

EngageNEWS

INTEGRITY • INNOVATION • RESPECT • SERVICE

REFLECTING ON 2021

WITH CHIEF OPERATING
OFFICER JULIE EMBRY, MBA



Welcome New Team Members!

new coworkers & providers



ACHIEVING SUCCESS

AS ADVANCED PRIMARY
CARE PROVIDERS



PLANTING OUR ROOTS in California



Updates from COO

with Chief Operating Officer Julie Embry, MBA



Reflecting on 2021, I feel a sense of pride in our coworkers, the providers we serve, and the organization. While acutely focused on recovering from the impact of COVID-19, we all realized we are living in a “new normal” and need to be ready for most anything. With teamwork and flexibility, we achieved success.

Innovation is a core value at EngageMED, and we have found innovative ways to keep our operations growing and efficient. For example, developing platforms for virtual visits allows our clients to pivot during surges and remain productive. Remote working strategies empowers recruitment and retention of coworkers, as well as expansion of our business into new regions and even another state. As a result of these, and many other creative approaches,

EngageMED has achieved positive results in 2021:

- 11% growth in providers managed
- 7% growth in net revenue managed
- 12% growth in employees managed
- 6% growth in visits managed
- 22% growth in total clinics managed

This is truly remarkable!

As we look to the future, our leadership team will focus on three long term strategic areas: Our People, Our Growth, and Our Relationships. While these are long term goals, the work starts now! We are excited to announce that we are reinventing our HR department, which will be called the **Department of People and Culture**. You may hear “People Services Team” and that’s exactly how we want our

clients to think of this group... here to serve our people! We have coworker engagement teams meeting regularly to recognize and celebrate our people. We are working to modernize our titles and have recently adjusted pay scales to remain market competitive. We know that focusing on our people will pave the way to success with our other two goals of continued growth and strengthened client relationships.

We strive for excellence and to be a transformational partner to providers, delivering the most innovative, value-based practice management and revenue cycle services. I would like to thank you all, clients and coworkers alike, for placing your trust in us. We will continue to work hard for you!

EngageMED SCOPE



459
PROVIDERS

208M
NET
REVENUE

66
CLINICS

1.5M
CLINIC
VISITS

1061
COWORKERS

5-YEAR STRATEGIC GOALS



OUR PEOPLE

We will continue to invest in our people achieving 85% coworker engagement score



OUR RELATIONSHIPS

We will strengthen our relationships with our clients, achieving a 90% client satisfaction score



OUR GROWTH

We will grow our company 33% by 2027

KEY METRICS

METRIC	JAN 22	GOAL		VARIANCE
STRATEGIC VALUE				
Net Promoter Score	96%	85%	●	12.9%
Total Clients	27	25	●	8%
New Clients (Under 1 Year)	3.0	2.0	●	50%
HUMAN RESOURCES				
Turnover Rate	41%	25%	●	64%
Average Time to Fill	30	30	●	0%
REVENUE CYCLE				
Days in Arkansas	38	34	●	12.9%
AR Aging < 90 Days	24.5%	37.2%	●	-34.1%
Denial Rate	8.3%	8%	●	3.8%
emCharge Lag (DOR or DOE)	1.62	2	●	-19%
Net Collections	99%	95%	●	4.2%

Welcome to the Team!

Hayden W. Shurgar, JD

Chief Legal and Compliance Officer

Hayden Wilbourn Shurgar oversees EngageMED's legal affairs and corporate and regulatory compliance. Hayden started her legal career as a deputy prosecuting attorney at the Pulaski County Prosecutor's Office, where she served for six years. She then practiced as both an associate and a partner at Wright, Lindsey & Jennings. A native of Little Rock, she attended high school at Mount St. Mary Academy, received her undergraduate degree at Southern Methodist University, and received a juris doctorate from the William H.

Bowen School of Law.

Hayden serves on the board of the The Anthony School and is involved in a volunteer capacity with several other local non-profit organizations.



Jason Thurman

EVP, People and Culture

Jason is an accomplished Human Resource's leader with over 16 years of experience. He partners with senior management to mitigate and manage risk through strategic planning, framework development and regulatory compliance. His expertise in employee training, retention and engagement facilitates EngageMED's vision to reach excellence by focusing on the power of our most valuable assets — our people. Jason graduated from the University of Arkansas at Little Rock in 2006 with a bachelor's degree in English. He received his master's degree in Human Resource Management from Webster University in 2013.





NEW PROVIDERS

Alicia Asbury, MD

CHI Pediatrics Hot Springs

Abdulahman Attili, MD

General Surgery/
Hepatobiliary Surgery
CHI LR Surgery Clinic, LRDC

Pamela Bates, APRN

Neurology
CHI Hot Springs

Jonathan T. Berry, MD

Barg Family Clinic

Amy Broyles, APRN

ENT
CHI Hot Springs

Kristen Brown, APRN

CHI Primary Care Arkadelphia

J. Afton Cooper, MD

Minimally Invasive
Gynecologic Surgery
CHI LR Urogynecology Clinic

Van Davis

Physical Therapist
Innovative Spine Rehab

Micah Diggs, APRN

CHI Primary Care South Campus

Randi Ferguson, APRN

CHI Primary Care HSV - DeSoto

Zuhal Kadhim, MD

CHI Rural Health Clinic Morrilton

Anuradha Kunthur, MR

Hematology/Oncology
CHI Cancer Center, LRDC

Jordan Moore, APRN

Maple Creek Medical Clinic

Hooman Motahari, MD

Diabetes and Endocrinology
CHI LR Diabetes and
Endocrinology Clinic

Shreelekha Nallur, MD

CHI Primary Care Sherwood

Dr. Patrick Paullus

Neurosurgery
CHI Hot Springs

Dr. Alyssa Peters

Pulmonary
CHI Hot Springs

Muthukymar Radhakroshnan, MD

CHI Pulmonary - Hot Springs

Morgan Stobaugh, APRN

CHI Primary Care - HSV East

Kelly Thompson-Davis, APRN

Little Rock Family Practice

Hope Twist, APRN

CHI Primary Care - Hot
Springs Village



SPRING INTO WELLNESS

Below, you will find an overview of the simple steps to take to decrease your risk of common disease states as well as a guide for cultivating healthy relationships.

We invite you to think about caring for your mental, relational, physical, and financial health as an act of service this season. The more aligned you become, the more aligned the people around you become.

SIMPLE STEPS TO DECREASE YOUR DISEASE RISK

ADDICTION

Understand How Addiction Works

Maintain Healthy Relationships

Avoid Your Triggers

Seek Professional Guidance

BREAST CANCER

Complete a Yearly Wellness Exam

Conduct Regular Self-examinations

Healthy Body Fat Percentage

Regular Exercise

DIABETES

Decrease Intake of Sugar and Carbs

Drink Mostly Water

Regular Exercise

Do Not Smoke

Avoid Sedentary Habits

HEALTHY RELATIONSHIPS SAVE LIVES!

You are likely aware that your interactions with others have an impact on your overall well-being, but did you know that relationships are as important to your wellness as quitting smoking?

That's right, people with strong social ties live longer, happier lives and are 50% less likely to die at an early age. Use our healthy relationships checklist to nurture your connections with others for a longer, happier life!



TRUST & SUPPORT

Friendships are our social support systems



TRULY LISTEN

Friendships require attention and tending



DITCH THE JUDGEMENT

Good friends will accept their friends' choices



RESPECT BOUNDARIES

Give the space they need to feel comfortable



GIVE & SEEK FORGIVENESS

Be willing to accept & forgive shortcomings

In the Spotlight

Innovative Spine Rehab *with* Darby Brighton

Clinic and Provider, Darby owns and runs two locations of Innovative Spine Rehab. He has over 20 years of experience in the science of rehabilitation. Darby is a veteran of the Little Rock Marathon and a competitor in Mixed Martial Arts and Boxing.

At Innovative Spine Rehab, we believe there is a right way to treat patients. We start by giving you plenty of time to talk with our therapists and technicians. We listen to what you tell us about your pain and actively respond with the best care for your particular situation. We create a positive, welcoming environment, where you feel motivated to heal from whatever brought you to our door. We take our time, and listen, and care, because it's just how we would want to be treated.

Our mission is to help you relieve your pain and increase your strength and movement, so you can return to your full potential. We offer an excellent clinical experience, from our initial contact with you until your final visit. Furthermore, we take our "innovative" name seriously by using cutting-edge techniques to give you the opportunity for a better and more pain-free life.

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INNOVATIVESPINEREHAB.COM





ACHIEVING SUCCESS AS ADVANCED PRIMARY CARE PROVIDERS

By Chad O'Kane, Director of Quality

There is no question that the health care system of our country is in the midst of an intense period of change and transformation. As CMS and other payers test various payment models that increasingly reward providers for providing high value care, what has come to the surface is that the practices most successful in providing better health and a better experience of care for patients at lower costs are those that are willing to engage in the transformation of their practices toward an advanced model of care. The aim of EngageQUALITY is to engage with our client practices in innovative ways to achieve success as advanced primary and specialty care practices.

An advanced model of care is care that is patient-centered, continuous, comprehensive and equitable, team-based and collaborative, coordinated and integrated, accessible, and high value (Shared Principles of Primary Care, 2021) . These fundamentals form the basis of every primary care quality model, including Comprehensive Primary Care (CPC), Primary Care First (PCF), Medicare Shared Savings Program (MSSP), Accountable Care Organizations (ACOs), and Patient Centered Medical Home (PCMH) and so on. These models also share the same goals of better health, better care, and lower costs.

Care that is patient-centered is care that is focused on the whole person. We take into consideration not only a patient's presenting physical issue but also their emotional, psychological, and spiritual well-being, along with their cultural, linguistic, and social needs. In patient-centered care, patients (and/or families/caregivers) are considered equal members of the patient care team. What they prefer, value, and want to achieve are valuable considerations in determining a course of treatment or plan of care. Additionally, they have a voice in how we shape our processes, workflows, policies, and procedures. How they experience the care we provide is of paramount importance to us.

Care that is continuous is care that provides continuity in relationship with patients and their families/caregivers throughout the entirety of their lives, including the end of their lives. It is a relationship with us that is based on a deep knowledge and understanding of them and their unique lives and families.

Care that is comprehensive and equitable is care that addresses all the care needs of our patients with appropriate and helpful services whether those are acute, chronic, preventive, or behavioral/mental. It is care that takes into consideration the social factors that impact the health of our patients (e.g., financial, transportation, religious, genetics, their own behaviors, societal inequities). To provide care that is comprehensive and equitable, we partner together purposefully and thoughtfully with specialty care practices and community services to care for our patients.

Care that is team-based and collaborative is care that is provided by an interdisciplinary team (including the patient and family/caregivers) that is working toward a common goal of promoting the better health of the patient. It is characterized by care team members that work at the top of their licensure so that the patient benefits from the best of each care team member. It is care that is a partnership based on the unique priorities and needs of the patient.

Care that is coordinated and integrated is care that integrates the efforts of all care team members to ensure the best health and outcomes for the patient. It is characterized by communication, understanding, and collaboration. It is care that includes the careful management of transitions between care settings.

Care that is accessible is care that is available to patients when, where and how they need it, be it in person or virtual, in group settings, or in individual care. It is care that is available to patients in a



language they understand. It is care where the patient is informed and has access to their information. It is care that is guided and facilitated by the primary care team.

Care that is high value is care that provides the best possible outcomes. It is care that is provided with excellence regardless of the patient social or economic status. It is care that wisely considers the cost to the patient and to the health care system. High-value care is care where outcomes are measured and monitored for the best outcomes for populations of patients. It is also care that provides a positive experience for patients and their families/ caregivers, as well as for staff and providers.

These fundamentals of an advanced model of care are proven to result in better outcomes for patients, lower costs to the health care system, and greater job satisfaction for health clinicians and staff members. It is these fundamentals that will enable your practice to succeed in a value-based payment environment that includes models where your payments are at risk based on outcomes. The aim of EngageQUALITY is to engage with you in innovative ways, to guide you, assist you, provide you with technical assistance, and meaningful support toward achieving success. Engage with us today and let's work together to transform to an advanced model of care that keeps your patients coming to you with their healthcare needs, and where payers are proud to partner with you for the benefit of your patients. Email us at quality@engagemed.com.

Shared Principles of Primary Care. (2021, November 5). Retrieved from Primary Care Collaborative: <https://www.pcc.org/about/shared-principles>

INNOVATION

The California Adventure

A DISCUSSION BY JELINDA SCOTT

It has certainly been a busy year in our quest to bring EngageMED to California. As a reminder and for those who are not aware, EngageMED strategically partnered with Hill Physicians Medical Group (HPMG), the largest group of independent physicians in northern California, to provide independent practices access to comprehensive revenue cycle and practice management services. The mutual goal of this partnership is to support these practices so they can remain independent and robust.



During the course of the first year, we performed several practice assessments for primary care and specialty clinics and signed three clients. We are so excited about the work we are doing with Elk Grove Cardiology, River Bend Medical Associates, and Alpine Orthopaedic Medical Group. Additionally, we have four more potential clients we met with in February.

I can speak for the entire team and say we have learned a lot in the past year about the California insurance market, fun new EHRs, the geographic region of the HPMG practices, and perhaps most importantly driving in California (some of us may not have mastered this yet). We have also developed great relationships with our new partners and clients and are striving to provide value and exceptional service to them. I cannot say enough how fortunate we are as EngageMED to have this opportunity, and we are excited to see what this next year holds for EngageMED "West."

People SERVICES TEAM



Jason Thurman

EVP, People and Culture

- Leading People Services Team
- Partnering with the EngageMED Executive team

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Earn
\$250!

ENCOURAGE SOMEONE TO APPLY AT ENGAGEMED

EngageMED knows that our wonderful coworkers know other talented people! Refer someone to EngageMED for any position and you're eligible for \$250 30 days after they are hired.

*See Referral Program Policy for policy and procedure details.

INTEGRITY

We adhere to high moral standards through a commitment to honesty, confidentiality, trust and respect.

INNOVATION

We will nurture and support creativity and the development of new ideas, products, and processes.

RESPECT

We will encourage collaborative, cooperative efforts at every level all across activities in our company.

SERVICE

We are a service-oriented company dedicated to continually providing an excellent client experience.



Be in the Know

Check out our latest updates by following us on Facebook and Instagram or by visiting intranet.engagemed.com/login.po.