

Transforming lives at ChenMed

 **BEGINS WITH YOU**



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OUR STORY

THE CHENMED MODEL

VALUE-BASED CARE

CAREER PATH

PCP PHILOSOPHY

PARTNERSHIPS

be a part of
**SOMETHING
BIGGER**



You want to be a part of something you believe in. Something bigger than a job or even a career path. Being a doctor is your calling because you couldn't imagine doing anything else. Your vision hasn't faded, but the low-touch, high-volume healthcare model hasn't delivered.

That's why we created ChenMed. So physicians like you can practice medicine how you've always imagined.



Chris Chen, MD
Chief Executive Officer



Building the future of healthcare

Driven by compassion and accountability, ChenMed founder Dr. James Chen developed a holistic approach to care that allowed physicians to get closer to their patients—going beyond symptoms of the **body** to provide more well-rounded care that enriches the **heart, mind and spirit** and helps our aging population improve their quality of life.

Grounded in a capitated reimbursement model, the ChenMed approach meant that low-income seniors got the affordable VIP care they deserved, with more time at home instead of in a hospital bed. And physicians found fulfillment in taking an active role in their patients' everyday health and wellness. When word of this high-touch, quality-care approach began to spread, ChenMed flourished.



dedicated to
enriching the
whole person

REVOLUTIONIZING

the healthcare experience

It quickly became clear that more seniors could benefit from the ChenMed style of care, and Dr. Chen's sons, Dr. Chris Chen and Dr. Gordon Chen, joined the family business to help expand the footprint. ChenMed continues to grow, delivering affordable VIP care to tens of thousands of needy seniors in more than a dozen major U.S. markets through our family of brands: **Chen Senior Medical Center, JenCare Senior Medical Center, and Dedicated Senior Medical Center.**



- **Ft. Lauderdale, FL**
- **Miami, FL**



- **Atlanta, GA**
- **Chicago, IL**
- **Louisville, KY**
- **New Orleans, LA**
- **Richmond, VA**
- **Tidewater, VA**



- **Bradenton, FL**
- **Jacksonville, FL**
- **Lakeland, FL**
- **Palm Beach, FL**
- **Tampa, FL**
- **Columbus, OH**
- **Philadelphia, PA**



THE CHENMED WAY

VISION

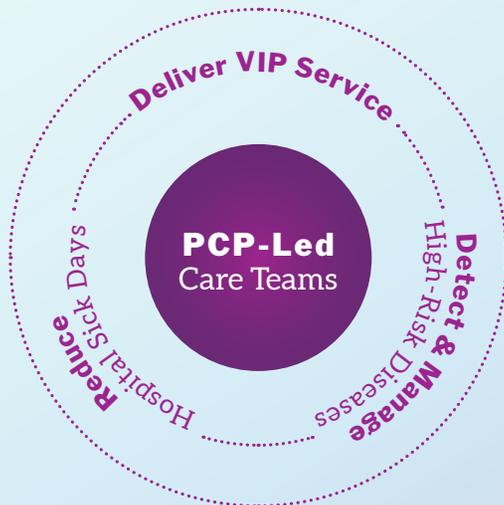
To be America's leading primary care provider, transforming the care of the neediest populations.

MISSION

We honor seniors with affordable VIP care that delivers better health.

VALUES

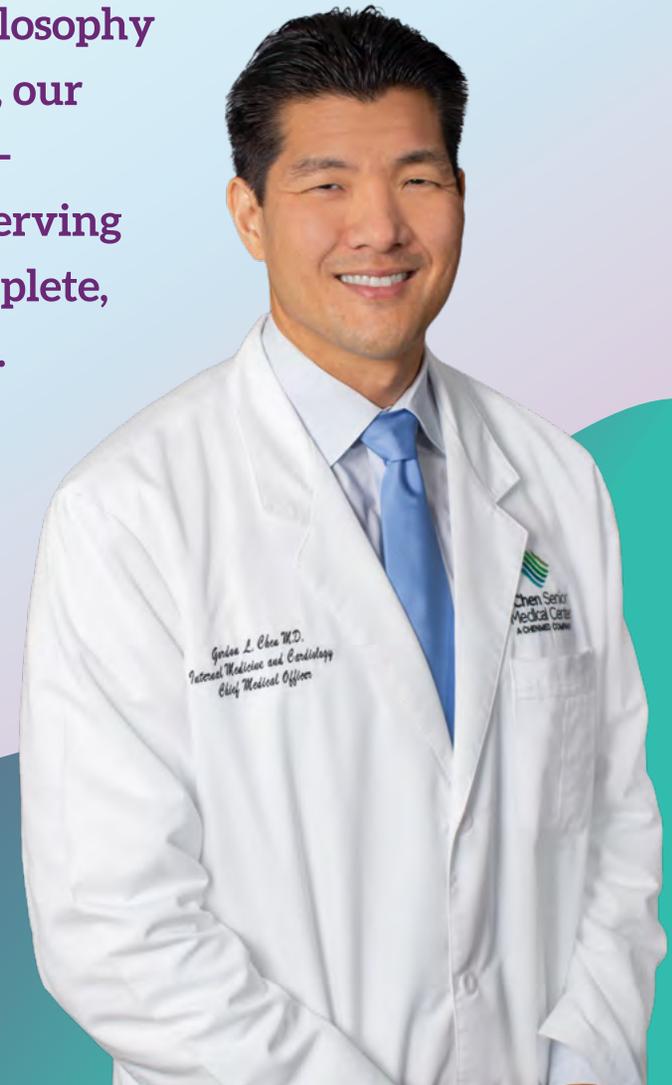
Love, Accountability and Passion



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Through our unique philosophy and primary-care model, our physicians guide a multi-disciplinary care team, serving as “quarterback” for complete, coordinated patient care.

Gordon Chen, MD
Chief Medical Officer



how medicine was meant to be practiced

At ChenMed, we're reimagining the healthcare experience for both patients and physicians. In our physician-led culture, you manage the entire patient journey. Leading a care team in a well-care approach that delivers VIP service and coordinated care to the most vulnerable population — seniors. It's a formula that keeps patients independent and thriving and lets dedicated doctors like you be the kind of physician you always imagined being.

Improving outcomes, not numbers.

America's healthcare system is built on volume-based incentives rather than successful outcomes, leaving many primary care physicians (PCPs) feeling drained of their purpose. Our approach focuses on well-care—better everyday health and fewer hospital visits.

Fewer patients. More time for every one.

We see 80% fewer patients than the average doctor, so our PCPs can spend more time building and fostering strong doctor-patient relationships that enhance compliance with treatment plans.

From transportation to Tai Chi.

Beyond treating symptoms, the ChenMed model is designed to care for the whole person—heart, mind and spirit—supporting patients with:

- **Door-to-doctor transportation**
- **On-site prescriptions**
- **Acupuncture services**
- **On-site health and lifestyle opportunities such as Tai Chi and bingo**

The Approach

OUR PHYSICIANS SEE

450 PATIENTS

VS. 2,300 AT FEE-BASED PROVIDERS

PHYSICIANS AVERAGE

208 MINUTES

OF FACE TIME WITH EACH PATIENT ANNUALLY
(9X THE NATIONAL AVERAGE)

ON-SITE

DIAGNOSTIC TESTING

The Results

OUR PATIENTS SEE

38% FEWER DAYS HOSPITALIZED

THAN THE NATIONAL AVERAGE

39% OF OUR PATIENTS

EXCEED THE LONGEVITY AVERAGE OF 79.3 YEARS

OUR PATIENTS EXPERIENCE

8.3 PRIMARY CARE VISITS

VS. 1.2 PER YEAR FOR ACROSS THE U.S.

19% INCREASE IN MEMBERSHIP

AT CHENMED IN 2018

LEADING THE WAY

with a value-based care approach



FEE-FOR-SERVICE

vs.

VALUE-BASED CARE

Large panel sizes (*Quantity*)

Smaller panel sizes (*Quality*)

Incentivized for referrals to specialists

Incentivized for efficient/cost-effective care

Paid on RVUs (*Number of patients seen*)

PCP salary and bonuses incentivized by good outcomes and performance

Incentivized to send patients to hospital

Hospital care when medically necessary

Emphasis on more procedures and treatments

Emphasis on prevention/lifestyle

Uncoordinated care relying heavily on specialists

Care focused on clinical integration and primary care

Higher profit is valued

High-quality medical care is valued

Fee-for-service is popular payment method but unsustainable

Value-based reimbursement is innovative, affordable and sustainable

Each patient seen approx. every 4-6 months

Each patient seen monthly (*At minimum*)

“

Practicing in this PCP-led model of care really empowers me to be the quarterback in my patient's care plan. This is my first job out of residency, and I've stayed because I believe in the mission of the organization.

Kimberly Rogers, MD

Primary Care Physician, Philadelphia

Undergrad *University of Maryland*

Medical School *Thomas Jefferson University*

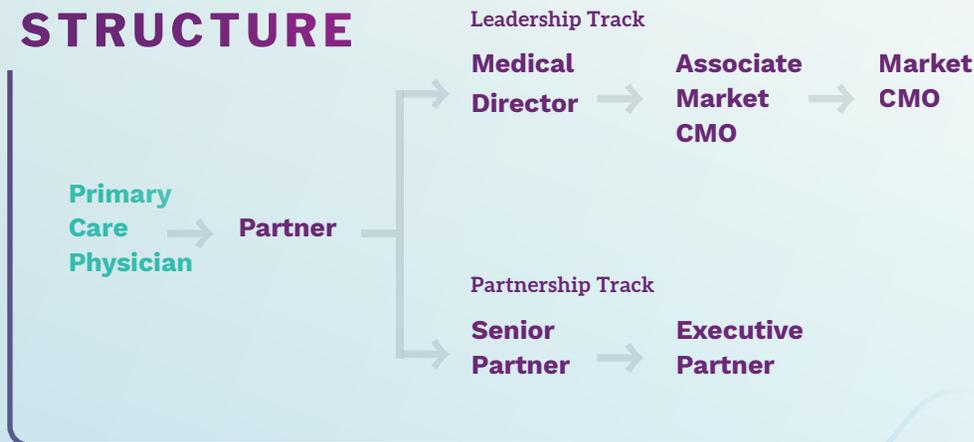
Residency *Temple University Hospital*



follow your passion

Our physician-led organization invites the best, brightest and most committed physicians to join us in transforming and improving outcomes for seniors. Part of your success as a PCP lies in our structure and proprietary training programs.

OUR STRUCTURE



Clinician Onboarding

Our passionate subject-matter experts prepare new clinicians with a three-week, comprehensive onboarding experience that provides a foundation of skills and behaviors. The training program prepares new clinicians to:

- Practice medicine in a value-based care model
- Deliver VIP service
- Develop and refine skills essential to providing effective and efficient care
- Detect and manage high-risk diseases to reduce hospital sick days
- Achieve competency in using the electronic medical record
- Achieve clinical-competency expectations

Black Belt Training Program

A yearlong comprehensive program for new and existing clinicians, the Black Belt program provides the tools to develop leadership skills and supports the qualities essential for career and organizational success within the ChenMed model.



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At ChenMed, I get to practice medicine the way I always envisioned it should be done. It is truly rewarding to be a part of our mission to honor seniors with affordable VIP care that delivers better health.

Terrell Bacchus, MD
Primary Care Physician
Associate Market Chief
Medical Officer, Jacksonville

Undergrad University of Waterloo,
Ontario, Canada
Medical School Ross University
Residency Emory University

THE 7 BEHAVIORS & MIND-SETS OF SUCCESSFUL CHENMED PCPS

ETHICAL ADVOCATE

- 1 Critically evaluates the evidence and understands clinical effectiveness to first, do no harm to the patient.

HUMBLE HEALER

- 2 Dedicated to delivering the highest-quality, evidence-based outcomes achievable for each patient you are privileged to serve.

PASSIONATE PREVENTER

- 3 Committed to preventive and holistic medicine for seniors. Considers unplanned hospital visits as a failure of prevention efforts and as an opportunity to improve.

AVAILABLE & ACCOUNTABLE

- 4 Serves as the first point of contact. A vigilant, accountable manager of patients' total care and remaining healthy days. Educates and instills patient trust.

FREQUENT FOLLOWER

- 5 Cultivates deep relationships with patients and their families/caregivers to increase their visit frequency. Makes small changes each visit to strengthen relationships and compliance.

GENERAL MANAGER

- 6 Serves as general manager of an inclusive, collaborative care team to achieve maximum healthy days for patients, to lower total care costs and to ensure appropriate resource utilization.

CHENMED CHAMPION

- 7 A role model, coach and spokesperson inside and outside of the company focused on increasing the number and capabilities of doctors who can positively impact healthcare in their communities.

YOUR ONE-YEAR PATH TO PARTNERSHIP

We want you to be among the highest-paid primary care physicians in your market. After one year of service, top-performing ChenMed physicians who meet qualifying criteria are offered partnership status, which entitles them to quarterly profit-sharing opportunities in addition to their base pay. Our Path to Partnership is an extension of our unique philosophy and care model and is designed to ensure that our successful physicians are recognized and supported.

Profitable partnership status starts with the most talented physicians who, after one year of service, are offered partnership opportunities based on quarterly evaluations concerning:

- **Quality measurements and patient satisfaction**
- **Target healthy days**
- **Cost management**
- **Panel size**
- **Collaboration and coaching**
- **Embracing ChenMed's culture and values**

GROWING YOUR CAREER & REWARDS

Physician partners can advance their medical careers even further and raise their earning potential as they achieve new partnership distinctions:

FIRST LEVEL

Partner

- Qualify for profit-sharing
- Role model for mind-set and behaviors
- Mentor new physicians
- Spokesperson for recruiting



SECOND LEVEL

Senior Partner

- Qualify for larger profit-sharing
- May be asked to take on leadership responsibilities within our staff model



THIRD LEVEL

Executive Partner

- Qualify for largest profit-sharing
- Additional clinical leadership responsibilities

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I love working at ChenMed because I get to work with top physicians—people who are passionate, committed, loving, caring, and live the core values that are important to being a great physician.

Susan Schayes, MD, MPH, FAAFP
Regional Market Chief Medical Officer

**Former Division Chief and
Residency Program Director**
Emory University School of Medicine
1998-2013



Now's the time
to become the
physician you've
always dreamed
of being.

To learn more, email us at clinicalcareers@chenmed.com

