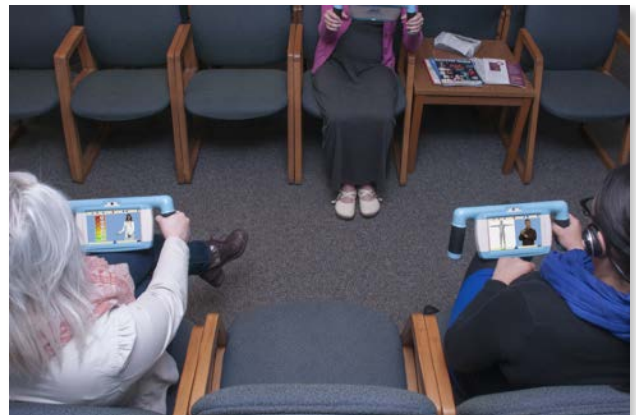
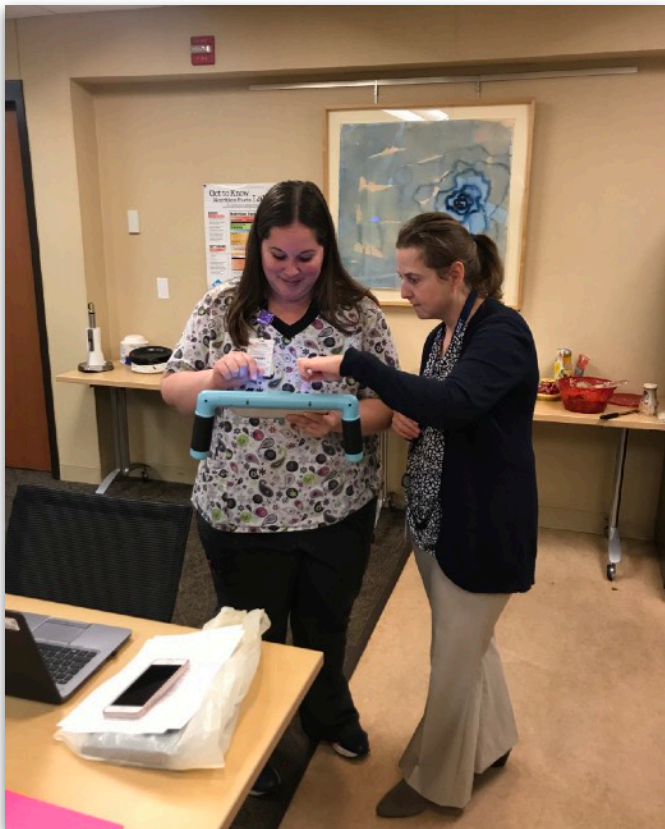


Covid-19 Emergency Response Strategy

High Volume, Full Population Automation on Phrazer/Kitsune Platform



Qualifications Snapshot



- Exceeds infectious disease standards
- Meets security and HIPAA requirements
- Works offline (with and without network)
- CITE methodologies (any language, literacy and age coverage)
- No patient training required (self guiding)
- Minimal staff training required
- Adaptability and expansion (quick and easy)
- Interoperable with printers, alert boards and EMRs
- Proven reliable and fully market vetted
- North American supply chain and support

Details and further information on the product, solution and market performance can be found at these locations:

<https://www.myphrazer.com>

<https://www.geacominc.com>

<https://www.geacominc.ca>

<https://www.youtube.com/user/myphrazer/featured>

Overview

Phrazer/Kitsune is antimicrobial, HIPAA compliant, intrinsically safe system that can be cleaned with strong chemicals, operates with or without network, responds well with surgical gloves and offers patented capability for mass intake without compromising total continuity and quality of service for all demographics. Special to the platform is its ability to engage patients in any language, without literacy requirements and without direct staff support. Elimination of the patient variable bottlenecks enables unparalleled throughput and patient flow opportunities.

Relevant to Covid-19, Phrazer/Kitsune reduces staff exposure by performing repeat services with excellence, such as detailed intake, triage and Covid-19 specific engagements and more, in all languages without direct contact required. By performing this services without direct staff requirement **the platform enables mass, quality intake and service**. 100's of patients can simultaneously progress to proper rooming without exposing translators, scribes, nurses and other staff. Patients can be engaged as one-Phrazer/Kitsune/Kitsune-to-one-patient or one-Phrazer/Kitsune/Kitsune-to-many-patients.

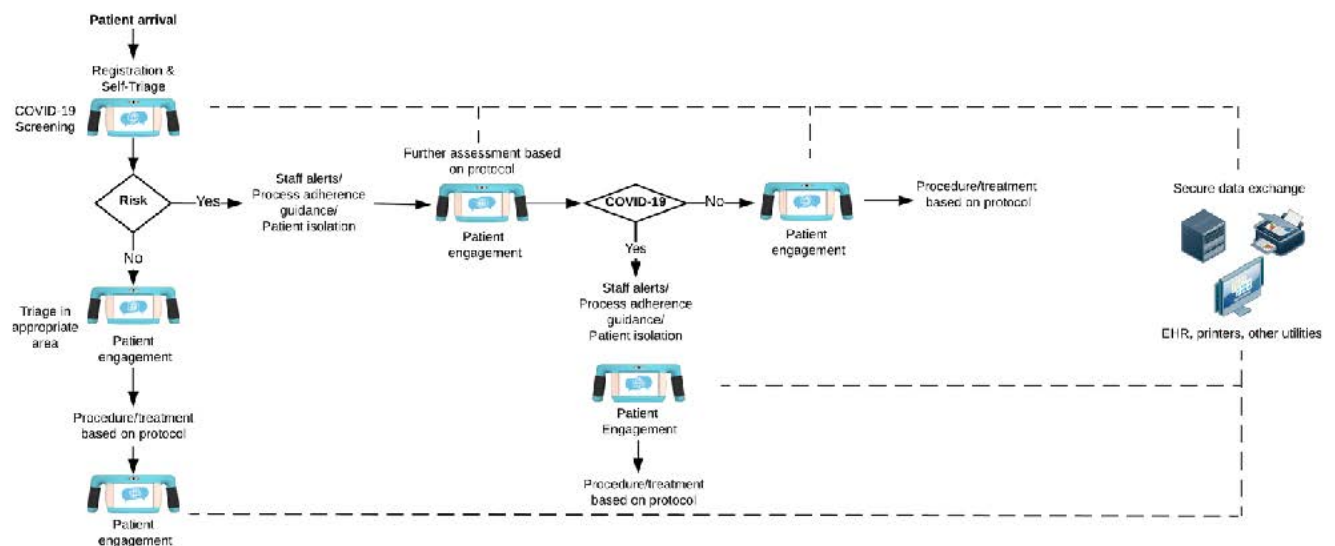


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Example Generalized Use Case



Patient Inflow - Triage - Prep & Rooming

- Engagement (Language/Culture & Demographic)
- Welcome and policy engagement
- Assessment of potential risk factors for infection

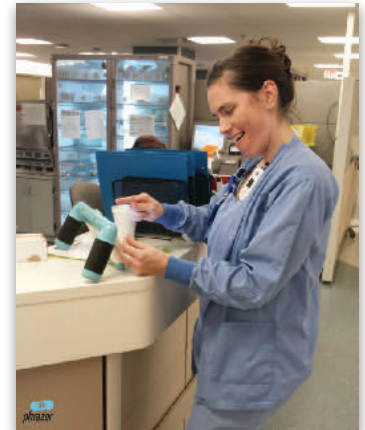
[criteria to guide evaluation of persons under investigation for COVID-19.](#)

- Patient self administered hygiene and masking
- Phrazer/Kitsune guided rooming



Staff Information Engagement

- Policy adherence protocol
- Realtime patient status update and check-in
- Protocol for assessment of potential risk factors for infection among healthcare workers in care settings



Augmented Virtual Staff/Patient Engagement

Inpatient

- Remote controlled patient engagements
- Live nurse call and AV engagement
- Group remote controlled announcements
- Virtual consults as needed
- Pre-patient/staff personal engagement prep

Outpatient

- Extensive discharge instructions and confirmation
- Phrazer/Kitsune take home extended care opportunity



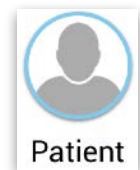
Safe Inpatient Augmented Video Conference

Patients are roomed and only engage directly with physicians/nurses once. In the initial staff involvement vitals are taken, the patient is provided all needed services (IV, ventilator, pulseOx, etc) and Phrazer/Kitsune is provided at the bedside. The Phrazer/Kitsune is set facing the patient in a convenient location where they may, but do not need to, touch or hold it to engage.



Setting Phrazer/Kitsune to patient bedside live engagement:

- select any Phrazer/Kitsune and touch the Phrazer screen to initiate
- place Phrazer/Kitsune in the patient room
- set the Kitsune to group mode (both ear cups facing outward)
- touch the Phrazer screen to activate the login and enter staff credentials
- select patient interface option; you're all set



At this point the system is set and ready for patient use. To connect with any patient in any of the rooms, simply:

- select a Phrazer/Kitsune from the charge station
- select Caregiver and enter your credentials
- from the Phrazer/Kitsune list select the room (labeled)
- select the communication type (audio, video, CITE engagement)
- select the language of the patient and press start



you can intro or close with highly effective CITE engagements



The patient's Phrazer/Kitsune will "ring" and initiate the communication you desire in the language you've chosen. All engagements now take place safely, effectively and without exposing staff.

English



Hospitalists, pharmacists, primary care physicians and more can securely connect a video call to the patient from anywhere and use their own computer, android or iOS system.

Unassisted, Safe Use

Phrazer/Kitsune requires zero patient training and no staff support for patients to use. In more than 20,000,000 tracked in-market engagements, with all demographics, the platform has:

- 98% unassisted completion rate
- 96% patient satisfaction rate
- <2% demographic performance differential
- 99.9% accuracy of information rate
- 99% uptime performance rate

Patients are guided by an onscreen, demographically and language matched person. No reading or writing is required as people are easily guided through medical engagements.



The platform remains powered on at all times and has ample supply for all day uninterrupted service. Batteries are hot-swappable.

There are no buttons, there is no way to turn the system off and it has realtime active tracking.

The system can only be powered using a special security, power on/off. Patients can not access unauthorized areas of the platform and can not exit the medical engagements by mistake (or on purpose). There are no buttons to push, no surfaces to pool liquids and the plastics are fully antimicrobial (also include surface free tension technology).

The included Kitsune headset automatically pairs with Phrazer using novel near field technology that requires no interfaces or complexity. The system is the world's most user friendly.

A demographically matched human on screen interviews and guides the patient through their medical interactions.

Staff can directly or remotely control the patient Phrazer and track progress at all times.

Phrazer/Kitsune has consistently shown the ability to engage children as young as four years of age without assistance.

There is no reading and writing requirement to use this platform. It doesn't feel like a technology.

Thousands of senior citizen users have proven the ease of use claims of Phrazer/Kitsune. People as old as 104 have started, progressed and completed sophisticated engagements without staff assistance of any kind.



Calculations for Throughput

Phrazer/Kitsune personalizes to the patient and provides engagements in their native language without the need for reading and writing. This includes all serviced languages in equal form, including American Sign Language. There are also automatic adjustments to patient age and literacy. The result is a predictive determination of time for each patient to complete a stage in their care journey. The management of the patient variable (language, age, literacy) opens consistent process flow and operation reliability. The real-time staff updates enable the care team to monitor several patients simultaneously (ratio 1:20) and manage the Covid-19 mass screening and management most effectively.

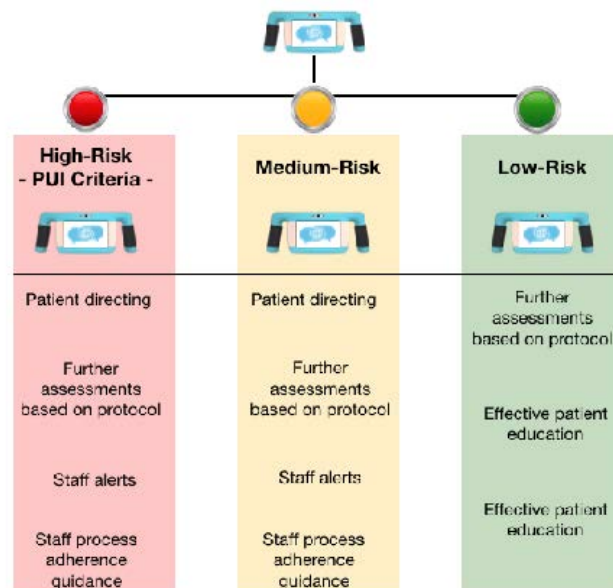
EXAMPLE ESTIMATED

STAGE 1

ONE-TO-ONE USE (measures in realtime)

Engagement	Intake Registration	Risk Assessment	History & Symptoms
English Young Adult	5 minutes	2 minutes	4.5 minutes
English Senior Citizen	5 minutes +1	2 minutes	4.5 minutes
English Pediatric	5 minutes +2	2 minutes	4.5 minutes
English Non-Literate	5 minutes +1	2 minutes	4.5 minutes
Non-English Adult	5 minutes	2 minutes	4.5 minutes
Non-English Senior	5 minutes +1	2 minutes	4.5 minutes
Non-English Pediatric	5 minutes +2	2 minutes	4.5 minutes
Non-English Non-Literate	5 minutes +1	2 minutes	4.5 minutes

STAGE 2



Swim Lane Example

Step 1 (no triage nurse, translator, scribe exposure)

Inbound patients, of all demographics (and languages), self access Phrazer/Kitsune. This may be one Phrazer/Kitsune to one patient in private mode or one Phrazer/Kitsune to several (3 to 5 family members) in Kitsune group mode. Via Phrazer/Kitsune inbound are:

- Quickly identified (using on device interview and or ID reader) and paired to demographics
- An introduction engagement to procedure
- Interviewed for demographic and on-boarding
- first COVID-19 protocols provided for infection risk
- quick symptom triage

Results (demographics, risk, symptoms) are combined to create swim lane directions. Phrazer/Kitsune LEDs will light indicated direction for stage 2 (white, blue or red).



Step 2 (no staff exposure)

Patients are notified to follow the swim lanes as identified by their systems. They will enter a self wash and mask station before proceeding to group education.

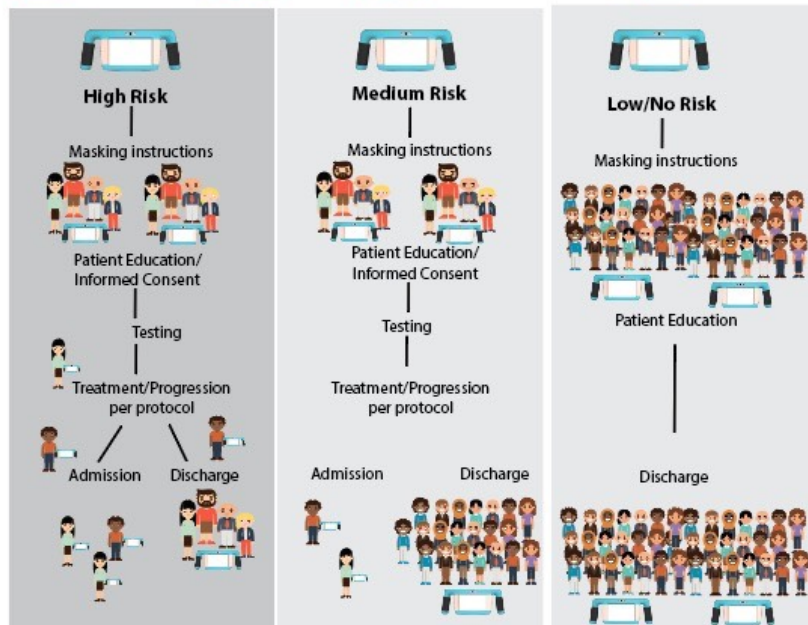
High Risk will enter education, consent and testing. These people will then, await test results and potential admission or discharge (some staff video conference may be administered via Phrazer/Kitsune). Admission discharge protocols will be administered during the wait.

Medium Risk (transmission risk positive but no symptoms) will follow education, consent, test protocol for ultimate admission or discharge.

Low Risk will be provided education and detailed discharge instructions.

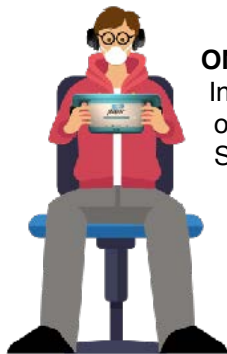
Admitted patients will utilize in-room Phrazer/Kitsune systems with language services, education engagements, pain management, video

conferencing and patient entertainment to minimize direct contact needs and stress. These services require no network connectivity.



Novel Features for Safe Patient Flow

With over 20,000 medically qualified engagements, Phrazer/Kitsune has proven to not require any patient training or support to get full information and service. Phrazer/Kitsune supports “never alone” patient isolation and reduces staff exposure by performing repeat services with total continuity and quality of care, such as detailed intake, triage and Covid-19 specific screeners and more, in all languages, without reading required. By performing these services, sans direct staff requirement, **the platform enables mass, quality intake without unnecessary exposure**. 100’s of patients can simultaneously progress properly without putting translators, scribes, nurses and other staff at risk. Here are some ways to use the platform to engage individuals and groups:



ONE-TO-ONE

In many cases Phrazer/Kitsune can be provided to inbound patients for a one system to one patient engagement process. Phrazer/Kitsune will act as the patient’s Journey Solution, staying with the patient throughout the entire encounter to guide them through process, connect them with staff, assist them in charting and to provide inline screeners, education, consents and more.

ONE-TO-SEVERAL

Phrazer/Kitsune has the convertible headset/speakers so that multiple people may engage with a system at one time. For example, a family entering together can utilize one system and use the speaker mode to engage as a group (modified protocol). This more efficiently enables group progress on fewer devices.



ONE-TO-MANY DISPLAY CASTING

Phrazer/Kitsune is capable of casting to large screen TVs or projectors for large group engagements, educations and instructions.

MASTER-TO-MANY CONTROL

One Master Phrazer/Kitsune can ‘cast’ instructions to dozens of user (patient) systems in realtime at any point in the patient progression.



LED SUPPORTED SWIM LANES



Phrazer/Kitsune LED indicators send visual notices to staff directing them to specific patients at specific times of need. This reduces unnecessary contacts and focuses efforts on specific need points only. The same LEDs can be used to visually assign patients to 'swim lanes' for service. Colors of red, blue, white, green are available on two visible LEDs per Phrazer. These can be set to on, pulse and a variety of other alert options.

PHYSICAL DIRECTION (confirmed performance)

Phrazer/Kitsune can instruct patients to perform certain activities such as use a wash station, put on a mask or move to a specific location. It can confirm each step is complete and not progress the patient until they are compliant. The system can confirm compliance by video recording the activity, proximity sensors or by using other confirmation methods. LEDs may be used to indicate which patients are compliant in procedure.



CAMERA READING FEATURES

Phrazer/Kitsune can use the camera read feature for many vital activities. For example, it can:

- read and translate English text to dozens of languages

- read ID cards and insurance cards

- read and react to QR codes (initiate engagements, education, navigation)

SELF NAVIGATION (location confirmed)

When rooming or directing patients Phrazer/Kitsune's onboard tracking can provide realtime navigation assistance to patients (down hallways, into rooms, to elevators and more). Reducing the need for support staff to help navigate. When a patient is not properly navigating Phrazer/Kitsune will notify them and the LEDs will indicate the issue to staff.

REALTIME VIDEO CONFERENCING



Phrazer/Kitsune provides standard video conferencing features of one-to-one and one-to-many on a safe, secure platform.

Additional to this, the platform offers realtime translation capability in video conferencing to engage patients from a variety of languages. Most powerfully the platform offers CITE augmented video conferencing enabling qualified medical engagements with realtime EMR entry inline, including consents or other services. You may also conclude a video conference by remote launching a full

protocol sets to get the data from the patient to the record.

Your flow calculations take consideration of which usages above are in play will factor.

Special Features

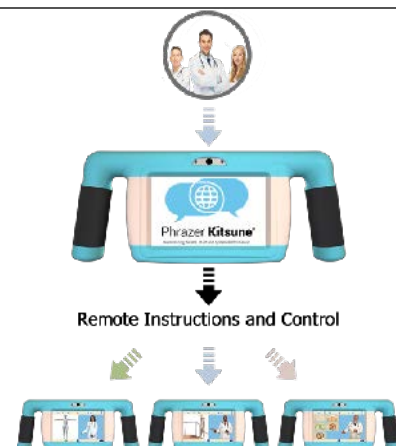
Patented realtime/relevant-time engagements.

As patients engage, they provide status and need, which information is shared to relevant staff and resources automatically. This includes audio cues, alert boards, prints, pagers and the EMR.



- CITE language services with 99.9% accuracy
- Live video, virtual consults, language services
- Ability to remote control these features

- Total remote control of systems with patients
- Send individual and group engagements
- Set alarms, alerts and frequency engagement start times
- In-system or at the patient's home



<24 hour turn on patient engagements and process adjustments (in all service languages) as requested.

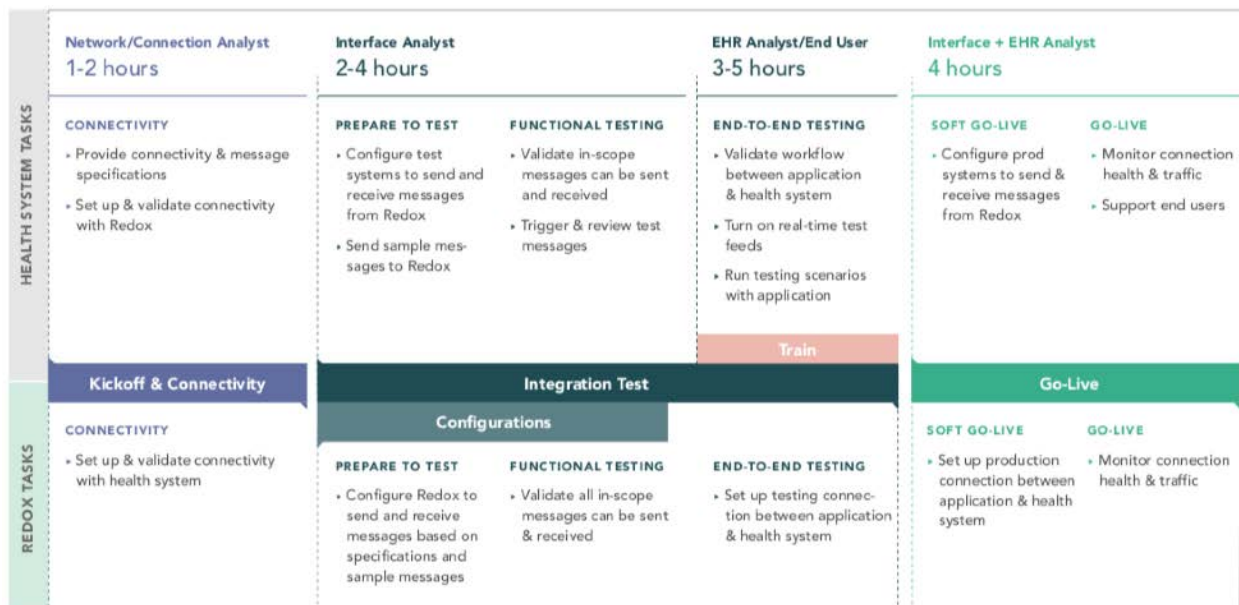
Appendix A: Data Flow and Resource Application

Phrazer/Kitsune will send relevant INFORMATION directly to staff via the Multi-path Realtime Message (MRM) features. Information will optionally be sent to alert boards, server repositories and or to the printers as needed. These connections and data sends are readily and reliably available within hours of setup. All patient entered data is also viewable, through secure login, on each respective Phrazer/Kitsune.

Direct connection to the facility EMR can be made available. This feature is also fast but does include the cooperation of the EMR vendor and a 3rd party integrator (Redox preferred). This interface looks as follows:



GeaCom's technical integration guide further details this connection process and resources required which you should familiarizer yourself with should this direction be preferred. The timeline estimate is as follows:



Appendix B: Phrazer/Kitsune Medical Grade Hardware

Medically Qualified and Designed Devices

There is only one U.S. designed, engineered, manufactured, medically qualified, inclusive solution on the market which is Phrazer/Kitsune by GeaCom. As such, it sets the standard for the market space and defines what is a truly qualified, medically designed solution. The following presents some details on this definition followed by a market product matrix.

Medically Engineered Design

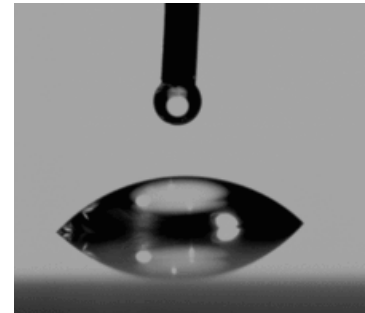
To meet very specific medical needs, Phrazer/Kitsune incorporates expansive secure hard drives, weeks of battery life with hot-swappable power, human factor design, a high bright touch screen/display that works with surgical gloves, extensive antimicrobial properties, Crypto Key access, Multi-path Realtime Messaging (MRM), high speed processors, high resolution camera, multi-color coded alert LEDs, inline handle vibrators, sensor integration ready handles, and much more. Phrazer/Kitsune is the only platform using Communication and Information Theory Empowered (CITE) methodologies and is designed to work with people, technology, electronic medical records and more in a secure, accurate, efficient and safe manner. Here are some details on some of the medically specific hardware features only found on Phrazer/Kitsune:

Intrinsically Safe

Because Phrazer/Kitsune operates around oxygen and other explosive gases and liquids, it is designed to be intrinsically safe. With no moving parts, low voltage lines and a closed system, Phrazer/Kitsune will not spark or ignite dangerous gases found in medical environments.

Vector Mitigation and Disease Control

Phrazer/Kitsune's case is fully impregnated with nano-silver which has strong antimicrobial properties. Phrazer/Kitsune is also designed to have no purchase for liquids and disease with smooth surfaces that have high surface free energy and tension that prevents collection of liquids such as blood, mucus and saliva. Furthermore, Phrazer/Kitsune is chemically resistant, can withstand strong solvents and alcohols and can be fully submerged or autoclaved, allowing for quick and thorough cleaning between patients.



Power Management



Phrazer/Kitsune is a high efficiency, high capacity system that uses incredible power management systems that allow for as much as a full week of functional use on one charge. The battery system is also hot-swappable allowing for continual, unlimited use. This allows for always on, always ready status for critical systems and easy inclusion into medical work flows. A low battery doesn't mean interrupting a critical patient interaction on Phrazer/Kitsune.

High Definition Camera/Microphone

Phrazer/Kitsune's front facing camera can track the patient, watch their reactions and adjusts systems automatically based on what is observed. If your patient gets up and walks away without closing out a session, Phrazer/Kitsune is aware and secures their record automatically. The AV also acts as a record when a patient provides video recorded informed consent to treat; fortifying medical systems against litigation and cost. Finally, this same AV system allows for patient wound recording, video interactions and consults with specialists and more.

Multi-Code LEDs



Two high bright inline LEDs have five color states (red, blue, green, white, clear) for use with patient verification and caregiver interfaces. All of your staff can see and react to critical patient needs based on visual coded LED indicators. Phrazer/Kitsune

lets you know when a patient is in critical need, in general care, nearing completion on an engagement or something as simple as which patient to take back to examination.

These same LEDs work as an additional visual verification for patients when selecting which side of the body is being referred to or when confirming answers to location questions. This further limits error and misrepresentation.

Inline Handle Vibrators

Independently located in each handle are high speed, variable vibrator motors. These motors are used for CITE tactile response, alert systems and as a tactile confirmation of patient selections for verification purposes to further limit error.

Multi-Path Realtime Messaging

Phrazer/Kitsune includes patented capability to share unique message exchanges simultaneously with the patient and caregivers. While Phrazer/Kitsune is sharing extensive, detailed information with the patient it will cue the caregivers with limited and vital information only. Phrazer/Kitsune's unique and powerful chipset, coupled with a powerful antenna system delivers this patented and critical capability reliably and in high quality.

Compliance, Information Safety and Hardware Encryption

Phrazer/Kitsune has no buttons for your caregivers or patients to inadvertently press. Nor can Phrazer/Kitsune be inadvertently powered on by a patient as it requires a unique Crypto Key to control which uniquely and powerfully secures Phrazer/Kitsune from unauthorized use. Phrazer/Kitsune limits patients to caregiver driven, CITE based interactions limiting distractions and reducing error. The fact that Phrazer/Kitsune is a non-consumer product prevents patient familiarity leading to misuse and error.

Phrazer/Kitsune's hard drives and storage systems have multiple levels of encryption incorporated that exceed HIPAA compliance requirements. Should wireless communication not be appropriate, Phrazer/Kitsune has a unique, hidden and secured non-wireless, unique connectivity option.

Phrazer/Kitsune's onboard EMR capabilities and patient information gathering is locked away in the military grade DB4o database system that can not be accessed without full security and user validation. Phrazer/Kitsune allows you to know where it is, what it is doing and who is using it. No other medical product has this level of record security.

Remote Control and Tracking

Phrazer/Kitsune's onboard GPS tracking security system allows you to know where your systems are at all time giving you the ability to set proximity alarms and geographically based business security rules. Tracking also allows opportunity for strategic application of medical resources and staff.

Phrazer/Kitsune systems can also be controlled remotely from a secured work station allowing for a multitude of opportunities for support, training, service and more.

Casing and Physical Characteristics

Phrazer/Kitsune's case is made of antimicrobial, chemically resistant, drop resistant, hardened polymers. Non-fade coloring, scratch resistance and easy cleaning keeps Phrazer/Kitsune looking, feeling and working like new.

Phrazer/Kitsune's handles, shape and colors are designed with CITE in mind for patient connection, security and comfort. The same design makes for easy transport, storage and incorporation into workflow for your staff.

Additional Value Points Supporting Hardware

Having medically specific hardware is required for proper service in the market space but what you fortify that hardware with in terms of software, production, quality, service and support ultimately can play as big a role in product value.

U.S. Engineered

Ownership of design is critical for meeting the sobering needs of the medical market space. When you own the design, critical features don't unexpectedly go away because the designer doesn't need them in their key target markets and new design additions don't get ignored because they don't cross into other market spaces. When you own the design, your product can react, grow and improve specific to your market's needs. Phrazer/Kitsune's designers and engineers work toward medical market space excellence without trying to blend with other markets that will water down value and disable key capabilities.

U.S. Production, U.S. Support

The highest quality medical products are made in the U.S. Craftsmanship, quality and ability to stand behind a product are hallmarks of U.S. manufacturing. Phrazer/Kitsune is designed, built, supported and created in the U.S. GeaCom is headquartered in Minnesota with production in Oakdale, Minnesota. GeaCom's support staff is in Duluth and Minneapolis, Minnesota and offers 24/7/365 on call readiness. GeaCom offers the highest levels of customer service in the market.

Medical, Custom Operating System and User Interfacing

Like hardware, in software you don't want irrelevant consumer companies controlling and modifying your available functionality on consumer whim. For long term value, a medical device system must own not only its user interfaces but also fully own its operating system that controls all critical features. GeaCom has developed a proprietary, robust and powerful medical OS specific to Phrazer/Kitsune called Shannon OS. We control our features, capabilities and future path in partnership with our customers.

To be trouble free and robust we've created a unique and powerful technique of updating the OS, remotely and trouble free, in the field. Our operating system and operating system management systems mean fully controlled, updatable and trouble free application in your facility. No consumer products can make this claim. In addition, its unique OS acts as a security measure unavailable in widely used consumer software.

GeaCom also maintains and develops user interfaces and medical content for you without the need of third parties. Updating engagements, languages, adding interfaces and features is quick and easy due to simple to implement updating.

Video Conferencing



Phrazer/Kitsune has encrypted, high quality, anywhere video conference capabilities allowing for a myriad of support, patient facing and interviewing capabilities. When coupled with our secure remote control features this becomes a powerful combination in medical applications.

Summary

GeaCom has committed to providing the best hardware, software and support into its vital solution for the medical market space. In doing so it has set a standard that is unmatched in the market and staked claim to a leadership position that it won't give up. Phrazer/Kitsune is, and will remain, the only and most powerful medical engagement solution in the market.

Appendix C: Rapid Implementation Model

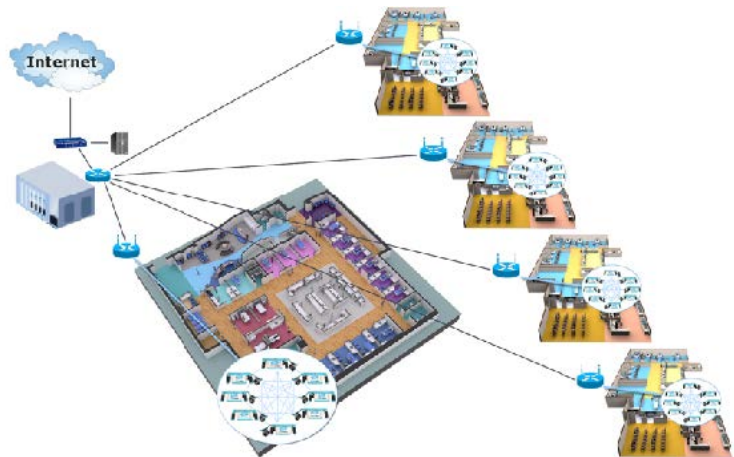


Develop in Place Rapid Supported Bring-up

The Phrazer/Kitsune systems are designed to function immediately on implementation. Using the self generated Mesh Network the systems are functioning instantly, even without a network connection. From the simple start the medical system may desire special use cases or processes be supported by Phrazer/ Kitsune and this is where the Develop in Place program makes it easy. Each integration comes with a professional support developer to ensure network function, interoperability and workflow needs are implemented, tested and running in minimal time and with minimal resource need.

The first 24 hours of Develop in Place includes all interoperability and network connections. In conjunction with Develop in Place, a support specialist trains staff on use cases and ensures seamless integration into workflow.

The first 48 hours includes use case modifications, setup of secure Over The Air (OTA) updating, staff champion training completion and self-managed use. 2 days, minimal resources and the system is self run.



Incorporating Enhancing Features

Workflow enhancements and realtime adjustments to patient load are easily incorporated by using the dynamic CITE engagement bundler built in. Staff can set multiple pathways in realtime for adaptive swim lanes, patient directing and other JIT features designed into the UI. You can even have the system move patients to categories of best service based on demographics.

Appendix D: Coverage Assurance Guarantee

These performance measures will be detailed in the implementation agreement and guaranteed to be met in service:

Performance Assurances

- 99% Technology uptime
- >90% Patient language coverage
- >90% Unassisted patient completion rate
- >90% Patient appreciation rate
- >99% Accuracy of information rate

Civil Rights, ADA and Patient Rights

- Title VI of the Civil Rights Act of 1964, as amended (42 USC §200d) & (45 CFR 80)
- Section 504 of the Rehabilitation Act of 1973, as amended (29 USC §794)
- Programs and activities receiving federal assistance from HHS (45 CFR 84)
- Programs or activities conducted by HHS (45 CFR 85)
- Titles VI & XVI of the Public Health Service Act (45 USC §§291 & 300) & (42 CFR 124, Sub G)
- ADA Title III section 504

Guidance Memorandum: Title VI Prohibition Against National Origin

Section 601 of Title VI of the Civil Rights Act of 1964 states that: “no person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Regulations implementing Title VI which are published at 45 C.F.R. Part 80, specifically provide that a recipient may not discriminate and may not, directly or through contractual or other arrangements, use criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color or national origin, or have the effect of defeating or substantially impairing the accomplishment of the objectives of the program with respect to individuals of a particular, race, color or national origin.

“LEP persons are often excluded from programs or experience delays or denials of services from recipients of Federal assistance. Such exclusions, delays or denials may constitute discrimination on the basis of national origin, in violation of Title VI.”

Department of Justice 1976 “Coordination and Enforcement of Nondiscrimination in Federally Assisted Programs” 28 C.F.R. Subpart F. The DOJ regulation addresses the circumstances in which recipients must provide language assistance.

CRS Report of Congress - Order Code 97-826 A American with Disabilities Act (ADA) Requirements Concerning the Provisions of Interpreters by Hospitals and Doctors

The Office of Civil Rights’ position has been that recipients may be required to provide oral language assistance in languages other than English.

Title III of the ADA, section 302, 42 U.S.C. 12182 specifically requires the “professional office of a health care provider” and hospitals to provide language services under federal law.

Many examples of summary judgements being awarded include:

Aikins v. St. Helena Hospital

Mojocho v. Turner

Mayberry v. Van Valtier

The ADA says *Undue Burden* and *Deliberate Indifference* is a clause that plays somewhat contradicting roles in enforcement of the law. If a care facility can show that providing extensive language services would effectively disable its ability to provide its general services due to financial, access or other interruptions then they may be able to avoid the summary judgements that tend to occur. However, if a care facility does not have a clear policy or claims they didn’t consider the possibility of certain languages coming to their facility then they can be guilty of deliberate indifference. With Phrazer/Kitsune being available and capable of more language assistance, and with the care facility being aware of its availability, it becomes likely undue burden can no longer be claimed, thus deliberate indifference may be substantiated. GeaCom’s mission is to provide solutions that help improve health access and outcomes with full equity.