

# KayAI Go-Live Plan

## Overview

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Kay AI is already pre-configured for your clinic: **Stable/Watch** signals stay with the patient (they receive **tailored skills, community support, and real-time interventions**), while **High/Crisis** events are the only items that reach clinicians—**High** in calm **AM/PM digests**, **Crisis** immediately. With this design, you get the upside of **24–72h early-warning forecasts** without adding noise or headcount.

This 6-week plan is a clear path to value: stand up one service line, verify safety and workload, and prove outcomes you care about—**engagement, SLAs, no-show reduction, early ED/readmit trends, and billable between-visit care (where covered)**. It's light on meetings, heavy on automation and measurement, and built for provider sanity: snapshot-first sessions, two digests a day, and quiet hours honored.

What follows outlines exactly how we **verify, launch, optimize, and scale**—with success criteria agreed up front and an executive readout in Week 6. The goal isn't just to “turn Kay on,” but to **operationalize prevention** in a way your teams can sustain—and your CFO can love.

Week	Objectives
<b>Week 0:</b> Verify & Align (2–3 days)	<ul style="list-style-type: none"> <li>• Sanity-check routing (Stable/Watch patient-only; High in digests; Crisis immediate).</li> <li>• Confirm digest windows and quiet hours.</li> <li>• Pull baselines (no-show rate, MH ED/1,000, 30-day readmits, engagement).</li> <li>• Agree on targets and success criteria (see “Pilot Outcomes” below).</li> </ul> <p><b>Output:</b> Go-live checklist, KPI baseline snapshot.</p>
<b>Week 1:</b> Shadow & Train	<ul style="list-style-type: none"> <li>• 24–48h “shadow mode” to confirm alert volumes &amp; SLAs (providers observe, no action).</li> <li>• One <b>60-minute</b> provider session: inbox flow, one-tap actions, documentation → exports, Crisis protocol.</li> <li>• In-app onboarding page for patients: how Kay helps, what triggers reach the provider.</li> </ul> <p><b>Output:</b> SOP v1 (provider-direct), training deck + quick-ref.</p>
<b>Week 2:</b> Soft Launch (25–50 patients)	<ul style="list-style-type: none"> <li>• Enroll first cohort; providers work <b>two digests/day</b> (AM/PM).</li> <li>• <b>Light touchpoints:</b> two 15-minute huddles this week with a Clinical Champion (threshold tuning, export check).</li> <li>• Validate payer-ready exports when providers act on High/Crisis.</li> </ul> <p><b>Output:</b> First documented provider actions; export validation complete.</p>
<b>Week 3:</b> Full Pilot Cohort	<ul style="list-style-type: none"> <li>• Scale to full pilot panel (100–300 patients across 3–5 providers).</li> <li>• Maintain two 15-minute champion touchpoints this week, then step down.</li> <li>• Focus on <b>SLAs</b> and <b>engagement</b>; tune thresholds to keep noise low.</li> </ul>

	<b>Targets by end of Week 3:</b> ≥60% weekly check-in engagement • <b>100%</b> <b>Crisis same-day • ≥85% High in &lt;24h.</b>
<b>Week 4:</b> Optimize & Bill	<ul style="list-style-type: none"> <li>• Apply small threshold tweaks to reduce false positives.</li> <li>• Submit first claims (where policies allow): 99484; 99492–99494/G2214; 99421–99423; 98980–98981.</li> <li>• Confirm snapshot-first workflow is used before sessions.</li> </ul> <p><b>Output:</b> First month of billable between-visit care documented (as covered).</p>
<b>Week 5:</b> Harden & Standardize	<ul style="list-style-type: none"> <li>• Lock SOP v1.2 (escalation ladder, quiet hours, “Request Support” → High, documentation).</li> <li>• Step down to <b>weekly 15-min</b> (or <b>bi-weekly 30-min</b>) champion sync.</li> <li>• Package the audit bundle (monthly summaries, time logs, export specs).</li> </ul> <p><b>Output:</b> Audit-ready packet; final KPI definition sheet.</p>
<b>Week 6:</b> Readout & Scale	<ul style="list-style-type: none"> <li>• Exec readout: engagement, SLAs, forecast hit-rate, no-show delta, early ED/readmit trend, realized revenue, “save” stories.</li> <li>• Decide expansion (next service line/site; panel ramp plan).</li> </ul> <p><b>Output:</b> Scale plan + quarterly targets.</p>

For any inquiries on this workflow, reach out to:

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