



AI For the Real World.

SCALING COMPASSION: HOW RENOVA HEALTH AND SUPERWISE ARE HUMANIZING AI IN CHRONIC CARE

Blending real-time data, intelligent systems, and personalized engagement to deliver the right care—at the right time—for the right patient, without losing the human touch.



Client Overview

Who is Renova Health?

Patient-First Innovation in Chronic Care

- *Renova Health partners with physician groups and ACOs to deliver compassionate, AI-augmented chronic care.*
- *Empowers Chronic Care Managers (CCMs) to provide relationship-based support, guided by real-time insights.*
- *Developed RCare, a proprietary platform enhancing documentation, communication, and care quality.*
- *Leverages AI and deep data integration to personalize patient engagement and improve outcomes.*
- *Collaborates with SUPERWISE to unify systems, enable real-time analysis, and scale care delivery—especially in underserved rural areas.*
- *Long-term vision: a wellness analytics platform for whole-patient engagement and better population health.*



Breaking Free from Fragmented, Episodic Care

- Traditional chronic care is **episodic, reactive, and data-siloed**—missing opportunities for early, personalized intervention.
- Valuable insights from live patient conversations go uncaptured in EMRs, limiting care quality.
- **Chronic Care managers (CCMs)**, though trusted by patients, are burdened by documentation and lack tools to operate at the top of their potential.
- Renova saw the need to **empower CCMs with AI**, allowing them to deliver relationship-driven, physician-level support without requiring clinical licensure.
- The future of care lies **between clinical visits**—in the everyday trust, dialogue, and real-time engagement that drive outcomes.





The Opportunity

Unlocking Insights Between Visits

- Renova saw value in the “space between visits”—where **unscripted conversations** yield the most powerful insights.
- AI could extract and structure these insights in real time, guiding interventions and surfacing **missed opportunities**.
- This meant transforming everyday calls into a **rich data layer** for proactive, whole-person care.
- AI captures unscripted conversations in real time.
- Guides CCMs with structured insights.
- Enables proactive, personalized interventions.



Revealing the Hidden Layer of Patient Care

Much of what shapes a patient's health happens outside clinical settings—during everyday conversations that rarely make it into medical records. Renova recognized these unscripted moments often hold early indicators of change in a patient's condition or needs.

By embedding AI into these interactions, Renova began capturing and structuring this overlooked data in real time. This enabled CCM to respond more precisely, anticipate issues earlier, and deliver support that feels both timely and personal.

This shift from reactive documentation to proactive insight is transforming chronic care—making it more responsive, human-centered, and scalable.



AI THAT LISTENS, LEARNS, AND GUIDES

FROM DISCOVERY TO DEPLOYMENT: UNLOCKING HIDDEN INSIGHTS IN CARE

After a series of exploratory meetings with Renova Health, our discovery was clear: the most valuable insights in chronic care weren't being captured by traditional systems. These insights lived in the unscripted, human conversations between critical care managers and patients—conversations rich with context, emotion, and early indicators of change.

SUPERWISE was brought in to bridge that gap. By embedding real-time AI observability into Renova's workflows, we enabled their team to capture, analyze, and act on this hidden layer of data. What was once lost in the noise is now structured clinical intelligence—empowering care managers to intervene earlier, personalize support, and scale care without losing the human touch.

Through a phased rollout of RCare 1.0 to 2.0, we've helped Renova build a future-ready care model grounded in trust, empathy, and compliance.



AI THAT LISTENS, LEARNS, AND GUIDES

SUPERWISE SEAMLESSLY INTEGRATES AI INTO
RENOVA'S SECURE, HIPAA-COMPLIANT ECOSYSTEM

- Real-time transcription, summarization, bias alerts, and intelligent questioning now **equip CCMs with physician-level insight.**
- Supported phased rollout of RCare:
 - **1.0:** Infrastructure + compliance upgrades
 - **1.5:** AI features (TTYD, real-time call summaries)
 - **2.0:** Microservices + agentic AI model for scale



PARTNERSHIP WITH SUPERWISE

Partnership with Superwise

Migrating and modernizing the RCare system

Streamlining operations and unifying fragmented tools

Phased development: From cleanup (1.0) to real-time AI (2.0+)



PARTNERSHIP WITH SUPERWISE

SUPERWISE played a pivotal role in streamlining Renova's previously fragmented ecosystem—bringing together analytics, documentation, and care management tools under one unified, AI-enabled platform. We led the migration of Renova's legacy app to a secure, scalable infrastructure, ensuring HIPAA compliance and performance optimization. With RCare 1.5, we introduced AI-driven features like real-time transcription, guided questioning, and summarization—enabling care managers to operate with greater precision and confidence. The roadmap to RCare 2.0+ includes a full re-architecture using microservices and agentic AI models, laying the foundation for scalable, intelligent, and human-centered care delivery.



From Manual Chaos to Intelligent Care

The original objective was to complete the transition to SUPERWISE at the end of the second phase, but thanks to strong collaboration between teams, we successfully completed RCare 1.0 three weeks ahead of schedule!

Now, the RCare 1.5 AI initiatives are actively underway in the ideation and prioritization phase, with RCare 2.0 on the close horizon as we prepare for a full re-architecture built on agentic AI and microservices.

One of SUPERWISE's key strengths is its ability to transform a client's Proof of Concept (POC) or innovative idea into a fully realized solution. This capability is already proving invaluable as we shape the future of intelligent care.



— SUPERWISE DEVELOPMENT TEAM



From Manual Chaos to Intelligent Care

- SUPERWISE consolidated analytics, documentation, and governance under one roof.
- Live within 30 days—integrated into all care workflows (CCM, RPM, AWW, TCM).
- Delivered **explainability + GRC** from day one, aligning with clinical oversight.
- Enabled CCM to act faster, smarter, and more confidently.
- AI-enabled transcription, summarization, and alerting during live calls
- Machine learning to build patient personas, predict needs and guide personalized care.
- Integrated GRC (governance, risk, compliance) and data privacy controls



MEASURABLE GAINS IN PATIENT ENGAGEMENT & EFFICIENCY

- Increased efficiency for care managers. Eg: providing the right questions based on prior conversations and targeted towards the length of prior conversations and healthcare focus areas.
- Improved patient satisfaction and outcomes
- **Capturing 90% more actionable data other than EMRs**
- Opportunities in research (e.g., TNF Pharmaceuticals collaboration)
- Potential to reshape payer models and insurance coverage

Why AI Observability is Critical in Patient Care?

“By 2026, 40% of healthcare organizations will require real-time AI observability to ensure patient safety, model compliance, and operational trust.”— IDC FutureScape: Worldwide Healthcare Industry 2025

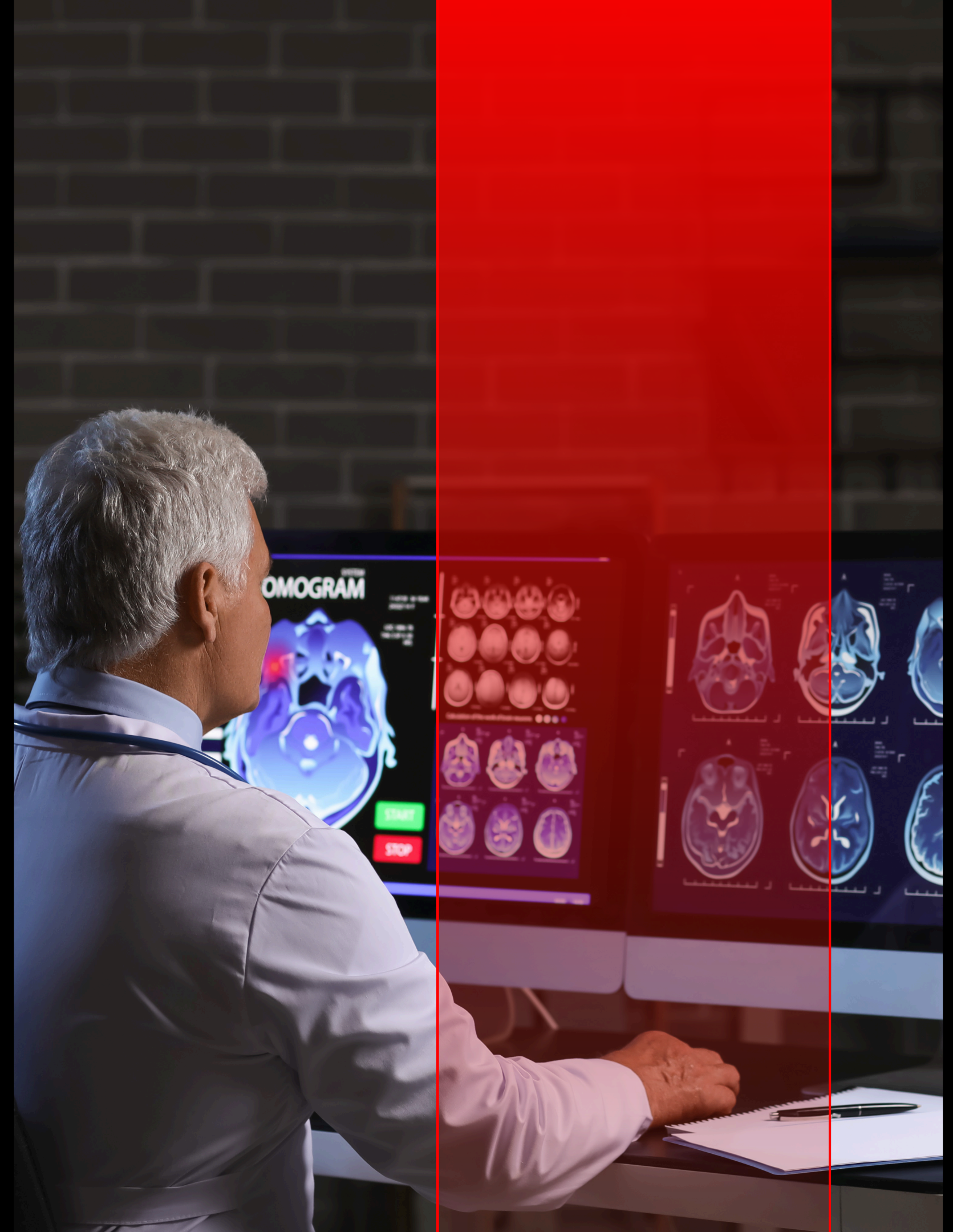


FUTURE VISION

- Expansion to patient wellness and engagement outside of clinical settings
- Data-driven support for alternative medicine
- New metrics for population health with AI-personalized care

Trust Is the Real Measure of AI in Healthcare

“AI success in healthcare isn’t just about performance — it’s about trust, explainability, and governance.”— Gartner®, Market Guide for AI Trust, Risk and Security Management, 2024





WHAT LEADERS ARE SAYING

"SUPERWISE didn't just deploy tools—we unified fragmented systems, embedded real-time intelligence into care workflows, and ensured every innovation met the highest standards of compliance and trust."

RUSS BLATTNER
CEO, SUPERWISE

"We're not just using AI to automate—we're using it to amplify the human touch in healthcare."

DAVE JACOBS
CEO, Renova Health

"Our care managers are becoming more effective than ever—AI equips them with deeper insights so they can better support patients, while still working under the guidance of licensed physicians."

DR. DANIEL
Medical Director, Renova Health

KEY TAKEAWAYS

- Renova prioritizes patients over profit, shaping decisions around outcomes and engagement.
- Partnership with Superwise is driving AI integration for chronic care management.
- AI helps convert call transcripts into structured clinical notes and flags missed opportunities.
- Real-time AI assistance enhances CCM's ability to support patients as effectively as physicians.
- Renova's care app -RCare:
 - RCare 1.0 – upgrading underlying platform, infrastructure, Security, HIPAA Compliance, Development Standards, Performance enhancements
 - RCare 1.5 – Introduces AI-powered enhancements to existing workflows, including Talk to Your Data (TTYD), intelligent questioning guidance, real-time call transcription, and automated summaries. These features deliver quick wins and operational improvements ahead of the full system re-architecture planned for RCare 2.0, which is being built on a microservices-based, agentic AI architecture.
 - RCare 2.0 – re-architected RCare system with micro-services based AI Agentic Architecture