

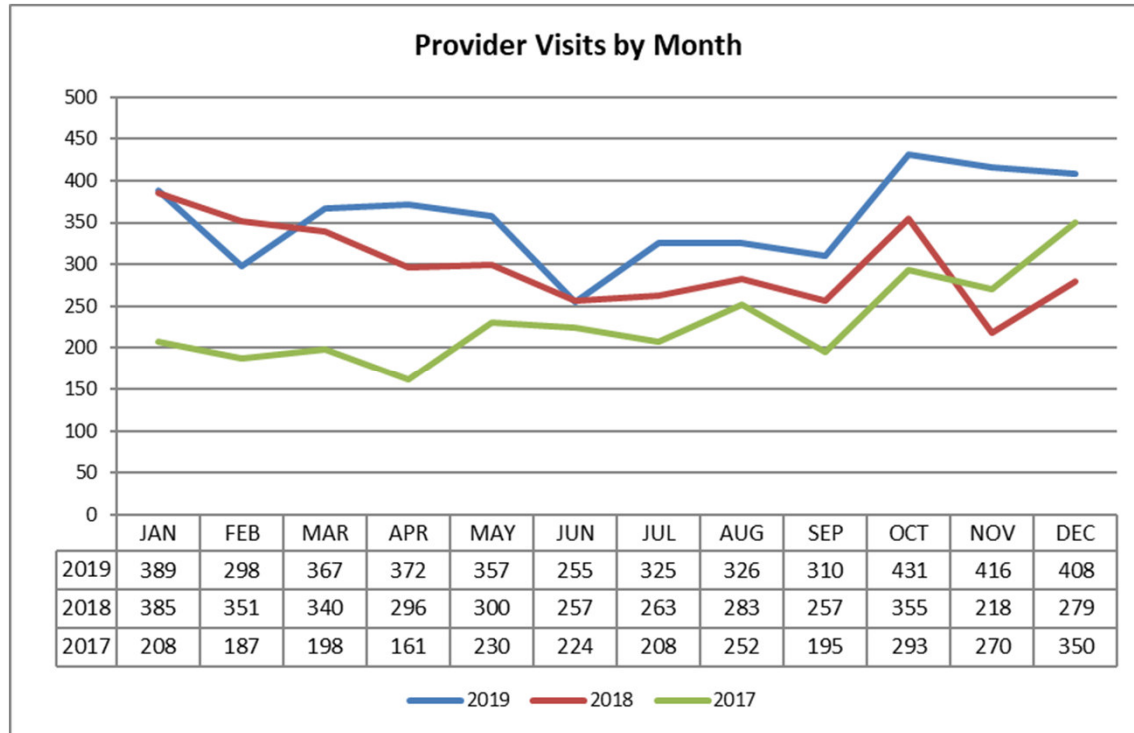


2019 Annual Update: Connecting
Care Clinic Performance

Agenda

- Utilization
- Quality
- Satisfaction
- ROI

Provider Visits



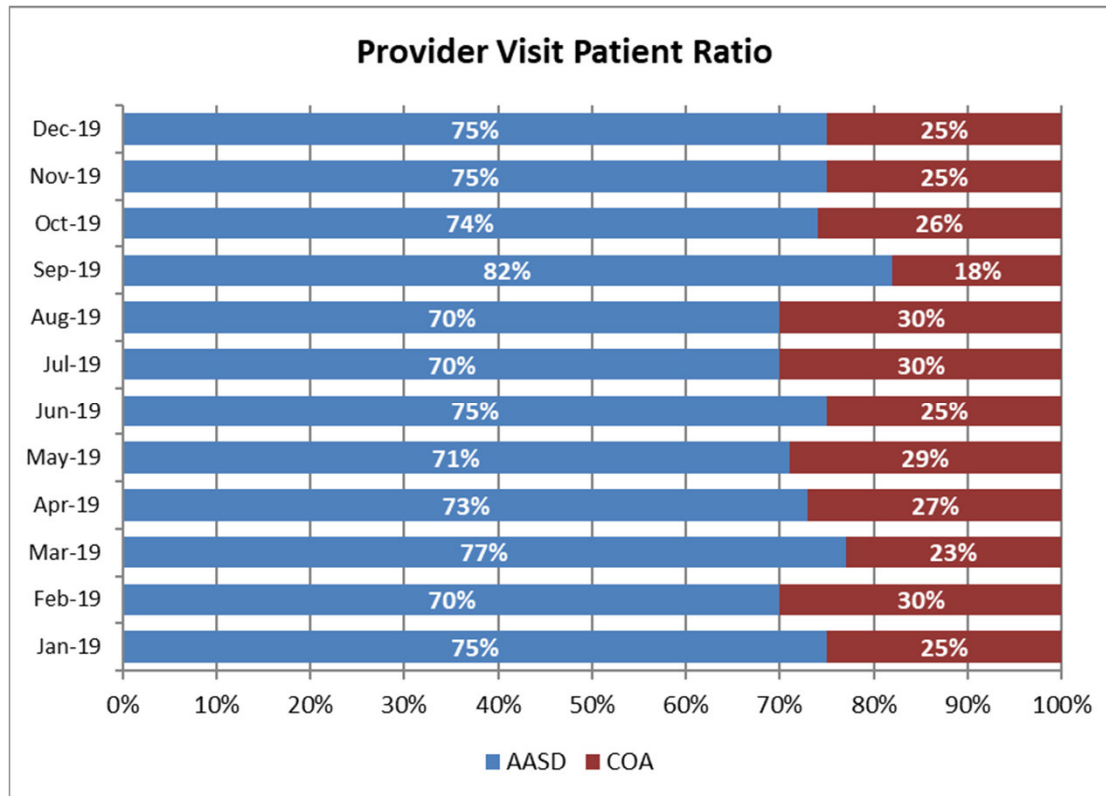
- 4QTR 2019 volume up 47% over 4QTR 2018
- YTD visit volume up 45% over 2018
- 4254 total Provider visits
- Referrals to Health Coach for lifestyle habits coaching.
- Acute visits lead to chronic condition discussion/management.

*Added 2nd provider May 2017

Provider = NP/PA and MD



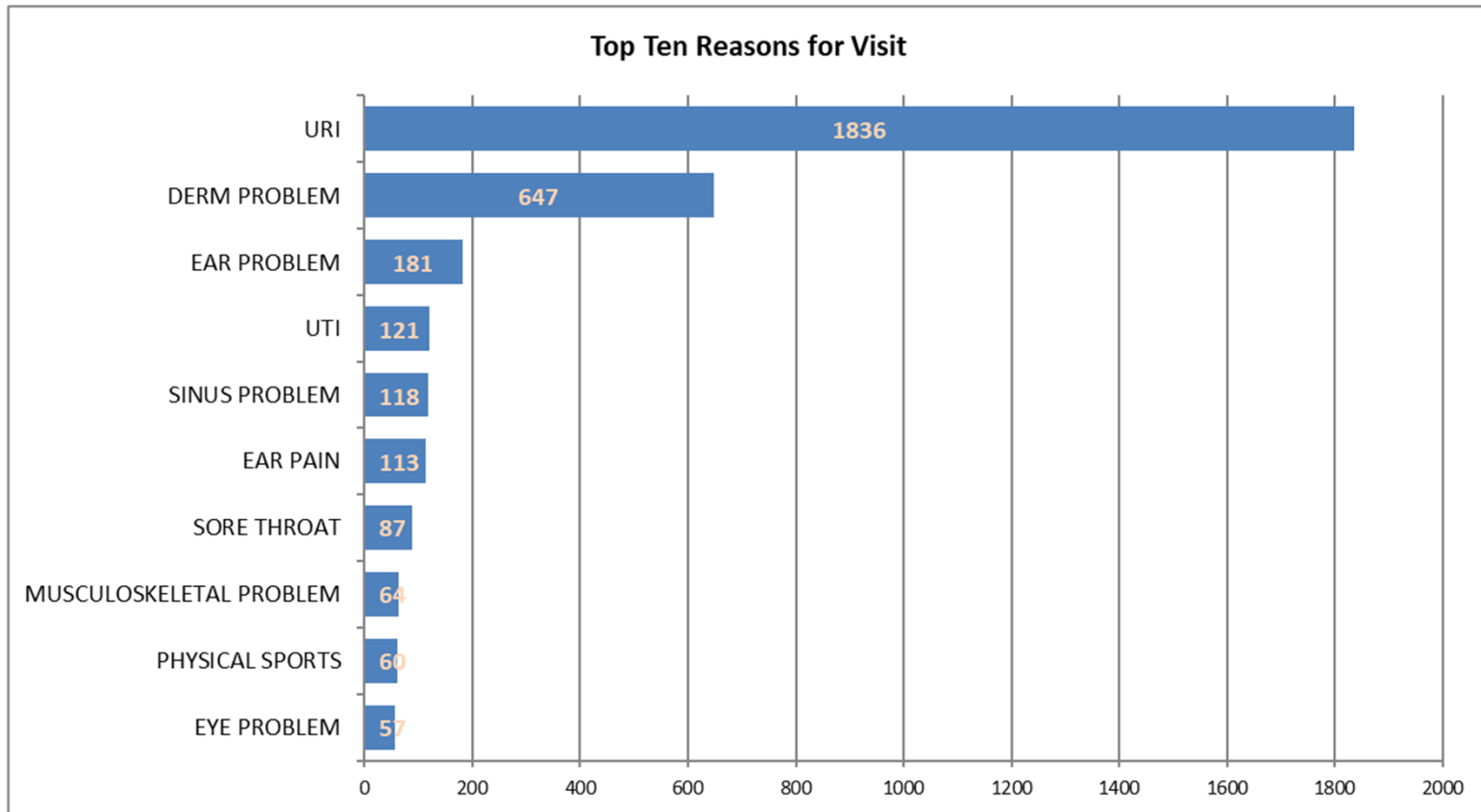
Provider Visit Ratio – YTD



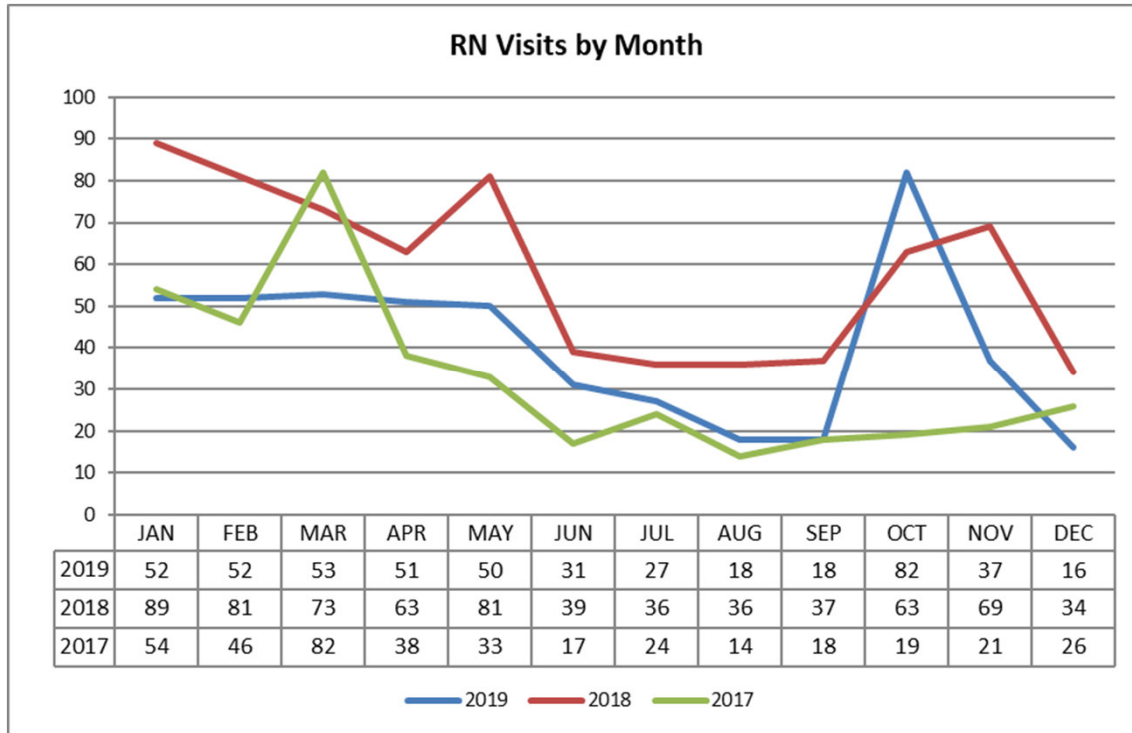
- Q4 ratio is relatively unchanged vs Q3 and 2018
- AASD 74% / COA 26% of provider visits overall in 2019.
- 4254 total Provider visits
 - 3147 AASD
 - 1106 COA

Provider = NP/PA and MD

Provider Visits – Reason for Visit (YTD)

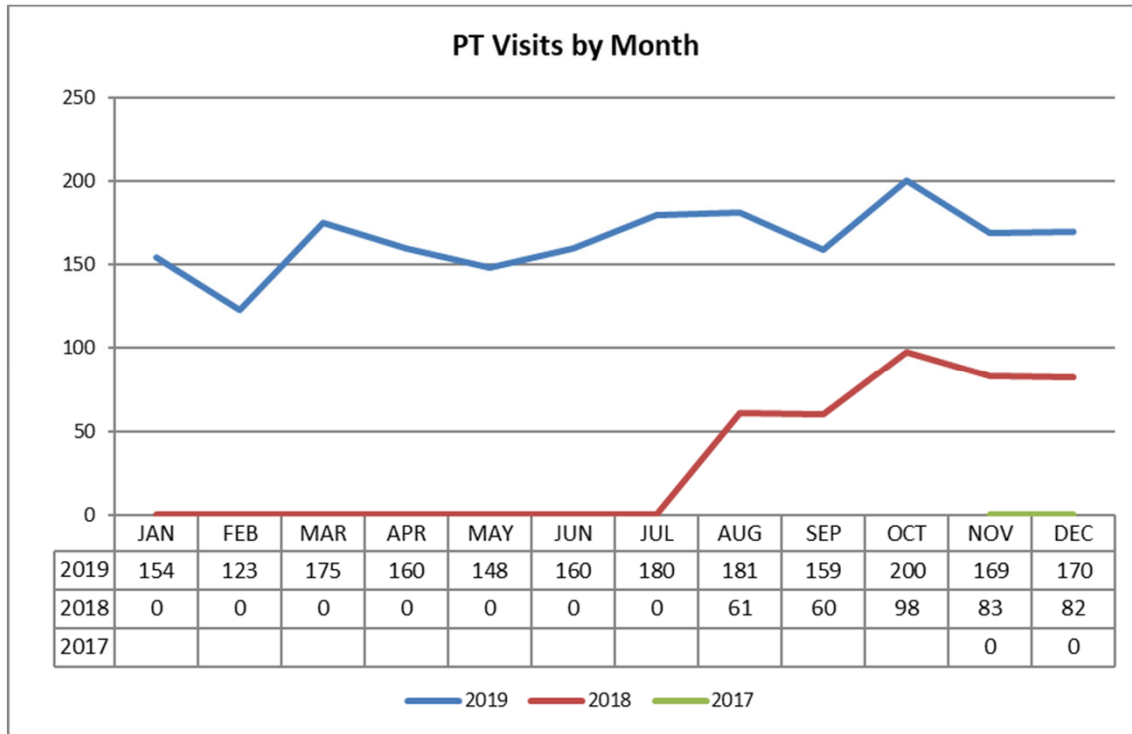


RN Visits



- Urinary issues and Strep testing.
- Smoking Cessation
- PT2 (DPP) Class
- Backup for lab schedule – vaccinations and lab draws.
- Patient calls looking for advice.
- Work with patients on MyThedaCare sign-up and questions.
- Working with Health Coach to get her PT2 program up and running. (September – October)
- Ordering supplies to keep APCs appointments running smoothly.
- Coordination of care with staff PTO and sick leave.

PT Visits



- Total PT Visits in 2019 = 1,979
 - AASD 1,280 (65%)
 - COA 699 (35%)
 - October visits of 200 is highest since start of program

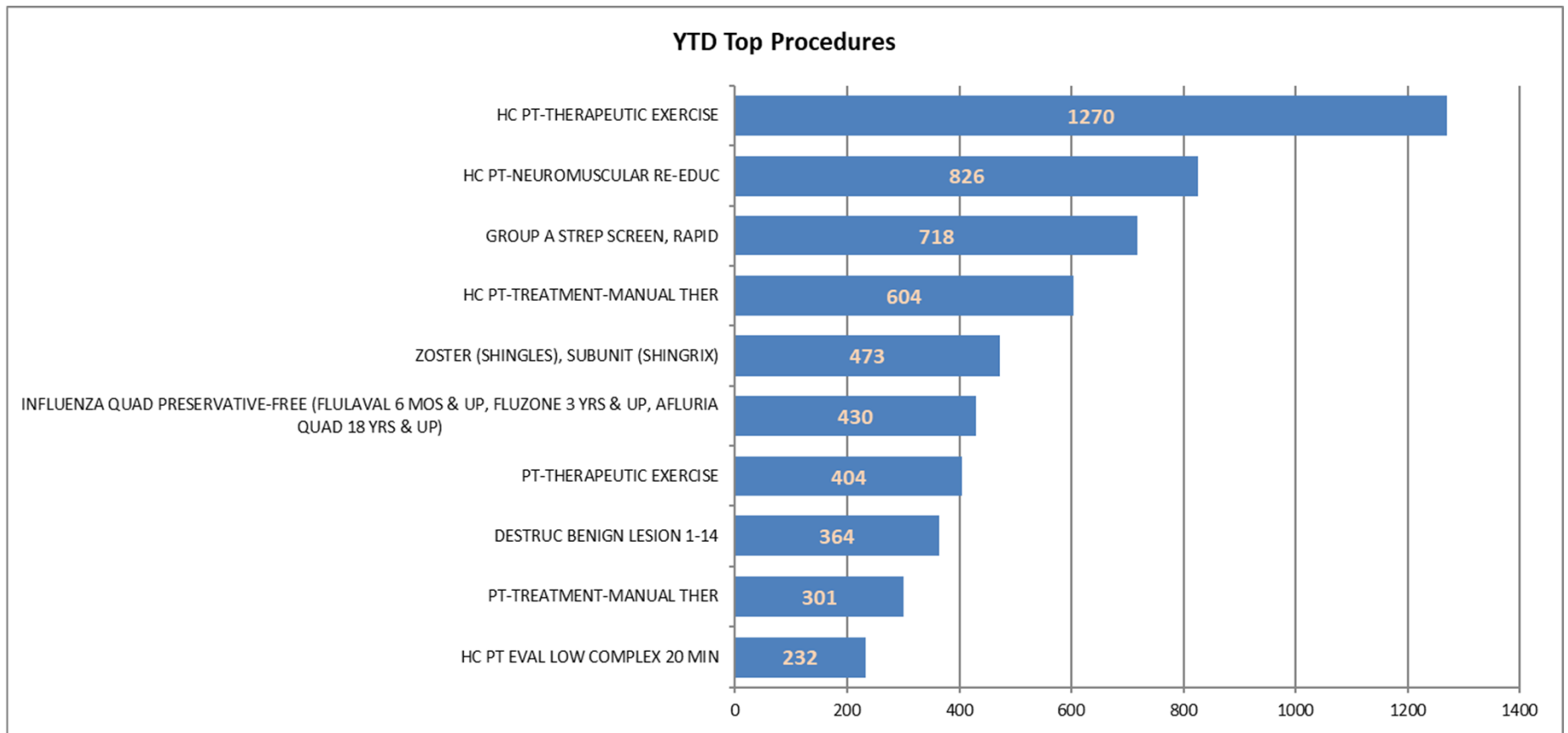
*Increased PT to 40 hours per week 1/1/19

4th Qtr Utilization Analysis

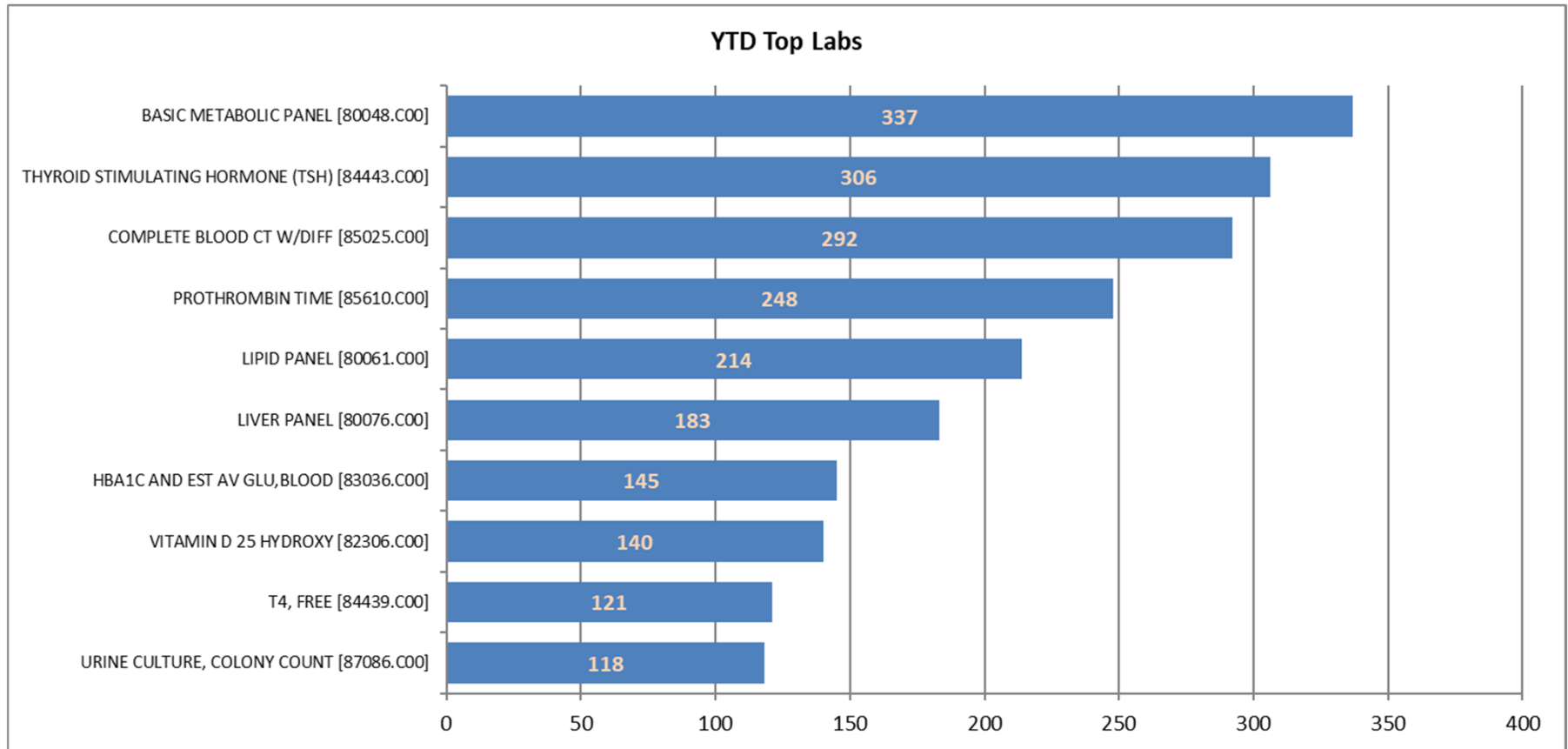
Areas of Opportunity/Concerns/Successes

- Filled 82% of provider slots in 4th Quarter (up from 68% in 3rd)
 - Monday (90% filled) and Tuesday (92%) tend to have slightly better utilization than the other weekdays: Wednesday (75%), Thursday (75%), Friday (87%).
 - Demand relatively strong throughout the day. No significant patterns or preferences.
- Filled 83% of PT slots in the 4th Quarter
 - Very steady weekday utilization. Monday (87%), Tuesday (81%), Wednesday (82%), Thursday (81%), Friday (85%)
 - No-shows much more prevalent than what Zach and JP see at ThedaCare Ortho.
 - May want to start calling patients if no show occurs.

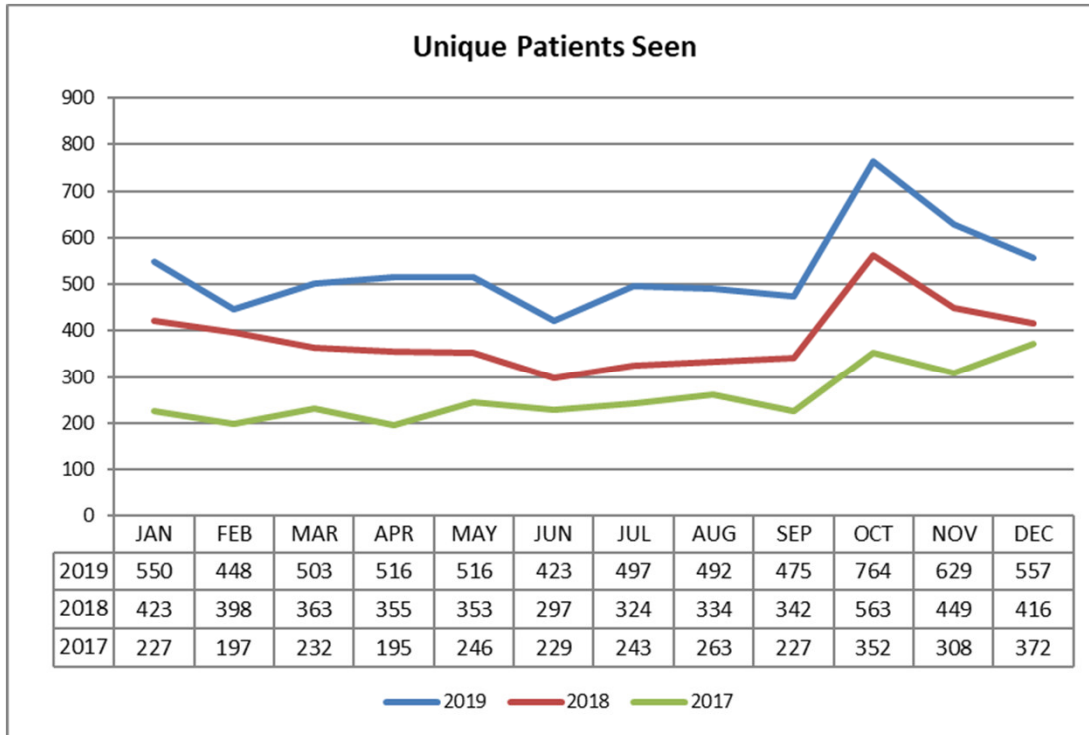
Top Procedures (YTD)



Top Labs (YTD)



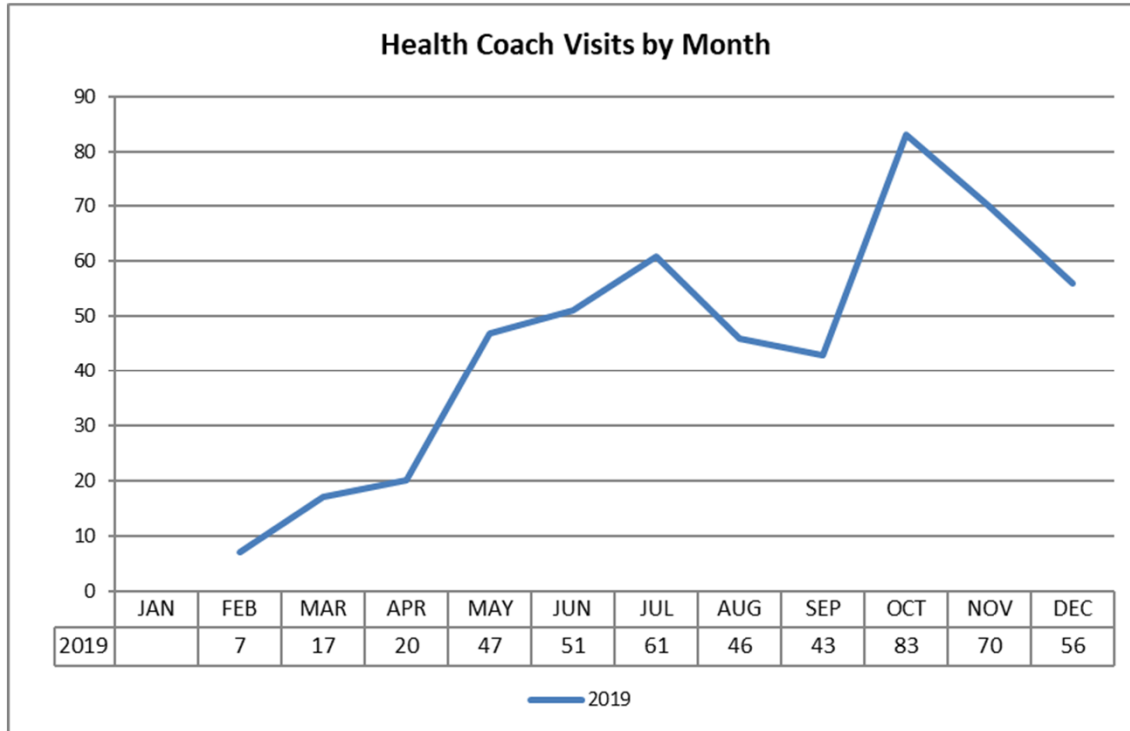
Unique Patients Seen – All Visit Types



Notes/Observations

- Total of 2,797 unique patients seen in 2019.
 - 2,106 AASD (75%)
 - 834 COA (25%)

Total Health Coach Visits

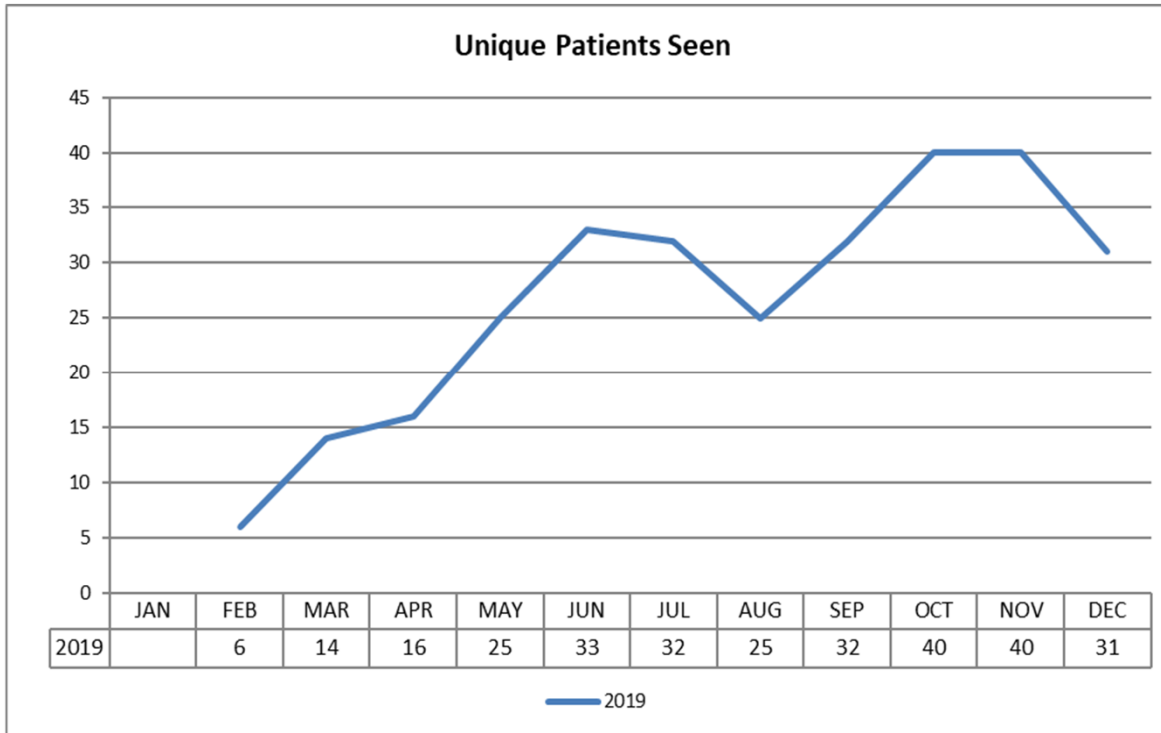


Notes/Observations

- 501 total HC Visits in 2019
 - 361 AASD (72%)
 - 140 COA (28%)
- Hours increased from 20 to 40 hours on 10/1/2019
- Individual & family coaching
 - Outreach based on health assessment results
 - Classes (T2 Diabetes prevention)
 - Site specific education

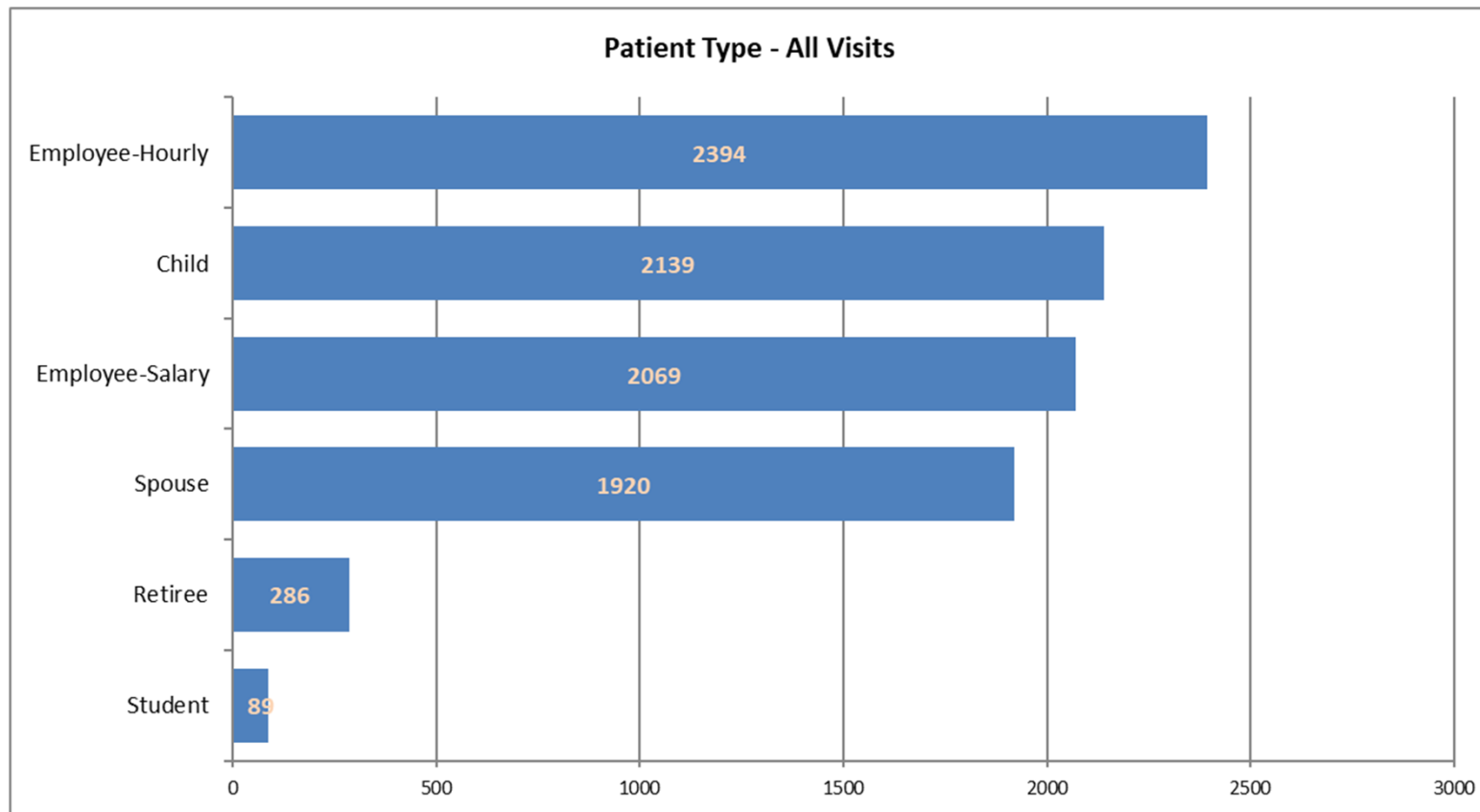
* Increased HC hours to 40/wk on 11/1/19

Unique Health Coach visits



- 294 Unique Patients Seen in 2019
 - 200 AASD (68%)
 - 94 COA (32%)
- Promotion of other health and wellness offerings (EAP, preventative benefits available through health plan, etc)

Patient Type – All Visits (YTD)



Quality – Success Stories

- 11 year old male seen in PT with complaint of great toe pain (turf toe) since football (about 4months of pain). He is a catcher and was unable to do any baseball catching with this pain. 3 visits, back to baseball, back to catching.
- 56 year old female, complaints of right hip/ low back pain. 1 PT session with manual therapy (Manipulation, mobilization, dry needling) and was 90% better, one additional visit simply to finalize home exercise program as she was going on vacation. Pain had been present 2+ years.
- 42 year old male, shoulder surgery, 16 PT visits, fully back to pre surgery level.

Quality – Success Stories

- A woman injured her foot at home and was scheduled to see our physical therapist the same morning. He came to me with concerns about a fracture, so an x-ray was ordered. A fracture was confirmed, and I was able to contact Orthopedic provider, who reviewed the x-ray and then contacted the patient to come in that afternoon for evaluation and management. It was seamless for the patient and much appreciated.
- A patient was going through a very difficult time with a family circumstance, and contacted us one afternoon after she experienced acute stress and panic. We were able to get her in within an hour, and referred her to EAP and discussed medication options. She was very grateful for the prompt attention.
- A patient was experiencing symptoms of a bad cold, and was concerned that he may need antibiotics. He was going to contact TeleDoc, but then instead saw that an appointment was available here. After evaluation that day, it was determined that he did not have an infection that would have warranted antibiotics, and he was given recommendations for his symptoms.

Quality – Success Stories

- A high school wrestler had a skin lesion that the referee thought was possibly contagious, so wouldn't let him wrestle that weekend at a big tournament unless he was seen. The patient's mom had called the PCP office that day, which was a Friday, but they were unable to see him that day. She contacted our clinic, and we were able to get him in for evaluation, and determined that the lesion was not contagious. I was able to print off the wrestling clearance form online, and give it to the patient before he left. He was then able to wrestle that weekend. They were very grateful for our help.
- A woman had multiple skin tags for many years that became easily irritated by clothing and jewelry. She had mentioned them at her PCP visit, but was told it would be an extra cost to have them removed, which she couldn't afford. She heard that we can remove skin tags at our clinic, and made an appointment. I was able to remove at least 20 skin tags, and she was very happy with the results!

Quality – Success Stories

- I had seen a gentleman about 6 months ago for cold symptoms, he was a smoker. Shellie counseled about smoking cessation. We discussed treatment options. He was not yet ready to quit. However, when he was ready, he wanted to try a prescription medication. So, I sent in the smoking cessation medication to his pharmacy for him to fill whenever he feels he would be ready. I recently had seen him at the clinic a few weeks ago. He did fill the medication, he is no longer taking it. He is now 2 months smoke free! He was able to quit successfully!
- At the COA Health Fair, an employee was stopped at our little CCC booth and telling a “new-insurance eligible” employee all about how great our clinic was, all we do, and how beneficial it is to have the clinic. He must have been a Dad because he said, “Yeah, the clinic had been so great for our family. Between myself, my wife and having 5 kids, this clinic has saved us hundred to probably thousands of dollars just last year alone! We have utilized it so much! You’re very lucky to have this insurance and this benefit, we have been very grateful”
- We have been seeing a lot of new eligible patients at the clinic! I STILL have been having some ask “Where do I pay?” after the visit is completed. Still, when I tell them their insurance covers all clinic costs and there is no expense to them, they have this look of bewilderment. I love it! A lot of people also are amazed by how much we have to offer here at the clinic as well, I provide them with all the info to new patients or patients not familiar with the services, Health Coach, Labs, Physical Therapy, etc.

Quality – Success Stories

- New patient to clinic, woman in her early 30s, came to CCC for first time for evaluation of swollen lymph nodes in neck x 3 months. No other symptoms. She feels they are just more noticeable. She heard about the clinic through her husband, who carries the insurance, so decided to make an appointment to the clinic. No other significant medical or health history, has a 2 year old child, otherwise she is healthy. She does not have a PCP and has not seen one other than her OB/GYN as she has not felt the need to. Upon my exam of the nodes in neck, I did feel other nodes along the lymph chain extending into her clavicle area and shoulder area which was concerning to me, especially with her being young. I explained the findings as was able to get her into Ultrasound that day. The Radiologist actually contacted me personally and advised me the lymph node findings were highly suspicious and concerning may be malignancy. I talked to patient, and with the medical assistant, contacted Endocrine – I was able to get ahold of the actual Doctor there who looked at the Ultrasound report, and agreed with the concern, scheduled the patient the very next day to have evaluation, biopsy of nodes, and other tests. After biopsies, node excisions, lab testing, it did confirm that she had Hodgkin Lymphoma. This is a rare cancer, only diagnosed in approximately 200,000 in America each year. It also can be very aggressive and spread very fast once diagnosed. She had a head to toe scan to see if the cancer had spread, and thankfully, it was caught early enough, Stage 2, to where it had not metastasized to any other areas of her body – her prognosis for recovery was very good with surgery chemotherapy and radiation. She also was able to surgically harvest several ovarian eggs prior to her treatments/procedures just in case of wanting to conceive and have more healthy children in the future once she is well again! (gives me tears!). This was the best success story I personally has this last quarter here at the clinic. She wouldn't have come in or went in soon enough if this clinic weren't available, she did not have PCP established, and the timing couldn't have been better – it was a historically known aggressive cancer that was caught early enough in a young woman to have a good outcome and therefore, hope for a good healthy life to come!

Quality – Success Stories

- Physical Therapy was doing an initial evaluation on a gentleman who had been having multi-joint pain for years off and on. The Physical Therapist also noticed that the patient was complaining of rashes that seem to “come and go” and also can be bothersome. They seem to correlate with when his joint pains seem to be at the worst times. Physical Therapist brought me in to the room to have a look at the rashes and gave report. I asked patient a few more questions. Came to a conclusion there is a strong chance he may have some type of immune/rheumatology underlying chronic condition which is why some of the typical over the counter medications, treatments, and PT may not be helping as much as they could be. I Referred him to Rheumatology. He was in fact subsequently diagnosed with Psoriatic Polyarthrititis. He was put on a monthly immunologic IV medication for this for management of this chronic disease. He did continue with therapy. He is starting to feel a difference a few months later, improvement which he hadn’t felt in “years”, and he thanked us for being observant to all the details of his ongoing pain. Without the clinic, physical therapy, he stated he would have just went along doing the same over the counter Tylenol/advil, but since PT is offered, he wanted to give it a try and see what else he could try. Then we got to the rashes, then the chronic underlying problem. Now he is able to get up in the morning and get to work feeling rested and not with as much stiffness and pain!

Quality – Success Stories

- Had a patient walk in to the clinic in almost hysterics. She was crying uncontrollably and asking for our help, that she” is in pain, and she cant eat, and she cant stand being like this, and she doesn’t know what to do, and no one will help her. I just know you girls here, and I TRUST all of you here, please”. She had been to the clinic before and I was familiar with her. She had a surgery a couple months ago and has had some pain with it since. Overall, she had a lot of different factors weighing on her - stressors, both physically, emotionally. It seemed to all become too much at once and she felt like she was going to break down – so she came to the clinic, because she “trusted us”. Shellie was able to talk with her, and get her to a calmer state. We listened, were able to break down her concerns one by one, and see what we could do for her or what the next plan would be. We got her set up with Physical Therapy the next day just for consult on maybe what she can do to help relieve some of the discomfort from post-surgery or stretches, etc. I scheduled an extra 30 min and gave report to PT about the patient, I knew the PT would be great at being that positive reassurance and step-by-strep guiding force that I feel would be helpful. She left feeling better, she had a plan, and a follow up. We also were able to schedule her to see EAP as well that day to get the holistic healing process moving. Overall, I think other medical facilities likely would turn people away if this happened, but because we are able, and because we do are, and because we do get to establish those caring relationships with patients – we really do try to go out of our way to HELP them. The very best thing I see from these kind of situations is how we can schedule them for a follow up in a week, or a recheck. They do not have the extra stress of the cost of another appointment in a doctors office, which can be very helpful at times especially if they aren’t having the best experience at the moment. We can help get them back on track the healthy road ahead.

Health Care Navigation

Preventative Care and Referrals

- Preventative screenings
 - 34 Mammography referrals
 - 10 Colonoscopy referrals
- Imaging referrals
 - 92 X-rays
 - 20 CT
 - 25 Ultrasound
 - 3 MRI
 - 1 EMG
- Top Specialist referrals
 - 46 ENT
 - 25 Dermatology
 - 22 Orthopedic Surgery
 - 18 Sports Medicine
 - 18 Podiatry
 - 13 Hand Surgery
 - 12 General Surgery
 - 8 Allergy
 - 5 Pain Medicine
 - 4 Physiology/Rehab

Patient Satisfaction – AASD

Collected 118 surveys in 4th Qtr

- 98% were seen when they wanted to be seen.
- 100% were satisfied with the care received.
- On a scale from 1 to 10, with 10 being extremely likely, rated a 9.8 for likelihood to recommend services.

4th Qtr Patient Comments – AASD

- I called in the morning and they were able to get me in that afternoon.
- I love coming here because I don't have to wait in the waiting room for a long time and they always get me in right away. I also love the option to schedule appointments online and see all the options I can choose from. The nurses and doctors are super sweet and you can tell they love getting to know their patients.
- Everyone was so nice, Jessica was so nice and made my son feel so comfortable - He usually is scared of going to the doctors.
- We love the Connecting Care Clinic and are always happy with the services.
- I love the convenience of this clinic. Heather Books is always so helpful. She even diagnosed my daughter's illness that her pediatrician and several ER visits missed. I love the online scheduling and that there is no cost. I also like that we can get any labs drawn, even if ordered by the family doctor.
- We have received amazing quality, thorough care every time we are here. Jess is so caring and takes care of the whole person.
- Very friendly clinic available to us!

4th Qtr Patient Comments – AASD

- Excellent service and friendly staff! We are very grateful for this service! Thank you!
- Have always been impressed with service at clinic.
- I was very impressed by the fast, professional, and expert health service. Thank you for this option for my health.
- Extremely informative, patient and willing to take the time to answer all your questions. Truly an amazing benefit especially in today's medical crisis society.
- Thank you Jessica and Mary for working me in on your schedule.
- I like the expansion of services.
- Shirley and Heather make an awesome team!
- I am thankful for this class.
- Thanks for the great service! I was able to be seen the same day and didn't have to wait when I arrived. I was in and out in a half hour! Thanks for answering all my questions.
- Thank you for this service.

4th Qtr Patient Comments – AASD

- Connecting Care has been a life saver for us. We love the care we receive at Connecting Care.
- We just started coming here; it is so efficient and the staff is very friendly!
- This is a great service that is offered to us. Just wish I could bring my 1 year old daughter here.
- I would have liked to come on Tuesday but there were no appointments remaining when I checked on Monday night.
- First time here. Was really pleased. Thank you,
- Always helpful, welcoming, on time & concise!
- Mary is so kind and efficient. Coming here is the only time going to the dr is enjoyable. Thank you so much for providing this service. Jess was very knowledgeable and kind as well

4th Qtr Patient Comments – AASD

- Very informative on the issues I was having. Would highly recommend to anyone.
- Excellent quality care and met my needs immediately. Friendly staff in all respects.
- Convenient location and hours are great.
- So nice to be able to be seen on the same day...love this clinic!
- Very friendly, quick service, and no waiting! Thank you for very much! We so appreciate having this

Patient Satisfaction – City of Appleton

Collected 40 surveys in 4th Qtr

- 100% were seen when they wanted to be seen.
- 100% were satisfied with the care received.
- On a scale from 1 to 10, with 10 being extremely likely, rated a 9.9 for likelihood to recommend services.

4th Qtr Patient Comments – COA

- Very prompt and efficient
- Friendly staff and I seen right away. This is my first time here and will use it again
- Was very friendly visit
- I was late for my appointment because I thought it was a different time, Jessica was able to still see me! I have seen a Dermatologist for years and spent hundreds of dollars going to see them, I learned more about my condition from Jessica in 15 minutes than I ever have from hours with my dermatologist. This clinic is so great, always keep it available to us!
- Great staff and they take great care!
- The staff are very friendly and helpful.
- Compassionate care. Thanks!
- First time to clinic such an amazing service! Staff so kind and the doctor Jessica was so sweet! I will definitely be back thank you for providing this service to us
- The clinic is wonderful. Staff is always welcoming. Appts are very easy to come by.

4th Qtr Patient Comments – COA

- There is no waiting, you are in and out quickly with issue resolved.
- Connecting Care Clinic has been an extremely valuable benefit provided to city of Appleton employees.
- In the recent past, the scheduler has switched our provider from the one we scheduled with. We schedule with one particular provider because we have built our entire family's relationship with her. She knows us. All of us. This relationship is important to us. We have shared our concerns with our provider and she has suggested steps for us and her staff to take so our provider does not get switched on us. Our provider is receptive to our family's needs and was also in this particular situation. Thank you! This matters. Today, I had a need to be called due to inaccessible computer. The clinic obliged. I appreciated this effort to change your protectable.
- Always easy to schedule, always gotten in on time.
- So sad to hear Shellie is leaving the clinic, she is amazing' I have been coming here over the years and saw how clinic became what it is today from Shellie and Jessica only starting it in the beginning this place is the best place I've ever been to
- Love this clinic!

2019 Return on Investment Overall

2019 ROI SUMMARY

AASD/COA

| Month | Contracted Expense | Office Visit Savings | Lab Savings | Procedure Savings | Total Savings | ROI |
|------------|--------------------|----------------------|-------------------|-------------------|---------------------|-------------------|
| January | \$ 73,558 | \$ 79,770 | \$ 10,147 | \$ 57,399 | \$ 147,316 | \$ 73,758 |
| February | \$ 73,288 | \$ 61,644 | \$ 7,471 | \$ 41,608 | \$ 110,723 | \$ 37,435 |
| March | \$ 87,988 | \$ 79,394 | \$ 8,492 | \$ 48,592 | \$ 136,478 | \$ 48,490 |
| April | \$ 87,988 | \$ 79,750 | \$ 8,628 | \$ 48,598 | \$ 136,976 | \$ 48,988 |
| May | \$ 92,984 | \$ 76,125 | \$ 9,446 | \$ 54,432 | \$ 140,003 | \$ 47,019 |
| June | \$ 85,997 | \$ 54,683 | \$ 7,652 | \$ 51,846 | \$ 114,181 | \$ 28,184 |
| July | \$ 85,989 | \$ 65,665 | \$ 7,240 | \$ 61,229 | \$ 134,134 | \$ 48,145 |
| August | \$ 77,688 | \$ 60,915 | \$ 9,959 | \$ 57,808 | \$ 128,682 | \$ 50,994 |
| September | \$ 70,474 | \$ 64,235 | \$ 8,297 | \$ 46,878 | \$ 119,410 | \$ 48,936 |
| October | \$ 87,022 | \$ 91,330 | \$ 11,043 | \$ 74,344 | \$ 176,717 | \$ 89,695 |
| November | \$ 79,294 | \$ 85,692 | \$ 10,001 | \$ 62,304 | \$ 157,997 | \$ 78,703 |
| December | \$ 89,333 | \$ 95,152 | \$ 8,033 | \$ 57,633 | \$ 160,818 | \$ 71,485 |
| YTD | \$ 991,603 | \$ 894,355 | \$ 106,410 | \$ 662,671 | \$ 1,663,436 | \$ 671,833 |

Notes:

Lab, procedure and office visit savings estimated based on insurance cost.



ROI Observations & Analysis

- 2019 Total Savings for AASD
(procedures/labs/provider visits): \$1,131,136
- 2019 Total ROI for AASD: \$456,846

- 2019 Total Savings for City of Appleton
(procedures/labs/provider visits): \$532,299
- 2019 Total ROI for City of Appleton: \$214,986