



ChenMed  
**In Focus**

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Chris Chen M.D. / CEO

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## ChenMed : InFocus a company *snapshot*



Almost 6,000  
team members

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Serving the neediest  
populations

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Delivering better health in  
128 medical centers

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Honoring seniors  
in over 15 states

**We're one of the largest family-owned, physician-led primary care providers serving the neediest and most underserved populations. With passion. With love. Every day.**

Carefully curating our team — **almost 6,000 team members and growing** – we've assembled an incredible family full of intelligent, talented, passionate, empathetic, loving and simply likeable human beings all working together with one common purpose: **improving people's lives through better health.**



EVERYONE WINS

## When We Achieve Our Vision

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

# OUR MISSION

We **honor Seniors** with affordable **VIP care** that **delivers better health.**



*“We’ve built  
a successful  
model by putting  
physicians in  
charge of patient  
outcomes.”*

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- CHRIS CHEN, MD  
CHIEF EXECUTIVE OFFICER

# ChenMed **Model**

America's healthcare system has been built on volume-based incentives. In this system, primary care doctors have been pushed to the bottom. They serve a glorified triage role pushing care to specialists and hospitals where fee-for-service profits are generated. Too often systems are built to work around primary care providers - hoping that technology or extra personnel can fill the void of great primary care. We believe this leaves many PCPs feeling drained of their purpose, and unmotivated to do what it takes to get great patient outcomes. **WE WORK DIFFERENTLY.**

ChenMed is well ahead of the slow shift in healthcare from volume to value. We have built a replicable, successful model by putting primary care physicians in charge of outcomes and patient experience. We are a primary care practice with our own employed physicians. We work almost exclusively in Medicare Advantage, taking a global capitation. **We bear all the risk and accountability for service, quality, and financial outcomes.**

Everyone knows the minority of patients drive the majority of costs. These patients often live in neighborhoods with little access to care and face social determinants of health that drive a large disparity in outcomes. These are the neighborhoods our Mission compels us to commit to.

With roughly 80 percent fewer patients on their panel than a typical doctor in America, our PCPs can truly be a doctor, coach, and health "quarterback" for each of our patients.

Smaller panels don't just mean time for more frequent visits to prevent advancement of disease. We tackle the social factors that undermine total health - from loneliness to transportation and beyond. Our medical centers are a welcoming place for seniors. Our standard of care is assessing social determinants of health and addressing needs such as coordinating transportation, medications either provided on-site or delivered at the home, on-site health and lifestyle education classes, and more.

We are committed to training doctors to be leaders in ways they were not taught in medical training. By learning how to drive better health outcomes, our doctors are leading the physician revolution. They are reclaiming their purpose - and delivering patients longer, healthier, happier lives.

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***“We can bring social justice by offering a solution tailor-made to those who need it most. Our patients get personal physicians who care for only 450 or fewer patients.”***

Source: “80% fewer patients on their panel than a typical doctor in America” based on ChenMed Internal data compared to CMS (year 2019).  
“Our patients get personal physicians who care for only 450 or fewer patients” based on ChenMed internal data.

ChenMed has been **transforming healthcare** for the neediest populations for more than **30 YEARS**

## Value-Based Care

### A PHYSICIAN REVOLUTION

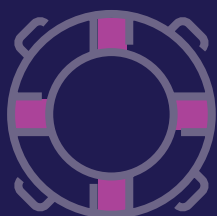


America's  
**SCALABLE  
HEALTHCARE  
SOLUTION**



Giving Physicians  
**A PURPOSE**

**ACCOUNTABILITY  
FOR OUTCOMES**



**COMMITTED TO OWNING  
FULL RISK**



Affordable

**LEADERS**  
in Physician  
**TRAINING &  
Development**

Proven  
**RESULTS**



*We support equity both internally and externally with the mission to foster an environment that promotes equity and inclusion.*



# Our Patients

Founder Dr. James Chen's personal experiences with poverty and substandard healthcare continues to guide us as we transform care for the neediest populations.

**Average Age:**

71



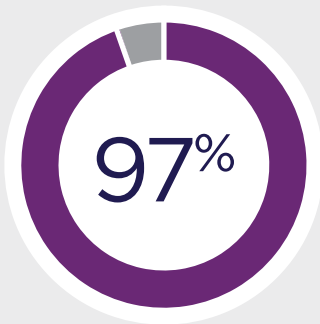
**Average Chronic Conditions:**

5.4



**Income:**

Low-to-moderate

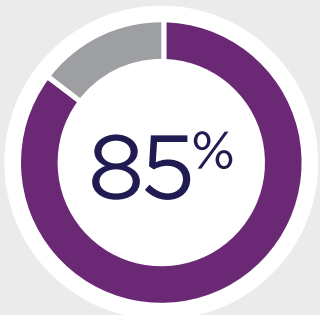


of respondents feel that their provider **always showed respect** for what they had to say.



3 to 4  
**Hours**

“Face Time”  
Per Patient/Year



of respondents feel that they **always got answers to medical questions the same day** he/she called the provider's office.

Patients on average

345

(maximum of 450)



Source: ChenMed internal data compared to CMS; year 2019.





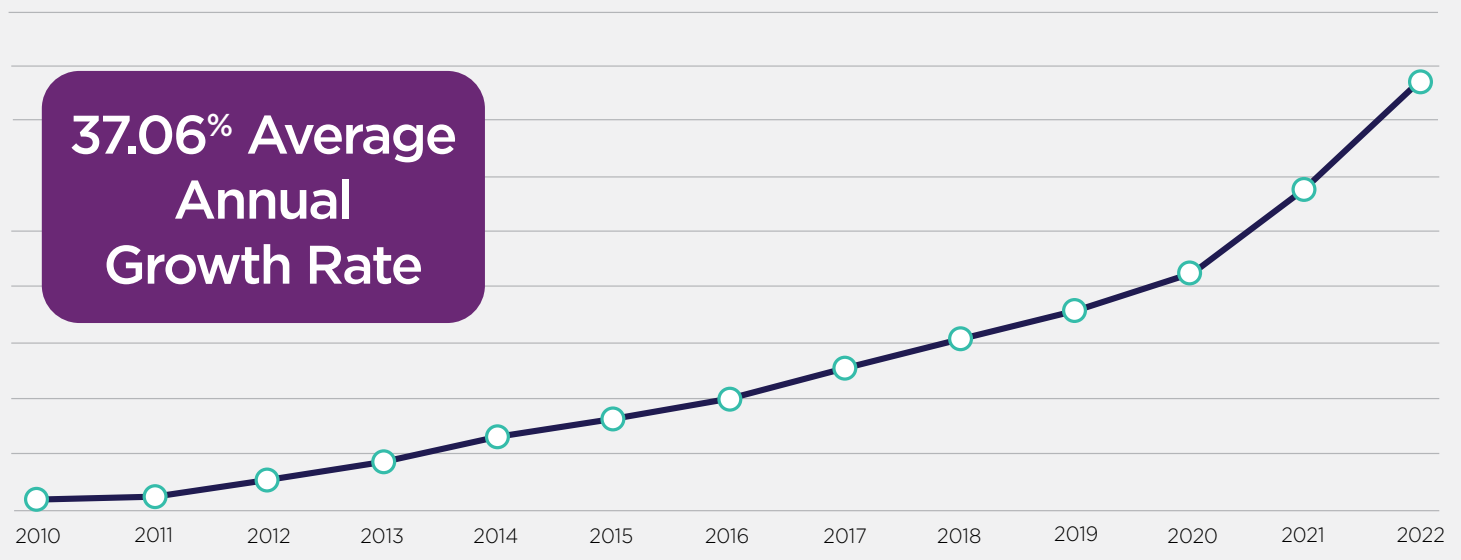
*“Love... it’s the number one thing you get here.”*

- INGA • PATIENT

# Our Growth

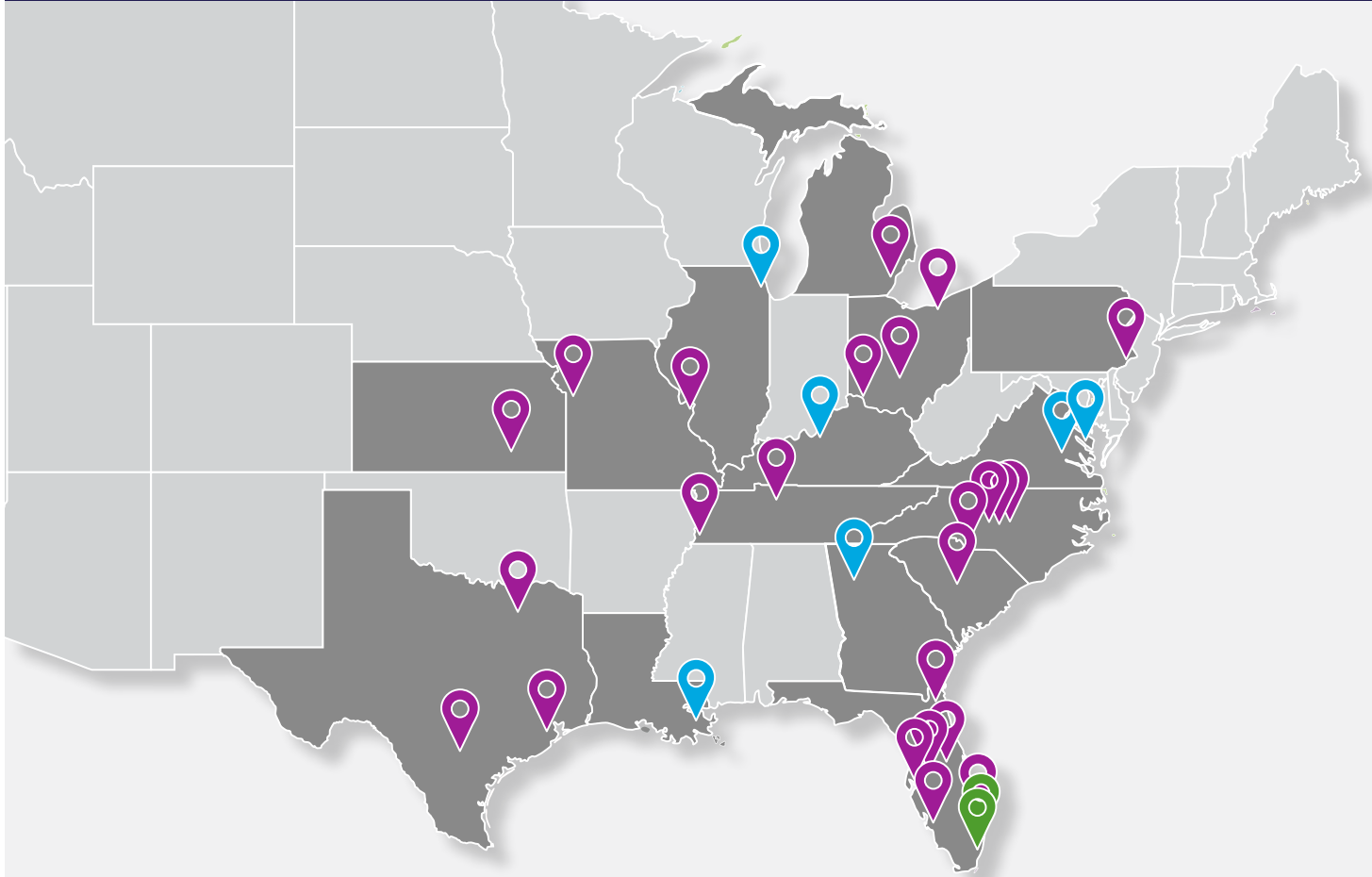
We’re expanding rapidly as we grow to meet the need for healthcare that delivers better health. Our year-over-year membership has grown for 10 consecutive years.

## ChenMed Membership Growth



\*\*Source: ChenMed internal data compared to CMS; year 2019.

# Centers & Markets



We're **growing** with **multiple centers** per market



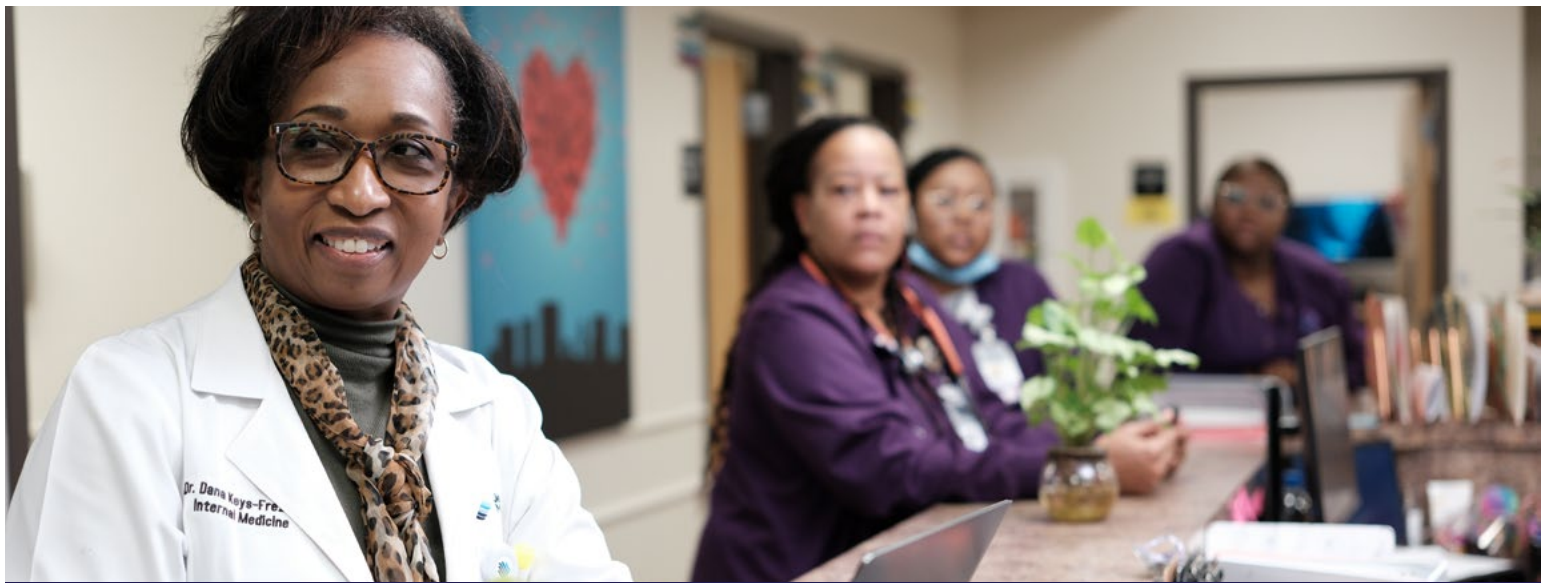
- Ft. Lauderdale, FL
- Miami, FL



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



- Burlington, NC
- Charlotte, NC
- Cincinnati, OH
- Cleveland, OH
- Columbia, SC
- Columbus, OH
- Dallas, TX
- Detroit, MI
- Fort Myers, FL
- Greensboro, NC
- Houston, TX
- Jacksonville, FL
- Kansas City, MO
- Lakeland, FL
- Memphis, TN
- Nashville, TN
- Orlando, FL
- Palm Beach, FL
- Philadelphia, PA
- Savannah, GA
- San Antonio, TX
- St. Louis, MO
- Tampa Bay, FL
- Wichita, KS
- Winston-Salem, NC



# Improving *the lives* Of Our Team Members

We chose to be intentional about creating a great company culture so we partnered with Quantum to better understand our culture and ways to improve upon it through culture activities, rewards and recognition programs. Despite the pandemic, Quantum awarded ChenMed the Quantum Employee Voice Award as having the biggest improvement in team member engagement.

We continuously increase our efforts to keep our team healthy, happy, energized and connected by adding new benefits, programs, online educational and training opportunities, team member recognition awards and more.

**Serving more and more seniors**, we expanded our reach as we moved into new communities in 2022 and 2023, opening

**37** new centers



**Expanded into Kansas, North Carolina, and South Carolina**

**HIRED OVER**

**450** new physicians

**WE HAVE APPROXIMATELY**

**6,000** total employees *...and growing*



**Distributed Essentials to the Community**

Source: ChenMed internal data through June 2023.



**Over 90% of our team members volunteer in their local communities.**

# A few of the ways our people help build up our communities.

## Serving and **Giving Day.**

### CHENMED SERVING AND GIVING DAY 2022



ChenMed celebrated its annual Serving & Giving Day. Altogether, we volunteered over **20,000 hours**. We partnered with national non-profits such as Feeding America and Salvation Army, and also supported several grassroots organizations including churches, youth centers, animal shelters, preservation foundations, and many more.



WE HAD

**5,000** VOLUNTEERS



WE DONATED

**20,000** HOURS

Source: ChenMed internal data.



## Transforming *Communities*

When you transform one life. One person. You transform families.

We try to be a beacon of hope — of light — For our seniors. For each other. And for those around us.

This year, our employees found additional opportunities to volunteer and serve those around us that could use a helping hand, a warm smile — someone that believes in them.

### Hurricane Ian Relief Efforts

#### *Our Team Came Together In Support.*

The deadliest hurricane to strike Florida in nearly a century, Hurricane Ian caused catastrophic damage, widespread flooding and left millions without power. We immediately went to work to ensure the safety of our team members and patients. We worked around the clock to keep our centers running and to reopen those temporarily closed by the storm. And we came together as people, providing food, water, and shelter to those in the community needing assistance.



**Distributed Hot Meals to Patients**



**Immokalee**

### 2022 Mission Trips

For several years, the Chen family has hosted international mission trips through Nica Medical Missions, where our physicians and clinical team members travel to Nicaragua to provide hope and healing to local community members. For the first time, in 2022, ChenMed hosted domestic mission trip. Team members traveled to Immokalee, FL, to serve the state's largest migrant farm workforce along with their families and residents of the city. ChenMed partnered with multiple organizations to host a health fair and food distribution.

# Employee *Resource* Groups

ChenMed has launched four Employee Resource Groups (ERG) led by our team members to build a sense of camaraderie and inclusion across diverse life experiences. At ChenMed, these groups include expressions of race, international culture, gender, and more. Our ERGs include the following:



## **Aware2 (All Working to Achieve Racial Equity and Equality)**

Advocates for racial equality and social justice in the workplace and the communities ChenMed serves through education and outreach.



## **CHARISMA (ChenMed Healthcare Allied Respecting Individuality and Sexuality for Members and Associates)**

Supports ChenMed LGBTQ+ team members and allies while striving for inclusion, serving patients, and supporting our community.



## **VET (Veterans Engagement Team)**

Elevates, educates, and unites current and former military and team members who support them.



## **WIN (Women Inspire Network)**

Women Inspire Network inspires, empowers, and invests in ChenMed women to grow personally and professionally, give back to local communities, and guide ChenMed's business strategy.

# ChenMed named to Fortune's "Change the World" list.

The only healthcare delivery company to make the grade.

We were both honored and humbled by our inclusion in Fortune magazine's 2020 "Change The World" list, which highlights companies around the globe that are impacting lives and tackling society's toughest challenges and collective problems.

As the only healthcare delivery company named list, we feel especially responsible to our mission and pledge to build upon the ways in which we are transforming medicine and serving those around us, improving communities and changing lives.

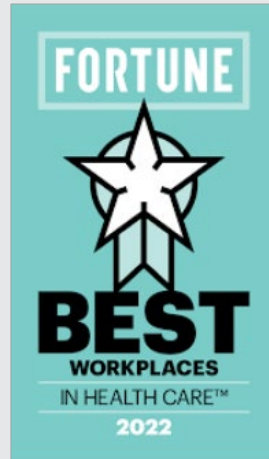


*Improving the lives of our team members and patients and making a difference in our world.*



# THE WALL STREET JOURNAL.

Wall Street Journal-Medical  
Quarterbacking



# Forbes

Forbes-Concierge  
Medicine for The Poorest

# Modern Healthcare

Primary-care provider  
ChenMed to enter  
five new markets



# morning edition

Summer heat can be more extreme  
for people with diabetes

# The Economist

The Economist-Private  
health care:  
The problem-solvers



# Medical Economics®

Medical Economics-How  
one primary care practice innovated  
to improve outcomes for high-risk  
Medicare patients

**Gianni Neil, MD**

CHIEF MEDICAL OFFICER  
CHENMED



# **We are Transforming Care**

*of the neediest population*

through our values of  
love, accountability, and passion.



**Belisa Guzman-Suarez, MD**  
Regional Medical Director  
ChenMed



**ChenMed**

**Chen** Senior  
Medical Center

**Dedicated** Senior  
Medical Center

**JenCare** Senior  
Medical Center

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