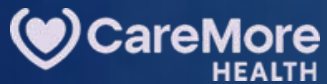


# CareMore Health's Transformation

Young Joo  
VP Clinical Operations





25

YEARS AGO

**DOWNEY, CA**

THE BIRTH OF AN IDEA

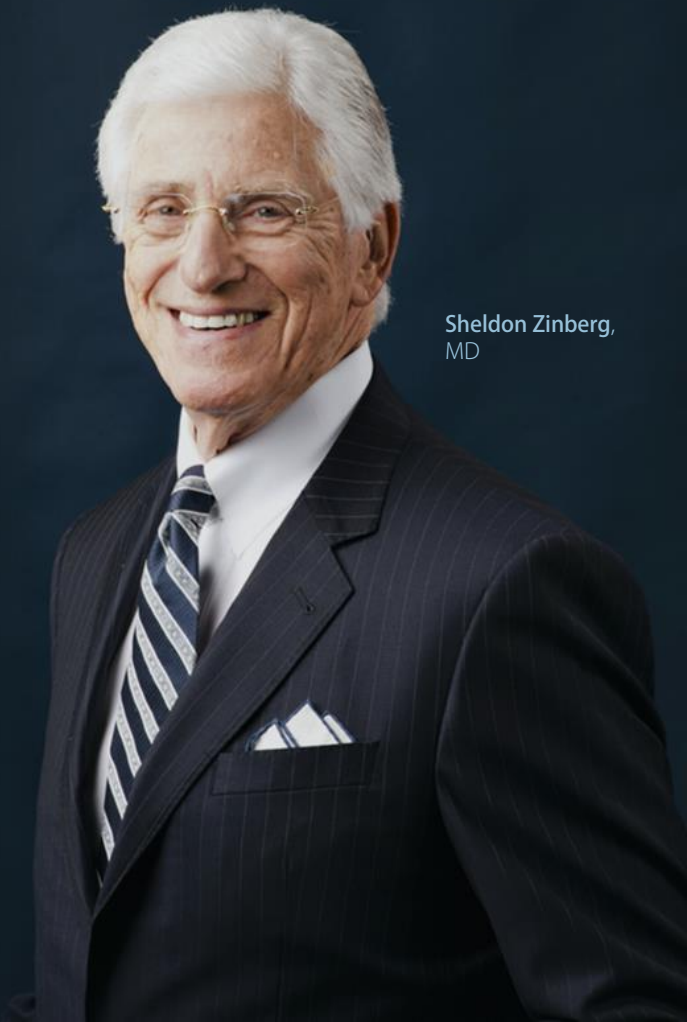
# RELENTLESS COMMITMENT

**PREVENT**  
progression of disease

**FOCUS**  
on sickest of the sick

**MANAGE**  
care properly

# UNSWERVING DEDICATION TO PATIENT



Sheldon Zinberg,  
MD



**CAREMORE**

# A NEW LAYER OF SERVICES

## PREVENTIVE

Sub-acute  
services  
Fitness

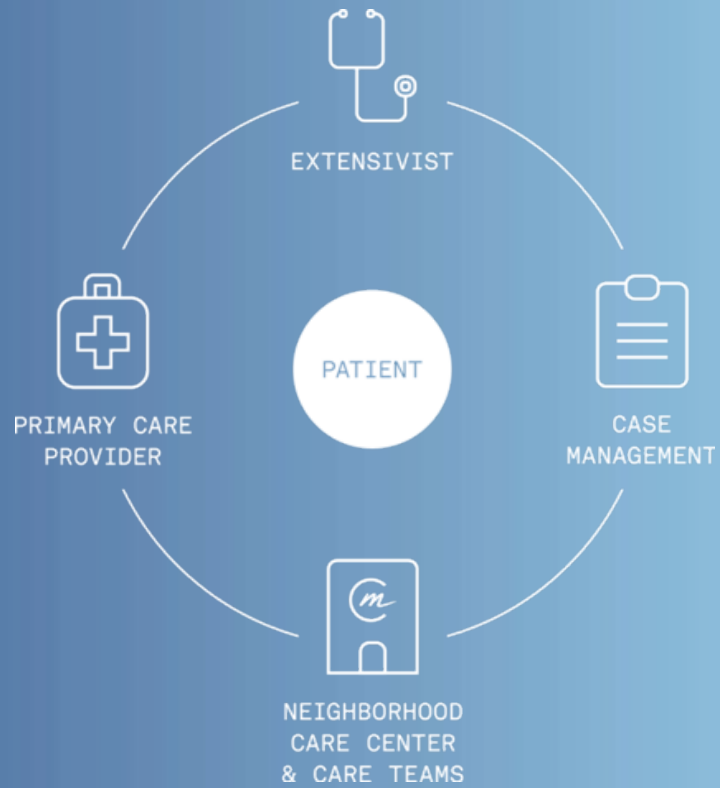
## CHRONIC

Disease management  
programs

## ACUTE

Extensivists  
Care  
Coordination

**CAREMORE CARE CENTERS**





**TURNING AN IDEA**

**INTO A CULTURE**

Leeba Lessin

# CareMore's "consumers"

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**34%**

34.2% of our patients are diabetics

**19%**

19.4% of our patients live at or below 120% of the FPL

**43%**

43% of our patients live with 2 or more co-morbidities

*(ESRD, CKD, CHF, Diabetes, COPD, BH, ACC)*

**74**

The average age of our patients is 73.6 years old

# A radically different view of consumer-driven care

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Health care should anticipate  
and deliver on people's needs.

Sick people should not have to  
shop for the care they need.

People should not pay out of  
pocket for things they need.



A radically different view of consumer-driven care

# Anticipating and delivering on people's needs

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Free transportation




Same doctor across  
all sites of care



Meals when you  
come home



Information that  
flows seamlessly



A radically different view of consumer-driven care

# Sick people shouldn't have to shop

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System should proactively identify and drive you to the best clinician, hospital, etc.

A radically different view of consumer-driven care

# People shouldn't need to pay out-of-pocket for the things they need to stay out of the hospital



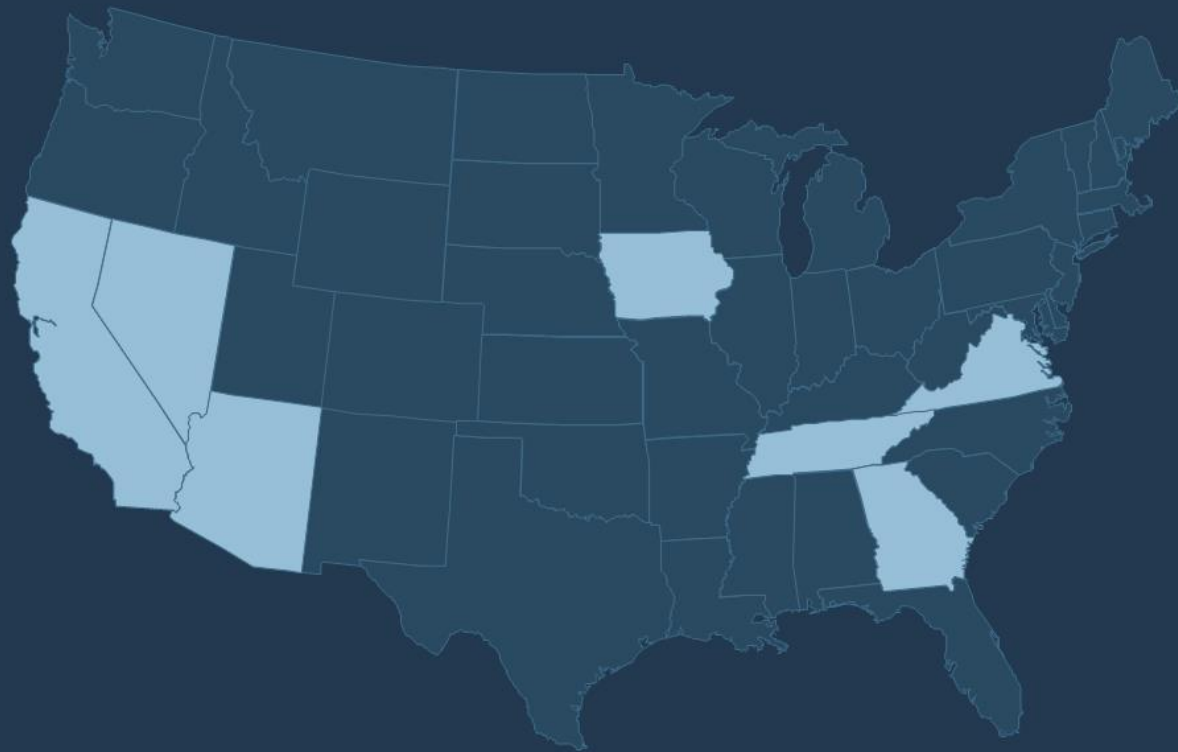
Implementing a view based in reality

# Radical Focus on the consumer

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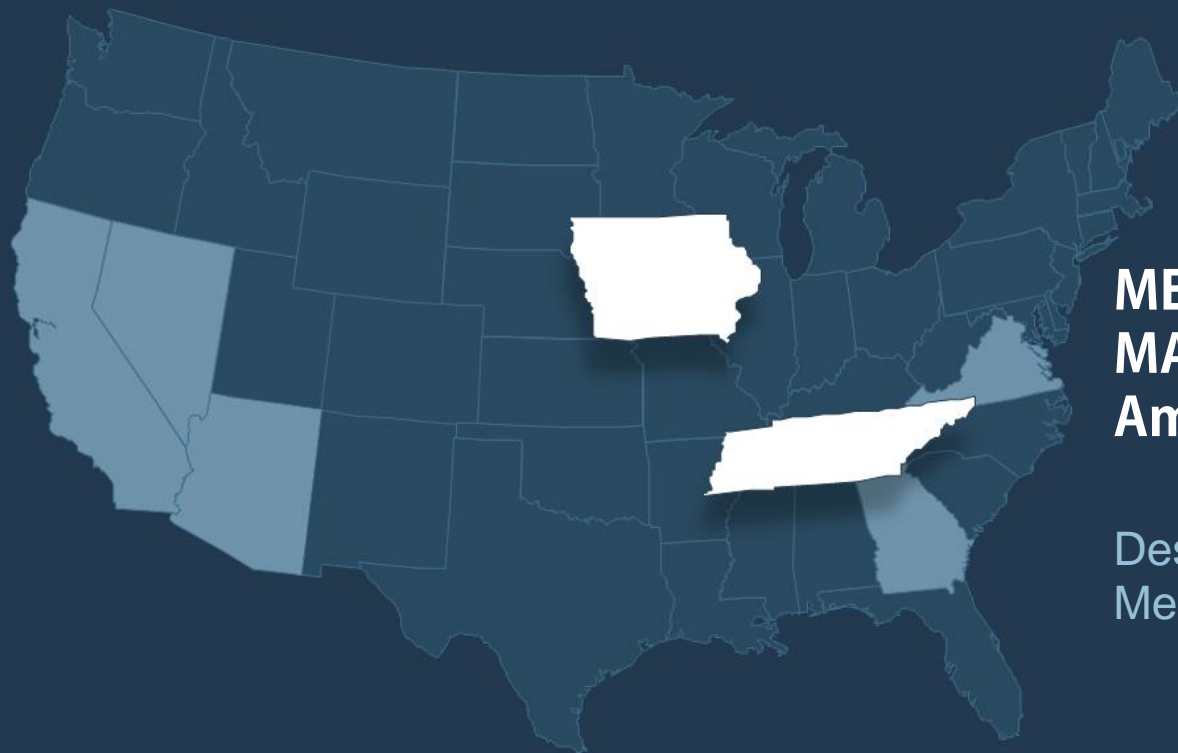
# New Geographies



# New Methods



# New Populations



**MEDICAID  
MANAGED CARE  
Amerigroup**

Des Moines, IA  
Memphis, TN

# A DIFFERENCE PATIENTS CARE ABOUT

A photograph of two women sitting and talking. The woman on the left has blonde hair and is wearing a patterned top. The woman on the right has short, curly hair, glasses, and is wearing a grey top. They are in a brightly lit room, possibly a waiting area or office.

## MORE TIME

Getting the time  
they deserve

## MORE CARE

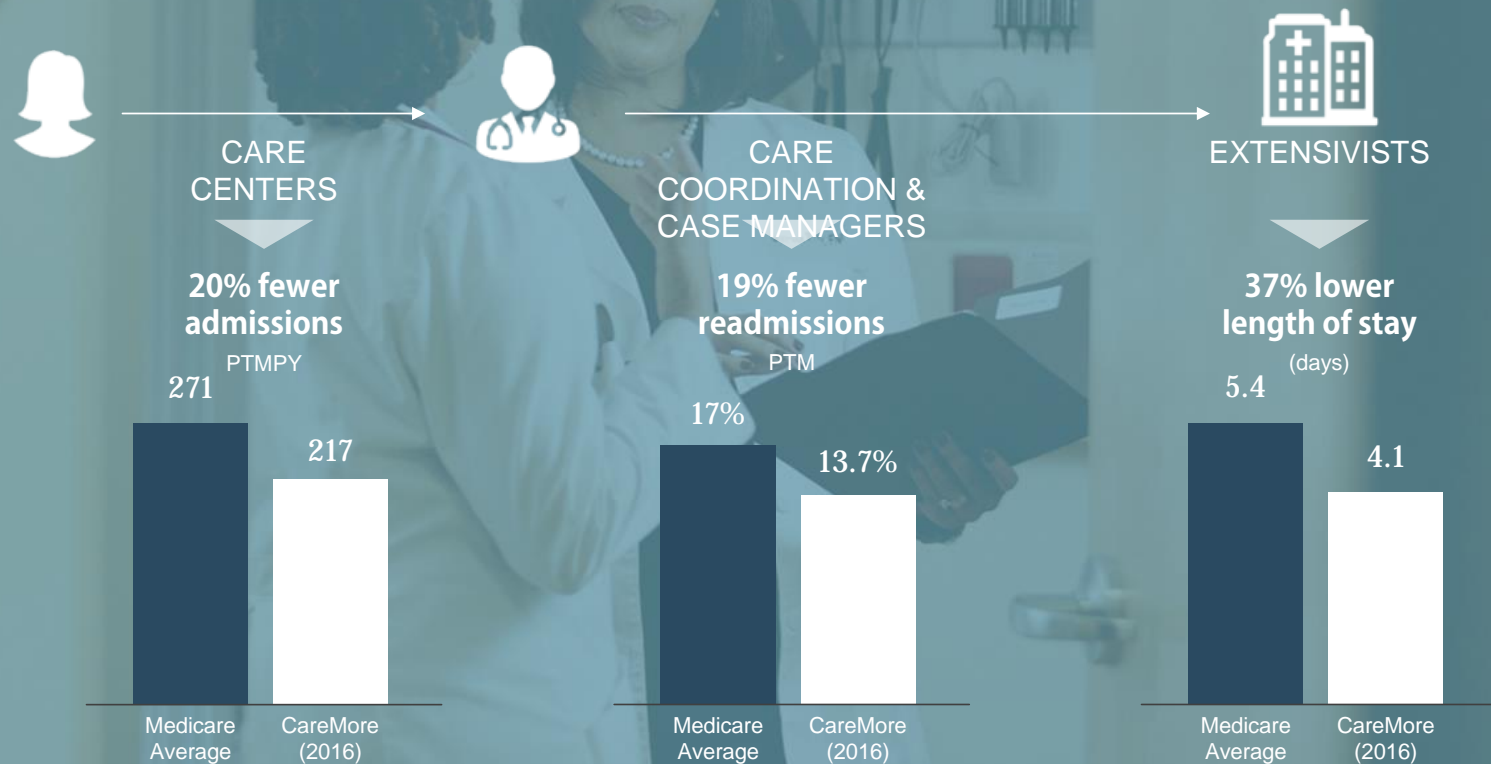
Doing whatever it  
takes for the  
patient

Focus on being

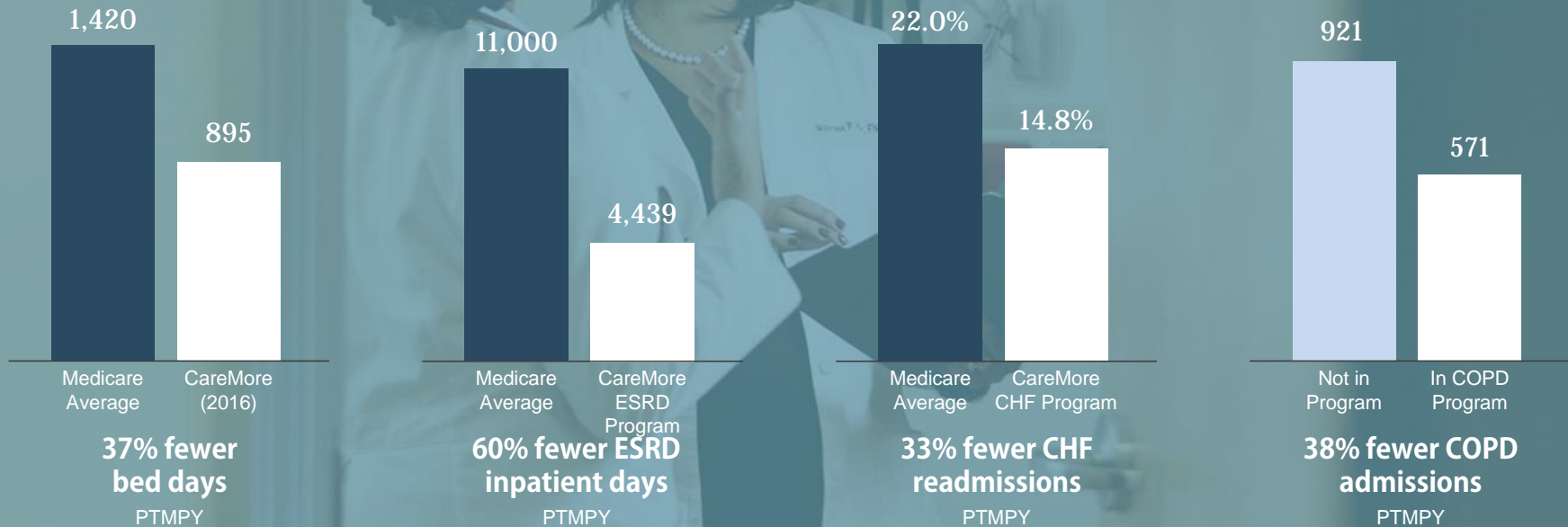
**EASY TO DO BUSINESS WITH & TEAM COORDINATION**



# FILLING THE GAPS IN CARE



# A MEASURABLE DIFFERENCE



CareMore 2016 Hospital Metrics. Days are rates per 1,000 beneficiaries. Medicare averages from most recent data available, 2013 HHS Health Information Warehouse ([www.healthindicators.gov](http://www.healthindicators.gov)).

CareMore 2016 Q4 Executive Summary. Based on individuals in the CareMore ESRD Program in 2016. Medicare average is unadjusted 2013 data from United States Renal Data System ([www.usrds.org](http://www.usrds.org)) accessed April 2016

CareMore 2016 Q4 Executive Summary. Based on program participants with diagnosis of CHF who received Ideal Life wireless scale (In Program) and individuals who did not (Not in Program). Medicare CHF rate (<https://data.medicare.gov/Hospital-Compare/Readmissions-and-Deaths-National/qqw3-t4ie#>)

CareMore 2016 Executive Summary. Based on individuals who receive supplemental oxygen at home who had at least 1 CareMore COPD Program visit (In Program) versus those who did not (Not In Program)



# SCALE & STANDARDIZATION

THE POWER  
OF  
**AN IDEA,  
COMMITMENT,  
& PEOPLE.**





**Questions**