



LifeGuardian

Pilot Feedback Analysis

We have summarized the feedback from pilot participants, focusing on key areas such as overall experience, app experience, staff experience, and satisfaction with the services provided. In addition, we've examined user sentiment regarding their family's awareness, and the impact of access to vital sign data and clinical insights.

Impact on Health, Safety, and Wellbeing

Notwithstanding the relatively small sample size, if replicated, the LifeGuardian app and associated services potential to impact the health, safety, and wellbeing of users, especially when widely adopted by Apple Watch users in Australia, is significant.

Key Feedback Points

1. **Overall Experience with INS LifeGuard:** Users rated their overall experience very highly, indicating strong satisfaction with the emergency response and telehealth services. This high level of satisfaction suggests that the app and its services are meeting or exceeding user expectations in terms of accessibility, reliability, and quality.
2. **App Experience:** The ratings for the app experience are also generally high, though slightly lower than the overall experience rating. This indicates that while users are satisfied with the app, there might be room for improvement in terms of usability, features, or interface design.
3. **Experience with Staff at INS LifeGuard:** Staff experience received high ratings, highlighting the quality of service and support provided by the nursing staff. This aspect is crucial for a service that relies on human interaction, especially in emergency or health advisory contexts.
4. **Satisfaction with Services Provided:** Users expressed high satisfaction with the services provided, encompassing emergency response, telehealth, and nurse-call services. This suggests that the app's core functionalities are effectively addressing user needs and expectations.
5. **Family Awareness and Security:** A significant portion of users reported that their families were aware of the pilot program, and those families felt more secure knowing that the users had access to vital sign data and could easily contact a nurse. This points to an important benefit of the solution in providing peace of mind not only to users but also to their families.

6. **Discussions Triggered by Access to Vital Sign Information:** There seems to be a mix of responses regarding whether access to vital sign information and clinical insights has triggered discussions with loved ones or medical professionals. This indicates that while some users are actively engaging with their health data and seeking further advice, others may not be utilizing this feature to its full potential.

Analysis of Pilot Feedback

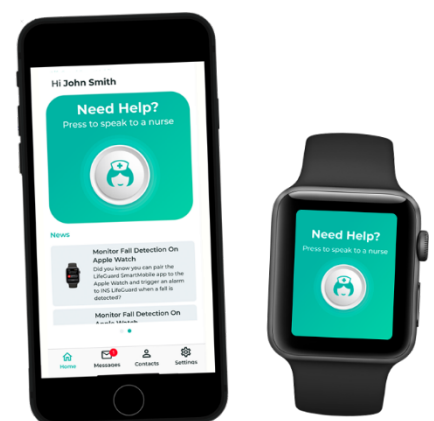
The feedback from pilot participants underlines several key impacts and potential areas for improvement:

- **High User and Family Satisfaction:** The strong satisfaction ratings across various aspects of the app and its services suggest that it has a positive impact on the health, safety, and wellbeing of users. The peace of mind provided to families enhances this impact further.
- **Importance of User-Friendly Design:** The slightly lower ratings for the app experience compared to other aspects highlight the importance of focusing on user interface and experience design to ensure the app is as accessible and easy to use as possible.
- **Effective Emergency and Health Monitoring Services:** The high ratings for overall experience and satisfaction with services indicate that the app's emergency response, health monitoring, and telehealth services are effectively meeting user needs.
- **Potential for Increased Health Engagement:** The mixed responses regarding discussions triggered by health data suggest an opportunity to encourage users to more actively engage with their health information. This could involve providing more guidance on how to interpret data, suggesting actionable insights, or integrating features that facilitate discussions with healthcare professionals.

Potential Impact on the Australian Healthcare System

Adoption across the known number of Apple Watch users in Australia could have several impacts on the healthcare system:

1. **Reduced Hospital Admissions:** By preventing falls and other emergencies, the app can reduce the number of hospital admissions, alleviating the strain on healthcare facilities.
2. **Early Intervention and Reduced Healthcare Costs:** Early detection and intervention can lead to better management of chronic conditions and less need for expensive treatments or hospital stays.
3. **Enhanced Remote Healthcare Delivery:** The app and its services can enhance telehealth capabilities, making healthcare more accessible, especially in remote areas. This could lead to more equitable healthcare outcomes across the country.
4. **Data-Driven Healthcare Insights:** The aggregated data collected by the app can provide valuable insights into public health trends, potentially informing policy and healthcare strategies to better address the needs of the population.



Feedback Responses

1. On a scale of 1-5, how would you rate your overall experience with INS LifeGuard?



4.73

Avg. Response

Data	%
★★★★★	80%
★★★★☆	13%
★★★☆☆	7%
★★☆☆☆	0%
★☆☆☆☆	0%

2. On a scale of 1-5, how would you rate your experience with the App?



4.13

Avg. Response

Data	%
★★★★★	40%
★★★★☆	40%
★★★☆☆	13%
★★☆☆☆	7%
★☆☆☆☆	0%

3. On a scale of 1-5, how would you rate your experience with staff at INS LifeGuard?



4.93

Avg. Response

Data	%
★★★★★	93%
★★★★☆	7%
★★★☆☆	0%
★★☆☆☆	0%
★☆☆☆☆	0%

4. On a scale of 1-5, how satisfied are you with the services provided by INS LifeGuard?



4.73

Avg. Response

Data	%
★★★★★	80%
★★★★☆	13%
★★★☆☆	7%
★★☆☆☆	0%
★☆☆☆☆	0%

5. On a scale of 1-5, how likely are you to recommend INS LifeGuard to others based on your experience with the staff?



4.80

Avg. Response

Data	%
★★★★★	80%
★★★★☆	20%
★★★☆☆	0%
★★☆☆☆	0%
★☆☆☆☆	0%

6. On a scale of 1-5, how likely are you to recommend INS LifeGuard to others based on your experience with the App?

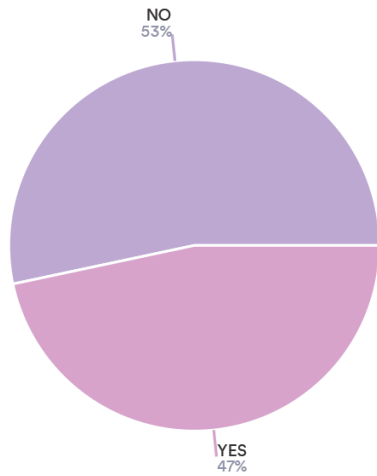


4.60

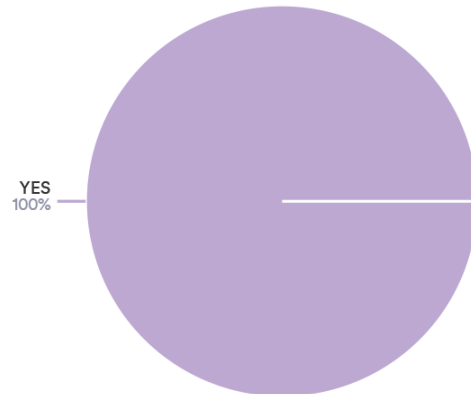
Avg. Response

Data	%
★★★★★	73%
★★★★☆	13%
★★★☆☆	13%
★★☆☆☆	0%
★☆☆☆☆	0%

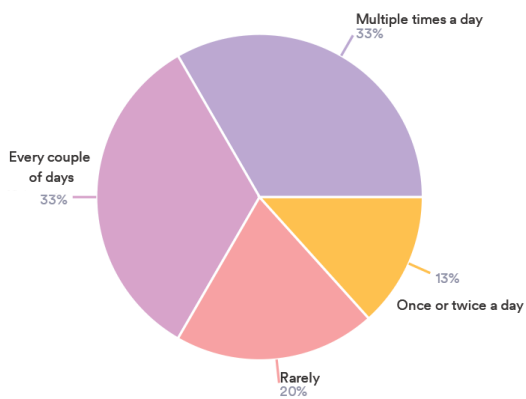
7. Did you watch any of the Instructional Videos?



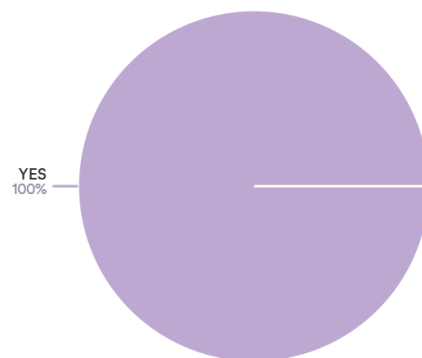
8. If so, were they helpful?



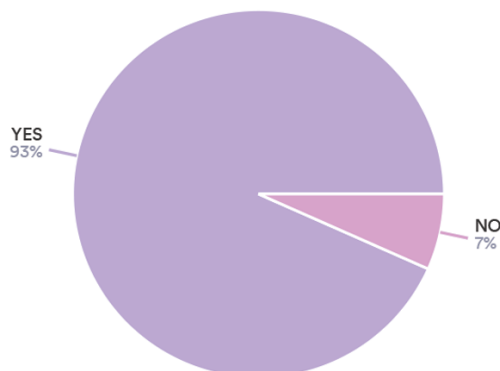
9. How often have you checked the App?



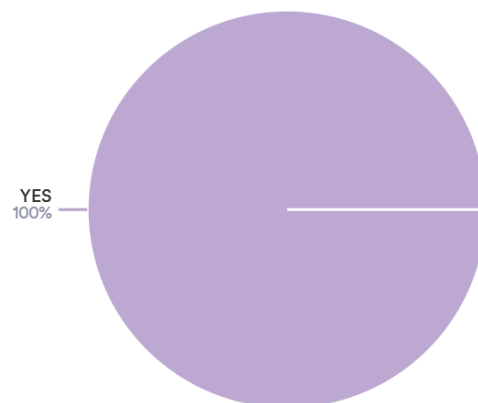
10. Did you find the information communicated via the App useful?



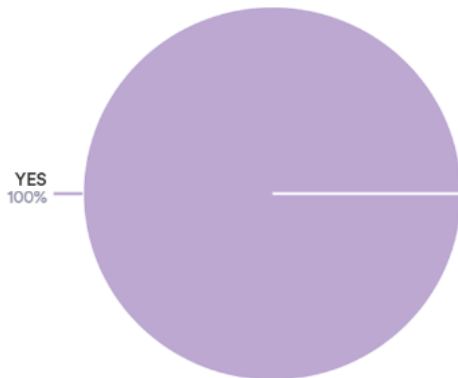
11. Did you feel confident about the Privacy and Security of your Personal Information that is handled by INS LifeGuard?



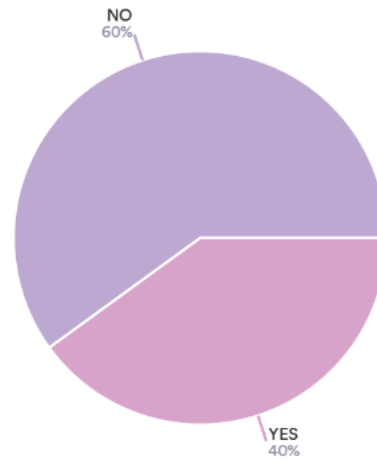
12. Did using the Apple Watch and the App make you feel safer?



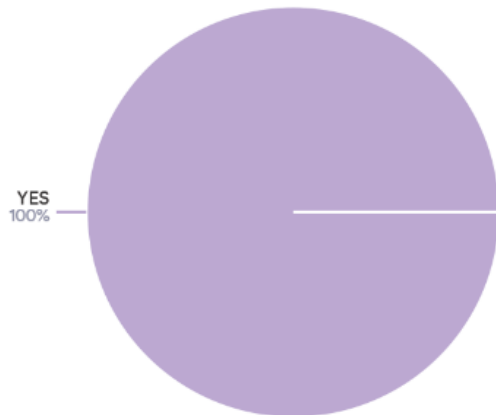
13. Did you find the 24/7 availability of nurses for providing insights and reviews about your health information to be valuable?



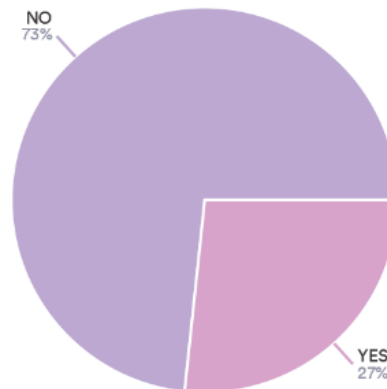
14. Did you need to manually update your Vital Signs?



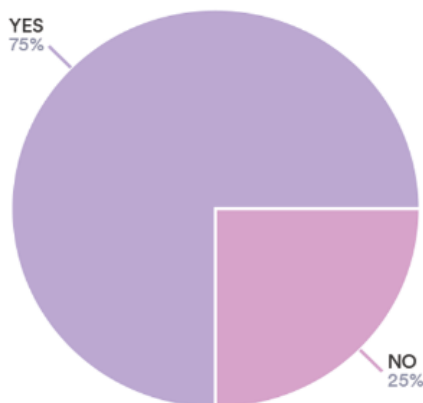
15. If so, was it easy to do?



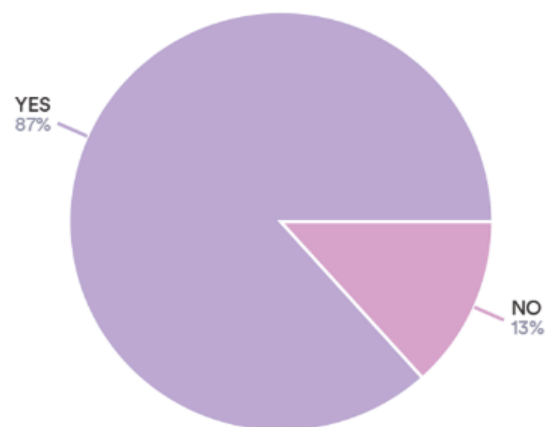
16. Did you discover any health issues while using the App?



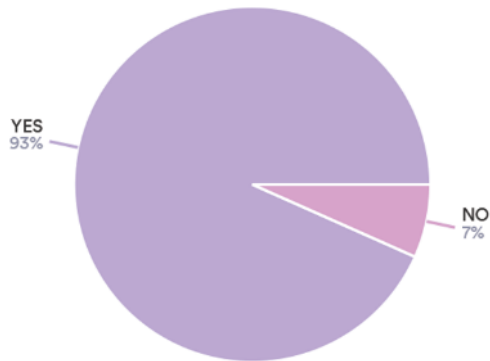
17. Did you take any follow up actions from any health issues that were discovered?



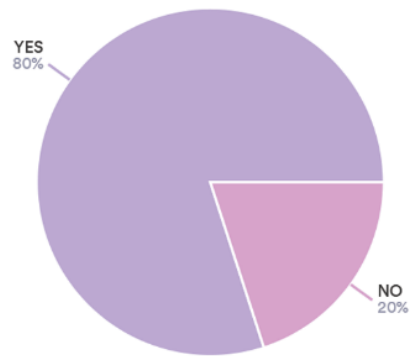
18. Has the app, supported by round-the-clock access to nurses, contributed to promoting and maintaining your health?



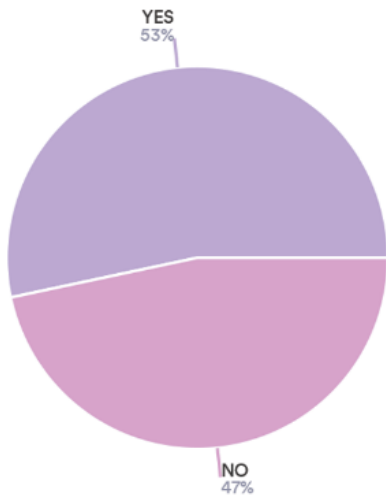
19. Has the availability of nurse support through our App influenced your feelings of confidence and security in maintaining your health needs?



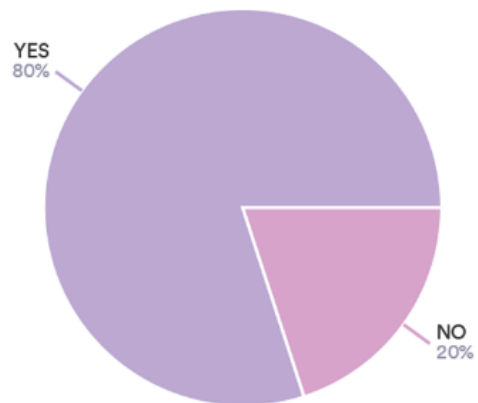
20. Based on your experience during the Pilot, would you keep using the App after the Pilot has ended?



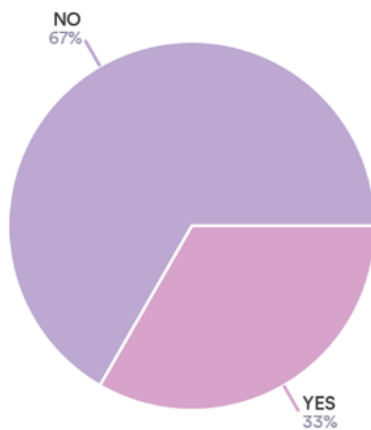
21. Has using the Apple Watch and the App impacted your daily routine and lifestyle?



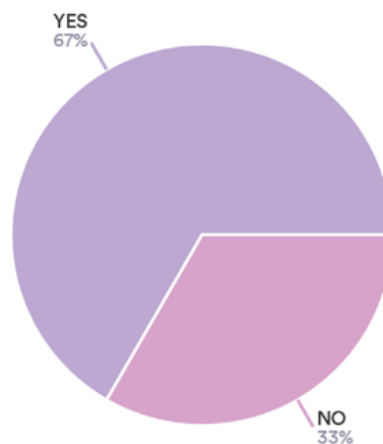
22. Do you feel that the Apple Watch and App should be offered by your Village / Organisation alongside your In-Home Medical Alarm?



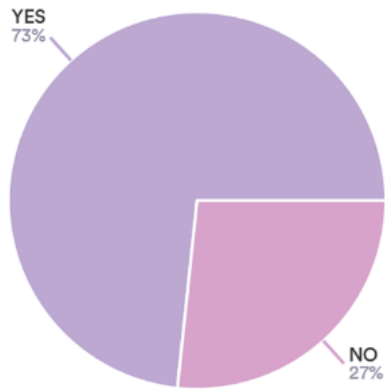
23. Do you feel that the Apple Watch and App should be offered by your Village / Organisation instead of your In-Home Medical Alarm?



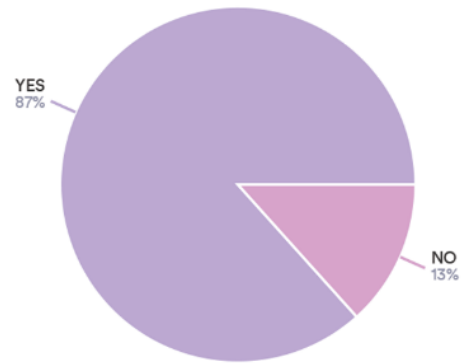
24. Do you feel that if the Apple Watch and App were offered by the Village / Organisation that you would be more confident in their ability to care for you?



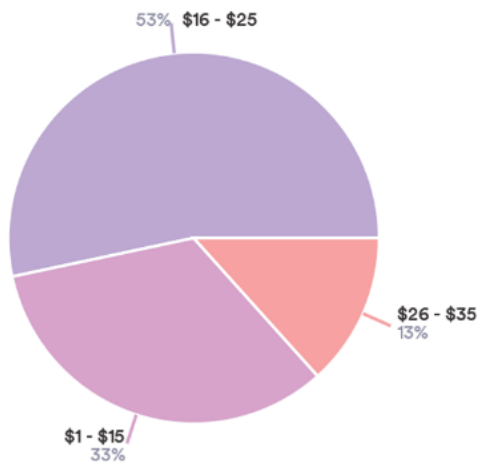
25. Do you feel if the Apple Watch and App were offered by the Village / Organisation that they have your Health in the forefront of their decision-making process?



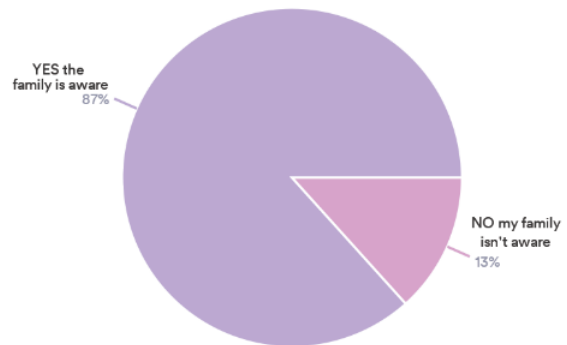
26. Would you purchase an Apple Watch to continue using it with the App?



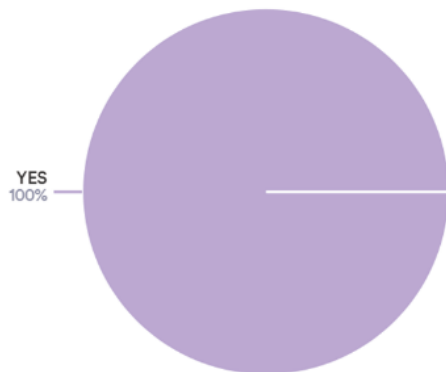
27. Based on your experience in the Pilot, what do you think is a reasonable monthly price for the App and the Nurse Response Service provided by INS LifeGuard?



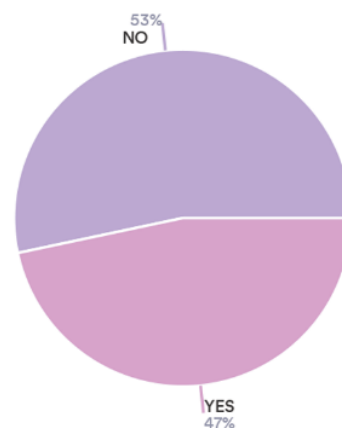
28. Is your family aware of the Pilot?



29. Have they felt more secure knowing that you have access to your Vital Signs Data and access to a nurse to discuss everything?



30. Has the access to your vital sign information and clinical insights from our nurses triggered any discussions with your loved ones or a medical professional?



Conclusion

The feedback from pilot participants indicates strong satisfaction with LifeGuardian's emergency response and health monitoring services, highlighting its potential to significantly benefit users' health and safety. Moving forward, focusing on enhancing the app experience and encouraging active engagement with health data could further amplify these benefits. This has highlighted the necessity of ensuring the monthly Nursing Review Consults allow adequate time to answer any app UI questions the users may have so they are comfortable with the experience.

The highly positive user feedback suggests that wider adoption of the app among Apple Watch users in Australia could have a substantial impact on individual health outcomes and the overall efficiency of the healthcare system.

The feedback from the pilot program underscores LifeGuardian's potential benefits in improving individual health and safety while also offering significant advantages to the broader Australian healthcare system. By facilitating immediate access to emergency and health services, promoting preventive healthcare, and supporting remote health monitoring, the app represents a promising innovation in leveraging best-in-class technology to enhance health outcomes and healthcare delivery.