature/Service

Percentage of Respondents Achieving/Validating (n=7)



# SPOTLIGHT

## ID Connect: Company Profile at a Glance

**Founders:** Rima Abdel-Massih, MD, and John Mellors, MD

**Year Founded:** 2019

**Headquarters:** Pittsburgh, PA

**Number of Customers:** 9 live, 1 under contract

**Target Customer:** For services, primarily rural hospitals with average daily census (ADC) of 50–300 patients; for ILÚM Insight, ADC of 75–500+ patients

**Number of Employees:** 32 in addition to 20 contracted infectious disease specialists

**Total Funding:** \$10M March 2020, potential growth around late 2021 or early 2022

**Estimated Annual Revenue:** \$4.1M

**Revenue Model:** Annual subscription model for ILÚM Insight platforms; services are billed on a per-consult basis

## ID Connect: Healthcare Executive Interview

**Dave Zynn, President & CEO**



### What is your background?

I have over 30 years of experience leading services, technology, and telehealth businesses through the growth stage. Our team is well rounded and includes our founder Dr. Rima Abel-Massih, a true visionary in tele-ID care; prior long-time Merck executives; and a CTO with extensive start-up and growth experience.

### Why was ID Connect started?

There is a significant and growing shortage of infectious disease (ID) experts nationally. This shortage especially impacts rural markets where recruitment and retention of specialists is a challenge. ID Connect brings world-class academic ID expertise to hospitals through telehealth, allowing hospitals to treat ID patients instead of transferring them to tertiary facilities. ID Connect helps hospitals improve patient care, retain revenue, and improve community reputation.

Antimicrobial resistance is a growing problem that requires better stewardship over the use of antibiotics, so we built a dynamic antimicrobial stewardship (AS) platform that provides real-time actionable alerts to providers. This ensures that the right drug and dose is given to the right patient for the appropriate duration. This solution will bring hospitals into full compliance with the new CMS AS regulations, which went into effect March 2020.

### What are ID Connect's biggest differentiators?

1. Quality of our UPMC-related providers, including subspecialists
2. Dynamic ID decision support platform
3. Singular focus on ID care; we offer best-of-breed products and services
4. Full-service ID care (ID telehealth, antimicrobial stewardship and infection services, prevention and control services)
5. Telehealth combined with our ILÚM Insight platform (software plus services)
6. In September 2020, ID Connect entered into a distribution agreement with McKesson Pharmacy Optimization to be their exclusive ID decision support and AS software platform

## KLAS' Points to Ponder



### Mike Davis

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

**The Positives:** The combination of ID Connect's services and ILÚM Insight provides a complete platform for monitoring and managing antimicrobial stewardship (AS) in rural and community hospitals. These combined platforms provide the protocols to ensure antibiotics are appropriately prescribed and managed to treat infectious disease (ID). This platform allows community and rural hospitals to treat patients in their facilities while receiving expert ID consultations. These consultations are supported with highly regarded ID specialists.

Organizations should consider the following:

### The Solution's Long-Term Viability in Healthcare

ID challenges related to antibiotic-resistant pathogens are a high concern for medical professionals. Using broad spectrum antibiotics to treat infections may not result in expected outcomes and may generate additional antibiotic-resistant organisms. The ability to apply clinical decision support accompanied by machine-learning AI to identify appropriate antibiotics and the regimens needed for treating patients with suspected antibiotic organisms will advance patient care and extend it where it is most needed—to community and rural hospitals. The ID Connect platform is well designed for continued success.

### Impacts and Tradeoffs of the Underlying Technology

Cloud hosting is provided by ClearDATA, Azure, or AWS. Applications are programmed in Python, Node.js, and Go. PostgreSQL and Elastic Stack are the database solutions. Mobile applications are available via Apple App and Google Play stores and are browser enabled. Security protocols are based on NIST, and data is stored in HINTRUST-certified environments. VPNs and secure tunnels are used to secure data streams. Data is encrypted. HL7 interfaces and FHIR API services are used for interoperability with enterprise systems. ID Connect executes BAAs as required.

### Enterprise Integration for Antibiotic Stewardship

AS applications will be optimized if they are integrated into enterprise application workflows that improve clinician efficiency. The ability to communicate AS data to the entire care team will improve care delivery and patient safety. The ability to integrate AS into EHR medication ordering will improve clinical pharmacist efficiency. Providing real-time laboratory culture results will also improve the process. It is important to capture AS data in the enterprise data warehouse so that data analytics on AS functions can provide improved data-modeling capabilities.

### Financial Justification for Antibiotic Stewardship

For an ROI, organizations should consider the reduced use of broad-spectrum antibiotics and a reduction in the inventory purchasing costs for antibiotics. AS programs are likely to reduce the amount of time patients are hospitalized by improving outcomes and reducing HAls. Readmission and ED visits by patients on AS therapeutic treatments should be reduced. The time clinical pharmacists spend managing AS programs should also be reduced. Community and rural hospitals will avoid having to hire ID specialists and can keep patients at their facilities versus transferring them to larger hospitals.

# REPORT INFORMATION

## Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare 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 opinions of actual people from healthcare organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. KLAS findings are a unique compilation of candid opinions and are real measurements representing the feedback of interviewed individuals. 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 participants' opinions and preclude an exact apples-to-apples vendor/product comparison or a finely tuned statistical analysis.

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 the KLAS FAQs.

## 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 the KLAS Data Use Policy.

## Note

The findings presented are not meant to be conclusive data for an entire client base. Performance scores may change significantly when additional healthcare organizations are interviewed, especially when the existing sample size is smaller, as in an emerging market with a small number of live clients.



Author  
**Doug Tolley**  
[doug.tolley@KLASresearch.com](mailto:doug.tolley@KLASresearch.com)



Author  
**Tyson Mehlhoff**  
[tyson.mehlhoff@KLASresearch.com](mailto:tyson.mehlhoff@KLASresearch.com)



Analyst  
**Sam Eaquinto**  
[sam.eaquinto@KLASresearch.com](mailto:sam.eaquinto@KLASresearch.com)



Designer  
**Madison Fujimoto**  
[madison.fujimoto@KLASresearch.com](mailto:madison.fujimoto@KLASresearch.com)



Project Lead  
**Joshua Jensen**  
[joshua.jensen@KLASresearch.com](mailto:joshua.jensen@KLASresearch.com)



## Our Mission

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

630 E. Technology Ave.  
Orem, UT 84097  
Ph: (800) 920-4109

For more information about  
KLAS, please visit our website:  
[www.KLASresearch.com](http://www.KLASresearch.com)

Cover image: WAYHOME studio / Shutterstock