

Fact Sheet

GetWellNetwork + HealthLoop



overview	GetWellNetwork® is the Precision Engagement™ health care company. Our solutions engage patients and families, empower clinicians and deliver outcomes that matter. From inpatient to outpatient, to physician practices and urgent care clinics, to patients on the go, GetWellNetwork offers the only cross-continuum platform that performs across every care setting.	HealthLoop® enables care teams to engage all patients before and after admission through automated, daily check-ins. By sending the right information at the right time, HealthLoop identifies those patients that need help in real time, allowing care teams to proactively intervene before costs and complications escalate.
tagline	Care to be Great	Empowering Patients to Improve Healthcare
ticker symbol	Privately held company	Privately held company
website	getwellnetwork.com	healthloop.com
headquarters	Bethesda, MD	Mountain View, CA
CEO	Michael B. O'Neil, Jr.	Todd Johnson
employees	280+ worldwide	30+ nationwide
mission	To engage patients and families, empower clinicians and deliver outcomes that matter	To empower patients and enable care teams to achieve better outcomes
vision	To lead the movement towards a more collaborative and participatory patient and family experience.	To scale the impact of care teams through the power of patients.
history	Founded in 2000	Founded in 2009
founders	Michael B. O'Neil, Jr.	Jordan Shlain, M.D.

industry	<ul style="list-style-type: none"> > patient engagement SaaS > digital health IT 	<ul style="list-style-type: none"> > patient engagement SaaS > digital health IT
past acquisitions	HealthLoop (2018), Seamless Medical Systems (2017), Skylight Healthcare Systems (2015), Marbella Technologies (2014)	N/A
representative clients	<ul style="list-style-type: none"> > Boston Children’s Hospital > Kaiser Permanente > U.S. Dept. of Veterans Affairs 	<ul style="list-style-type: none"> > Advocate Aurora Health > UCSF Health > LifeBridge Health
stats	<ul style="list-style-type: none"> > 700+ client sites > 50M+ patient interactions / year > 50+ Patient Pathways™ > 1000+ live health IT integrations > 11,000+ health education videos > 100+ engineers > 25+ clinicians 	<ul style="list-style-type: none"> > 250K active users / year > 70K automated care visits / month > 160 dynamic care plans > 70+ client sites > 80K non-face-to-face visits / month
founder story	<p>Started by a patient, for patients and families</p> <p>Following aggressive surgery and chemotherapy treatments for non-Hodgkin’s Lymphoma at age 28, Michael O’Neil emerged healthy, humbled and inspired.</p> <p>Shelving his hard-earned Georgetown Law degree, he set out to tackle an unaddressed problem in health care: How to help patients and families take a more active role in their health journey.</p> <p>Though his clinical care was excellent, like so many patients, he felt utterly helpless throughout the ordeal. It was as if he was on the outside, and his health care was being done <i>to</i> him rather than <i>with</i> him.</p>	<p>Started by a clinician, for clinicians and their patients</p> <p>A bacterial pneumonia patient he’d recently diagnosed became the catalyst for changing the way Dr. Jordan Shlain engaged with patients. As he’d done so many times before, he sent his patient home with antibiotics, his cell phone number and instructions to “Call me, anytime.”</p> <p>Seven days later, he did receive a call. From the ER. His pneumonia patient was there and in critical respiratory distress. She was being transported to the intensive care unit on a respirator. His heart sank.</p> <p>Slumping back in his chair, he wondered, “Why didn’t she call me?” He felt he’d made it frictionless. Then he had a second thought: “Why didn’t I call her?”</p>

founder story
cont'd

He became determined to make it better for the next person up to bat facing a life-defining moment. Drawing from his experience, Michael founded GetWellNetwork on the premise that a more active and involved patient is a better, healthier patient.

Focused on improving patient outcomes through patient and family engagement, he developed a concept called Interactive Patient Care™. Back then, interactive patient systems that encouraged patient activation, input and feedback didn't exist. Little did he know that the solution he pioneered in 2000 would be the start of "patient engagement" as we know it today.

He'd assumed that "no news was good news." Realizing the fallacy of the saying, he pulled up a spreadsheet and created an "empathy code" for following up with patients based first on level of concern, then ranked by improvement level.

Every day, he'd call on his patients using the spreadsheet that was essentially, the first generation of HealthLoop to keep track. Dr. Shlain began to think of engagement as a vital sign. If a patient didn't engage back with him, it meant something may be wrong.

Fortunately, Dr. Shlain's patient recovered. But the experience helped him see a gap in post-discharge follow ups and thus, the concept for HealthLoop was born in 2009.