

ANNUAL REPORT

Care *Here!*

A Premise Health company

5500 Maryland Way | Suite 120 | Brentwood, TN 37027

PRIVATE & CONFIDENTIAL

Raytown Quality Schools Group

Report Period: 8/1/2020 - 7/31/2021

ANNUAL REPORT SUMMARY

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021

FINANCIAL REPORT

HEALTH CENTER

AHA & WELLNESS

MARKETPLACE SAVINGS

\$516,003

COPAY SAVINGS/PATIENT

\$172.89

UTILIZATION

80.7% -3.2% ↓

EMPLOYEE PARTICIPATION

85.9% -5.5% ↓

ANNUAL HEALTH PARTICIPANTS

859 1.3% ↑

MARKET VISIT COST

\$162.90

HEALTH CENTER VISIT COST

\$88.96 8.3% ↑

APPOINTMENTS

6,398 1.7% ↑

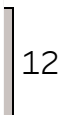
TOTAL UNIQUE PATIENTS

1,060 -4.1% ↓

Employee



Dependents

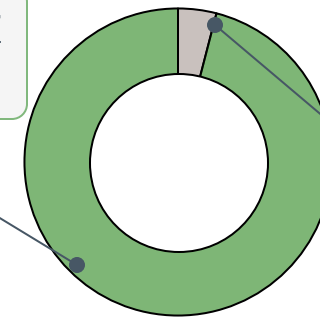


AVERAGE EMPLOYEES

1,177 0.5% ↑

APPOINTMENT STATUS

KEPT APPOINTMENT
6,141 (96.0%)



NO SHOW
257 (4.0%)

HEALTH RISK CONDITION DISCOVERED

Instances

308

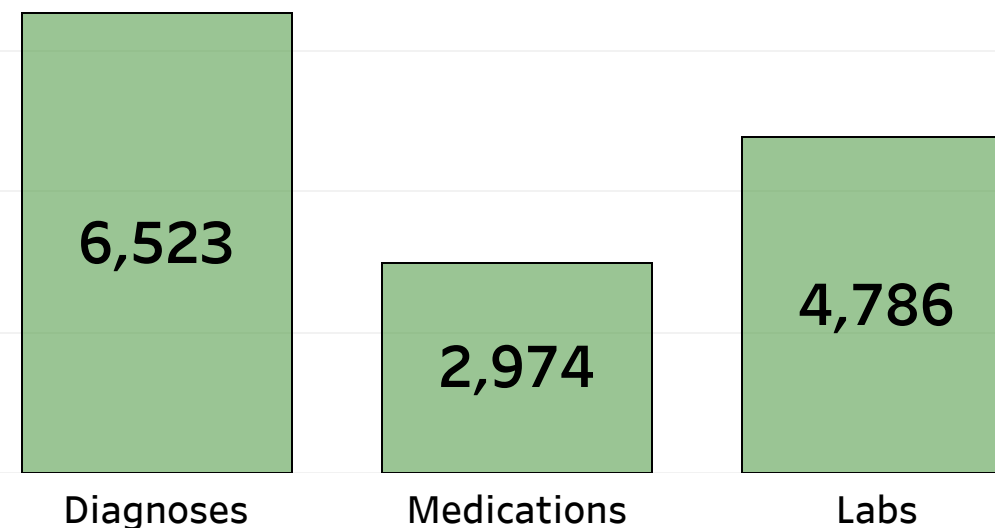
TOTAL CLIENT COST

\$937,246 -0.9% ↓

Potential Costs Avoided

\$1,518,158

CLINICAL



DISEASE MANAGEMENT AND WELLNESS

Total Contacts

1,200

Unique Patient

571

Patient Programs

533

BUDGET PROJECTION NEXT 12 MONTHS

\$965,248 3.0% ↑

FINANCIAL REPORT OVERVIEW

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021



AVERAGE EMPLOYEES

1,177 0.5% ↑



APPOINTMENTS/PATIENT

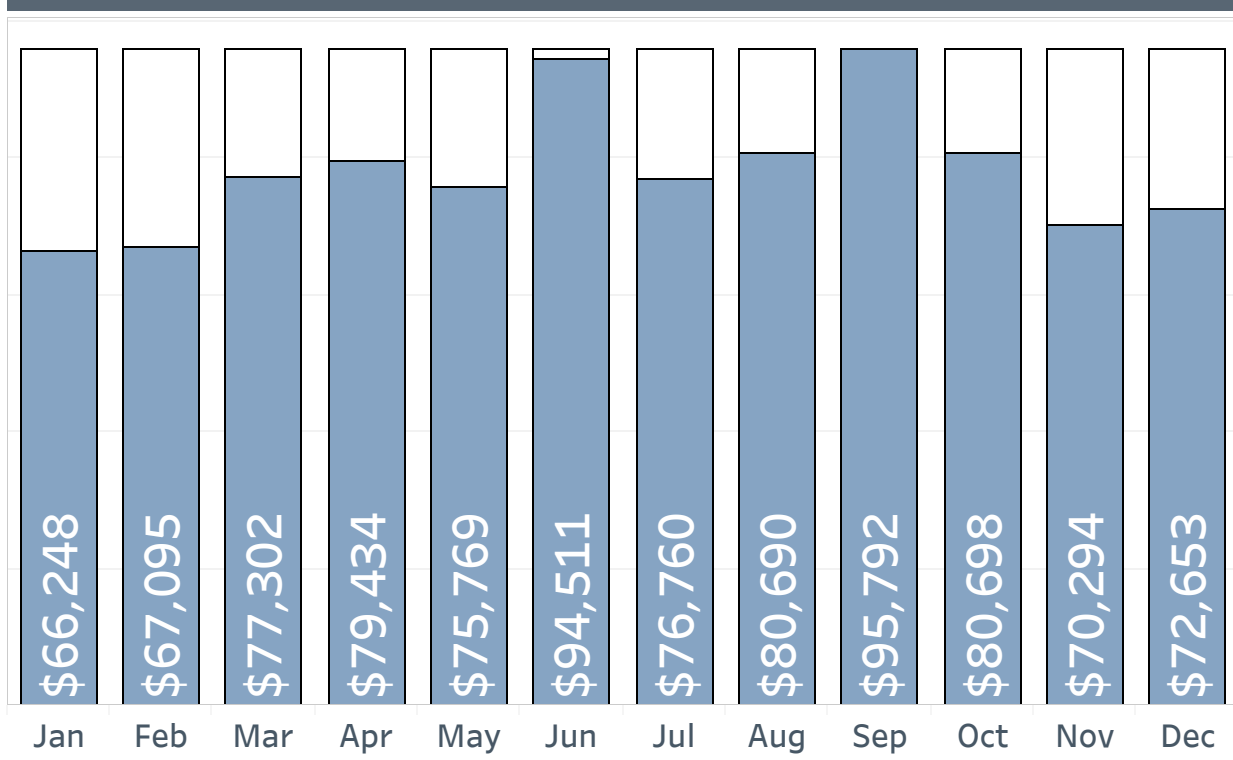
6.0 5.6% ↑



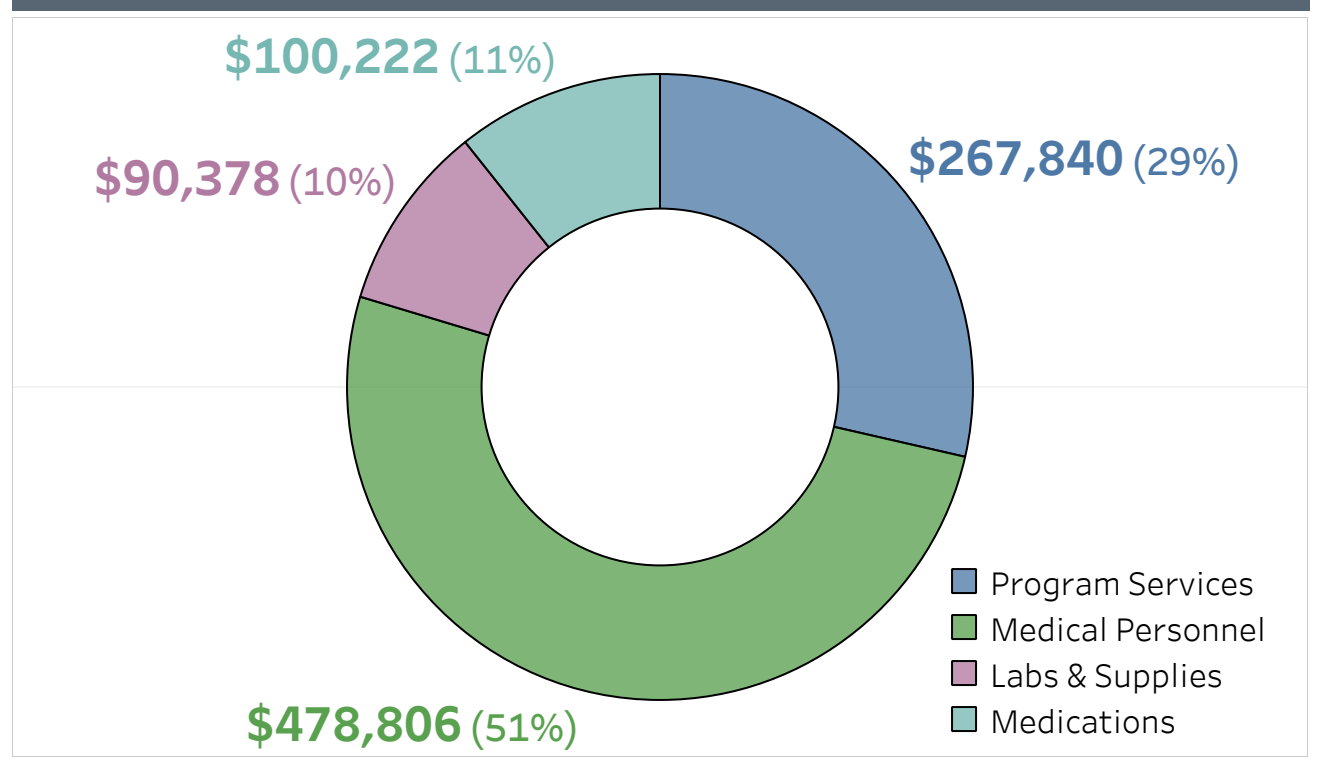
TOTAL CLIENT COST

\$937,246 -0.9% ↓

Total Client Cost BY MONTH



Distribution of Cost COST PER GROUP



\$88.96 8.3% ↑
HEALTH CENTER VISIT COST

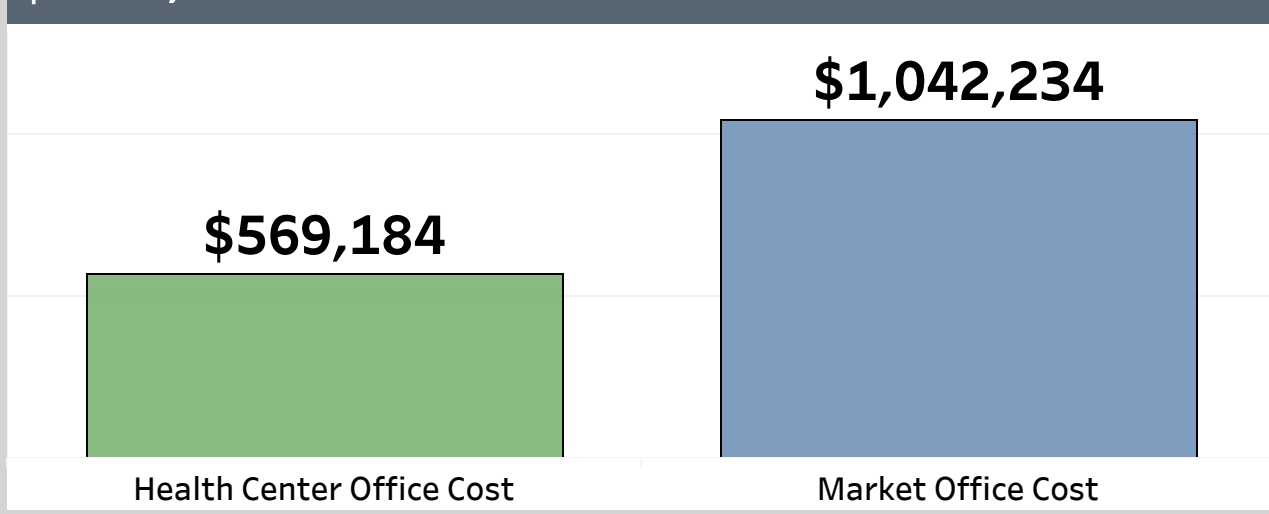
\$162.90
MARKET VISIT COST

Medical Personnel	
\$74.84 COST PER APPOINTMENT	
Behavior Health	\$11,218
MA/RN	\$135,883 8.9% ↑
NP/PA	\$66,239 32.3% ↑
Physician	\$265,466 2.1% ↑

Labs & Supplies	
\$14.13 COST PER APPOINTMENT	
Lab Analysis	\$60,354 22.5% ↑
Supplies/Misc	\$30,024 -7.1% ↓

Medications	
\$15.66 COST PER APPOINTMENT	
Medications	\$100,222 -10.9% ↓

Marketplace Comparison



Cost Avoidance Summary

a) Office Visit & Lab	\$473,050
b) Medication	\$42,952
c) Productivity	\$287,910

Notes:
a) Office Visit is \$350,514 and Lab is \$122,536. Lab is based on 66% savings compared to marketplace cost.
b) Based on 30% savings compared to marketplace cost.
c) Based on 3 hours lost time for marketplace visit at \$15/hour.

Patient Savings

d) Medical Out-Of-Pocket Savings	\$153,525
e) Prescription Out-Of-Pocket Savings	\$29,740
Co-Pay Patient Savings	\$172.89

Budget Projection Next 12 Months

a) Medical Personnel	\$493,170 3.00% ↑
b) Supplies/Labs/Misc	\$93,993 4.00% ↑
c) Medications	\$110,244 10.00% ↑
Program Services	\$267,840 0.00% →

Notes:
d) PCP Medical Out-Of-Pocket is \$25 * 6,141 Kept Appointments used.
e) Prescription Tier 1 Out-Of-Pocket is \$10 * 2,974 Medications dispensed.

Notes:
a) 12 Month Projection assumes 3.0% increase for Medical Personnel.
b) 12 Month Projection assumes 4.0% increase for Supplies/Labs.
c) 12 Month Projection assumes 10.0% increase for Medications

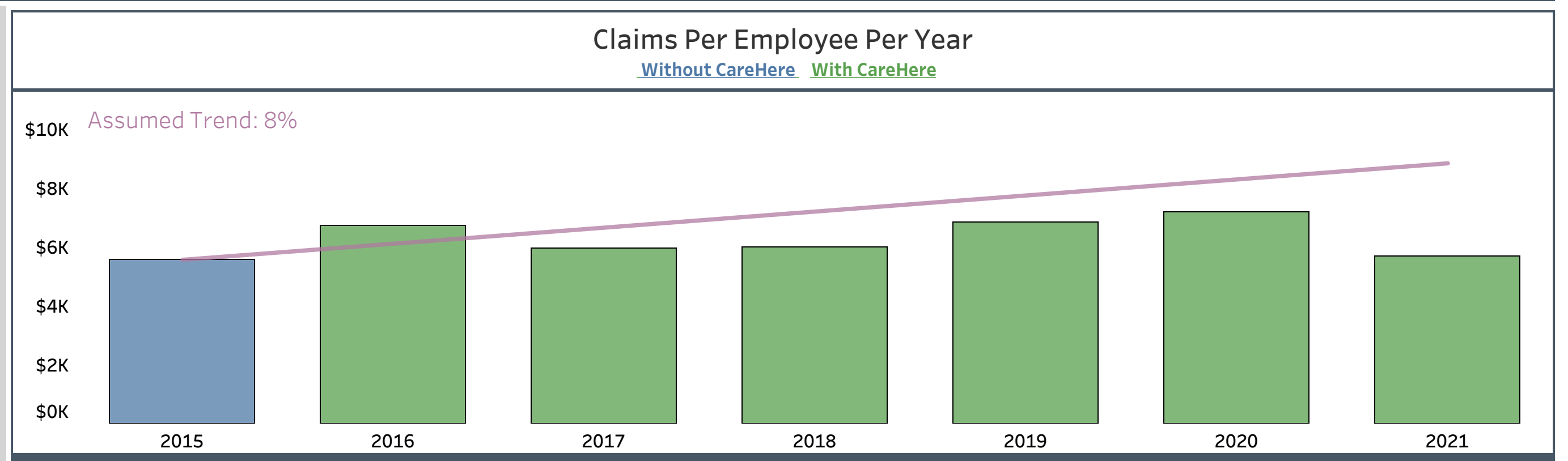
Claim Trend and Savings Analysis

Raytown Quality Schools
(Ending July)



	2015	2016	2017	2018	2019	2020	2021
Annualized Total Medical & Rx Claims	\$7,516,574	\$8,070,417	\$7,270,908	\$7,273,898	\$8,752,664	\$8,994,492	\$9,534,026
Shock Claims Reimbursement	\$0	\$0	\$0	\$0	\$0	\$0	(\$3,800,362)
Total CareHere	\$0	\$761,844	\$742,618	\$848,486	\$929,923	\$945,923	\$937,246
Total Cost	\$7,516,574	\$8,832,261	\$8,013,526	\$8,122,384	\$9,682,587	\$9,940,415	\$6,670,910
Number of Shock Claims	24	31	29	32	36	37	37
Total Amount of Shock Claims	\$3,617,889	\$3,765,665	\$3,384,320	\$3,466,422	\$3,829,971	\$5,650,362	\$4,800,000
Shock Claims Deductible	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Total Reimbursement for Shock Claims	\$0	\$0	\$0	\$0	\$0	\$0	\$3,800,362
Breakout of Primary Care Costs	\$0	\$0	\$587,392	\$590,492	\$590,492	\$0	\$0
CareHere Less Prescription Costs	\$0	\$675,060	\$656,721	\$770,834	\$839,572	\$833,447	\$837,024
Total Primary Care	\$0	\$675,060	\$1,244,113	\$1,361,326	\$1,430,064	\$833,447	\$837,024
% of Total Medical Claims 1	0.0%	7.6%	15.5%	16.8%	14.8%	8.4%	12.5%
Total Medical Costs PEPY with CareHere		\$6,717	\$5,962	\$5,990	\$6,843	\$7,177	\$5,692
Total Medical Costs PEPY	\$5,584						
Total Number of Employees with Medical Benefits	1,346	1,315	1,344	1,356	1,415	1,385	1,172
Actual Total Medical (inc# CareHere)		\$8,832,261	\$8,013,526	\$8,122,384	\$9,682,587	\$9,940,415	\$6,670,910
Cumulative Savings		(\$901,326)	(\$160,547)	\$1,256,134	\$2,323,990	\$3,747,895	\$7,462,906
Expected Total Medical Costs PEPY		\$6,031	\$6,514	\$7,035	\$7,597	\$8,205	\$8,862
Expected Total Medical Costs		\$7,930,935	\$8,754,305	\$9,539,066	\$10,750,442	\$11,364,319	\$10,385,921
Savings		(\$901,326)	\$740,779	\$1,416,682	\$1,067,856	\$1,423,905	\$3,715,011

CareHere Cost	\$5,166,040
Total Return	\$12,628,946
Savings	\$7,462,906
ROI	\$2.44



HEALTH CENTER OVERVIEW

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021

All Clinic



UTILIZATION

80.7% -3.2% ↓



APPOINTMENTS

6,398 1.7% ↑



CAPACITY

7,931 5.1% ↑



UNIQUE PATIENTS

1,060 -4.0% ↓



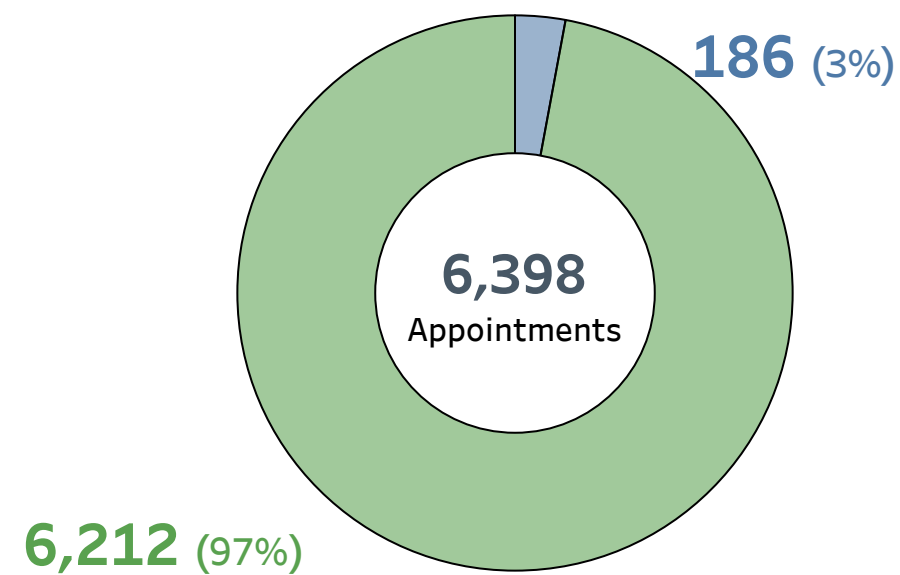
NO SHOW

4.0% -29.2% ↓

Distribution of Appointments

BY RELATIONSHIP

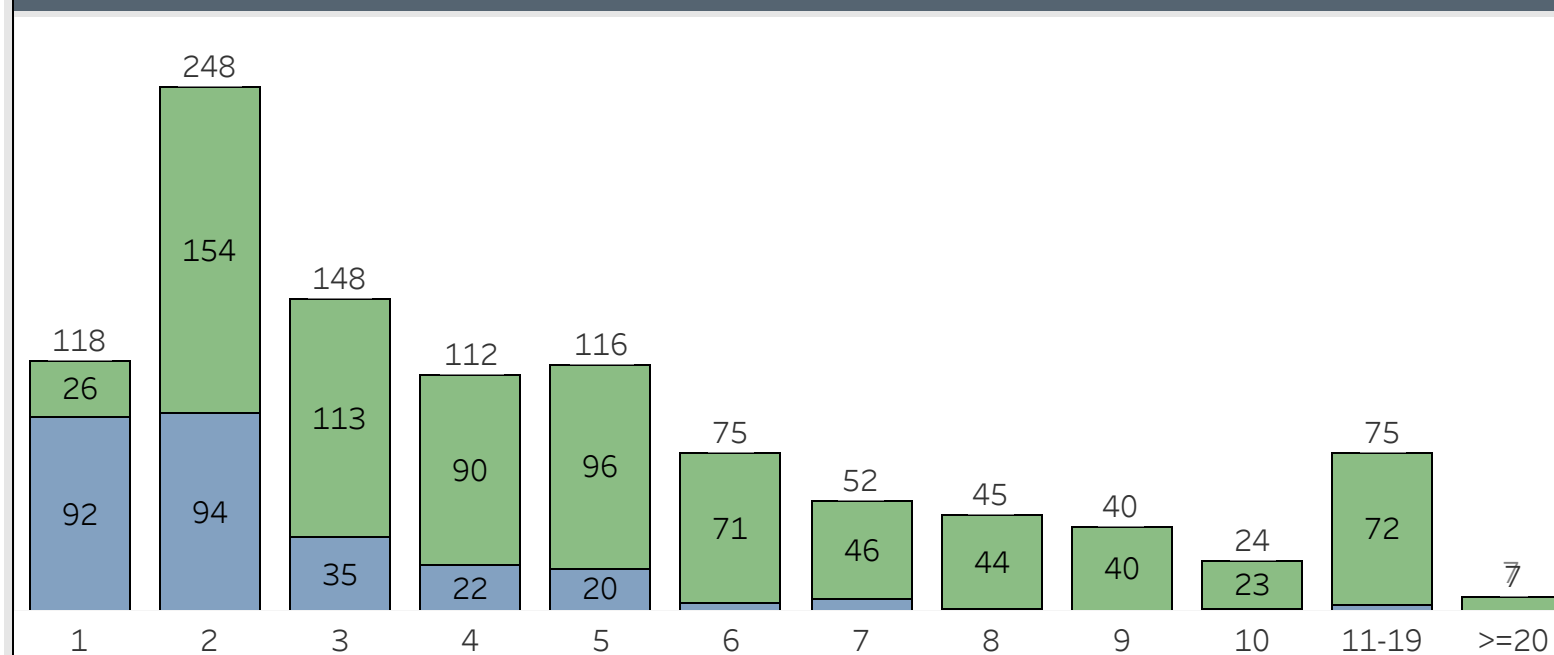
Dependents Employee



Appointment Frequency

BY DIAGNOSIS TYPE

Chronic Acute



Employee

1,011

Dependents

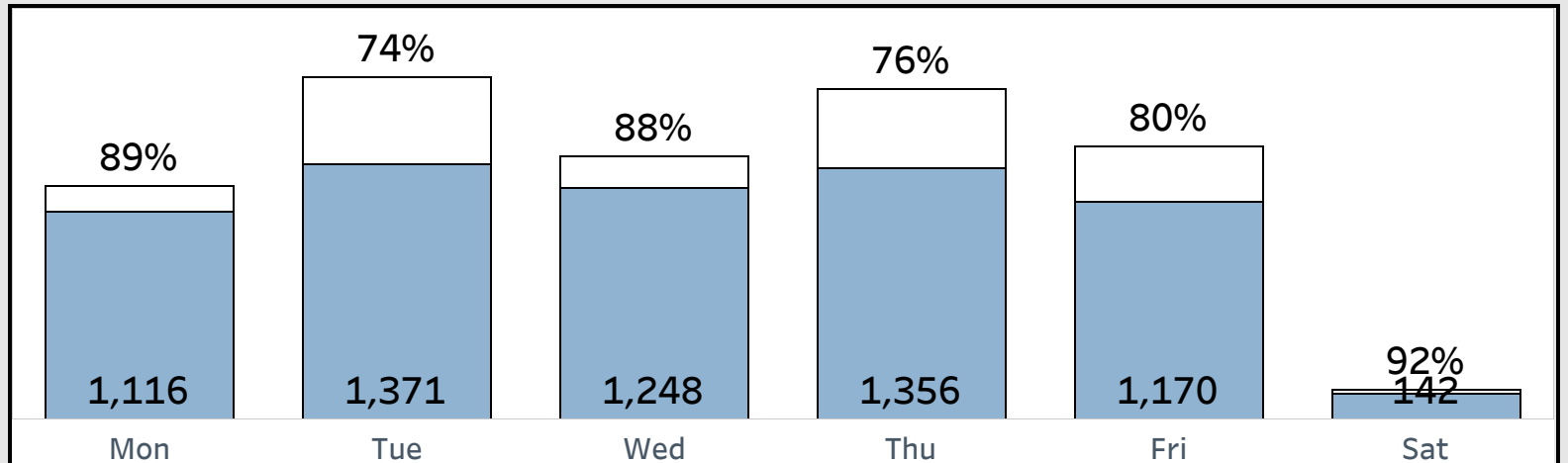
49

Appointments

BY WEEKDAY/HOUR

0 252

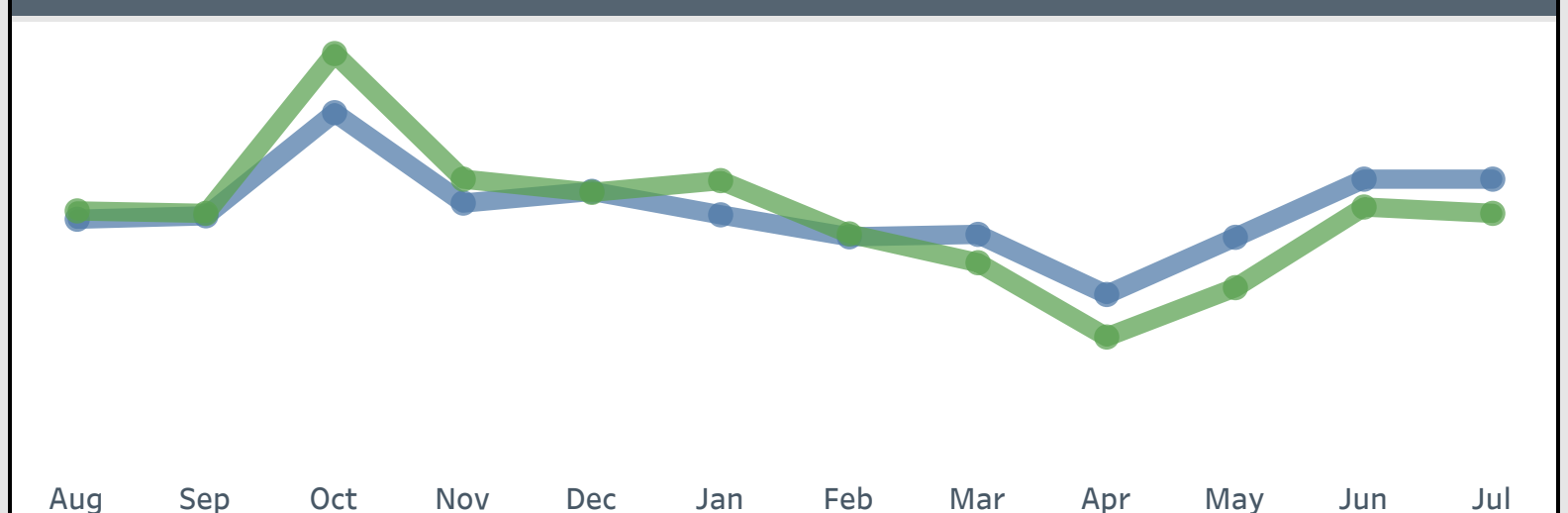
	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Mon		158	147	143	147	131		136	125	129		
Tue				170	144	110	166	183	252	131	138	77
Wed	87	99	86	217	225	177	90	138	129			
Thu		98	102	86	81	7	140	129	138	186	198	191
Fri		229	226	210	208	89	75	81	51			
Sat			25	24	26	21	19	23				



Appointment Trend

BY MONTH

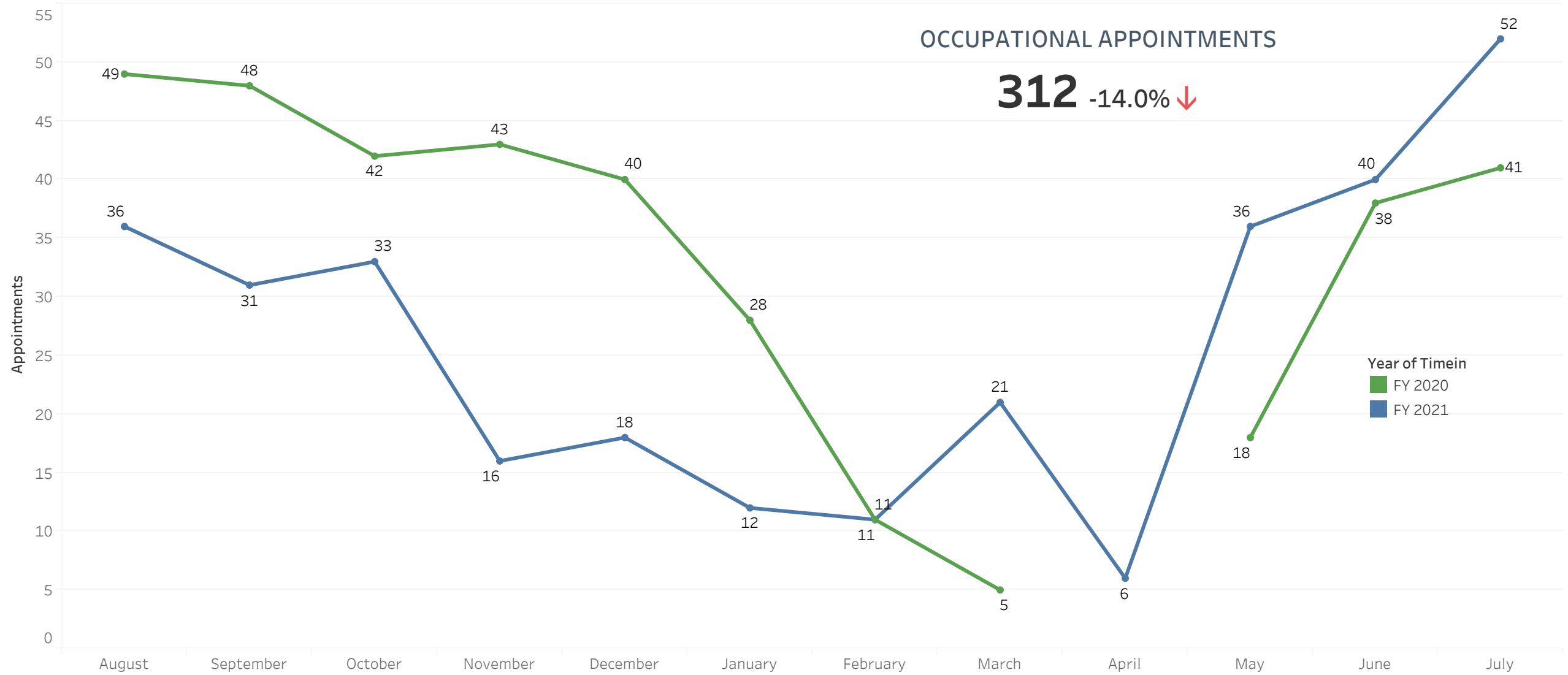
FY 2020 FY 2021



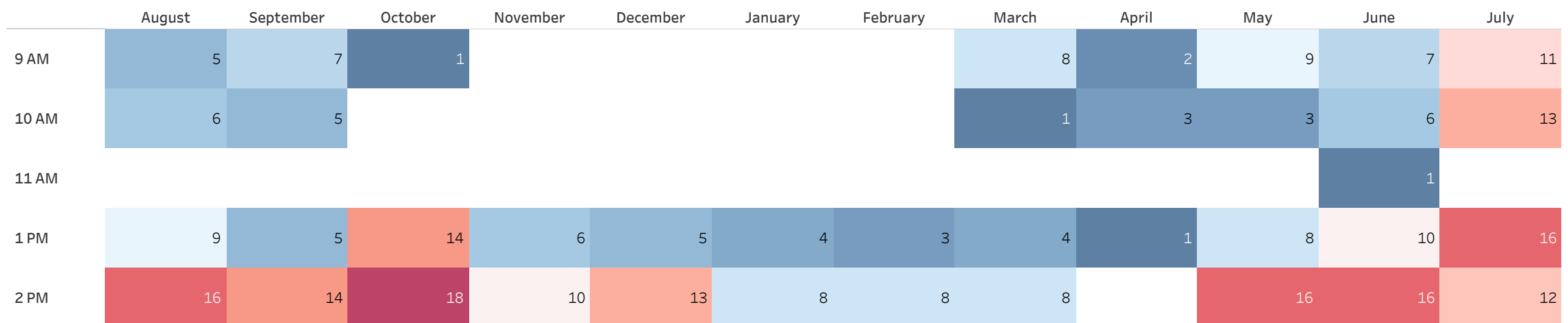
OCCUPATIONAL APPOINTMENTS

Raytown Quality Schools

Report Period: 8/1/2020-7/31/2019

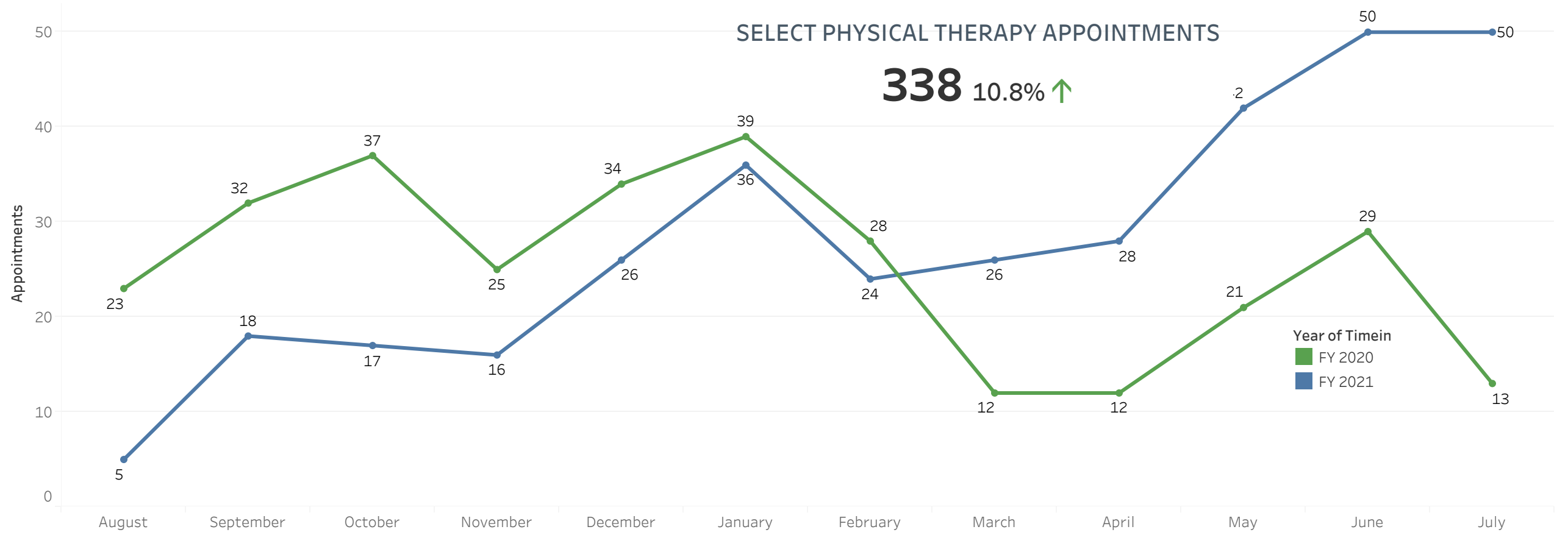


Aug 2020-July 2021 Occupational Appointment Heatmap

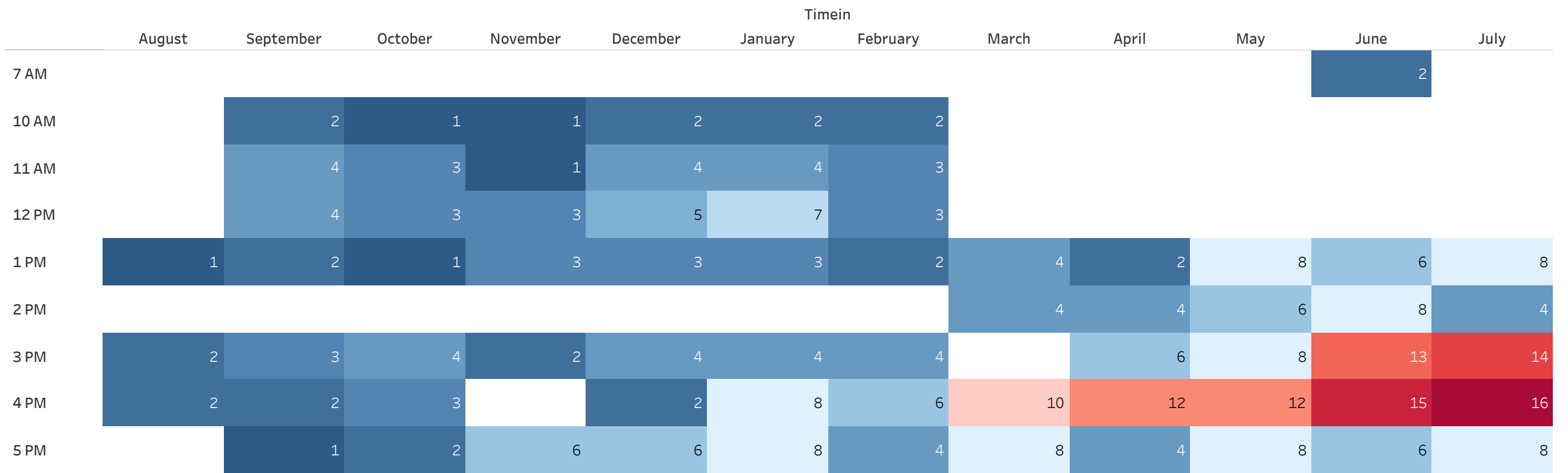


SELECT PHYSICAL THERAPY APPOINTMENTS

Raytown Quality Schools
Report Period: 8/1/2020-7/31/2021



Aug 2020-July 2021 Select Physical Therapy Appointment Heatmap



CLINICAL OVERVIEW

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021



DIAGNOSIS

6,523 -0.6% ↓



LABS

4,786 20.7% ↑

Diagnosis BY TOP 10

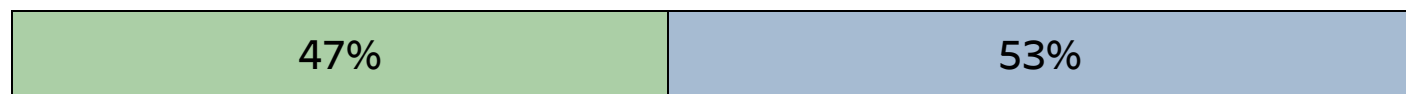
Acute Chronic
 Current Prior

Obesity	417
Disorders of lipoprotein metabolism and other lipidemias	339
Vitamin Deficiency	207
Hypertension	177
Allergic rhinitis	148
Other joint disorder	113
Diabetes	112
Elevated blood glucose level	111
Dorsalgia	95
Reaction to severe stress	94

Labs BY TOP 10

Current Prior

AHA	1,333
Vitamin D, 25-Hydroxy	536
Hemoglobin A1c	499
TSH	404
CBC With Differential	296
Vitamin B12 and Folate	184
Ferritin, Serum	145
Albumin/Creatinine Rat	137
Insulin	94
Prostate-Specific Ag,	86



Qty	Total Cost	Avg Cost
4,786	\$60,354	\$12.61

MEDICATION OVERVIEW

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021



MEDICATIONS

2,974 -14.1%↓



HOME DELIVERY MEDICATIONS

2,477

Medications		BY TOP 10	
Medication	Quantity	Category	Status
FLUTICASONE PROPIONATE (Allergic Rhinitis)	321	Acute	Current
METFORMIN HCL ER (Blood Glucose Lowering)	145	Other Chronic	Prior
ALBUTEROL SULFATE (Asthma)	106	Other Chronic	Prior
ESCITALOPRAM OXALATE (Antidepressant)	101	Other Chronic	Prior
ATORVASTATIN CALCIUM (High cholesterol)	96	Hyperlipidemia	Prior
LEVOTHYROXINE SODIUM (Thyroid)	85	Other Chronic	Prior
OMEPRAZOLE (Acid reflux)	76	Acute	Prior
LISINOPRIL (Hypertension)	74	Hypertension	Prior
CETIRIZINE HCL (Allergic Rhinitis)	73	Acute	Prior
MELOXICAM (Pain, inflammation)	70	Acute	Prior

Home Delivery Medications		BY TOP 10	
Medication	Quantity	Category	Status
Atorvastatin Calcium Oral Tabl	146	Hyperlipidemia	Prior
Levothyroxine Sodium Oral Tabl	112	Other Chronic	Prior
amLODIPine Besylate Oral Table	100	Hypertension	Prior
Cetirizine HCl Oral Tablet 10	85	Acute	Prior
hydroCHLORothiazide Oral Table	79	Hypertension	Prior
Montelukast Sodium Oral Tablet	72	Other Chronic	Prior
Escitalopram Oxalate Oral Tabl	69	Other Chronic	Prior
Omeprazole Oral Capsule Delaye	56	Acute	Prior
Metoprolol Succinate ER Oral T	53	Hypertension	Prior
Losartan Potassium Oral Tablet	53	Hypertension	Prior

Dispensed	Cost	Avg Cost	Avg Cost/Day of Therapy
2,974	\$47,641	\$16.02	\$0.19

Quantity Dispensed	Total Cost
2,477	\$50,271

AHA SUMMARY

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021



ANNUAL HEALTH ASSESSMENTS

859 1.3% ↑



EMPLOYEE PARTICIPATION

72% ↑



HEALTH RISK CONDITIONS DISCOVERED

308

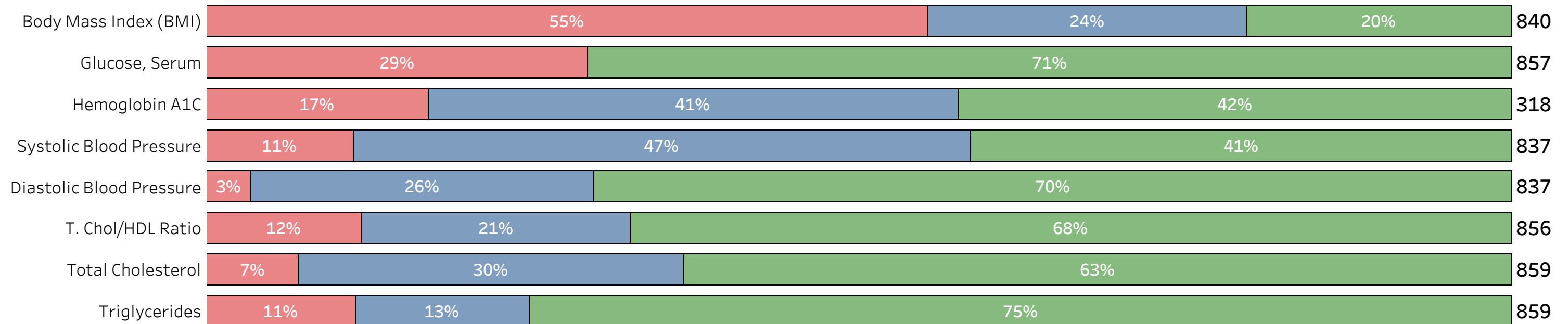


POTENTIAL COSTS AVOIDED

\$1,518,158

AHA Biometric Risk Levels

At Risk Moderate Normal



Employee Annual Health Assessments

Current Prior

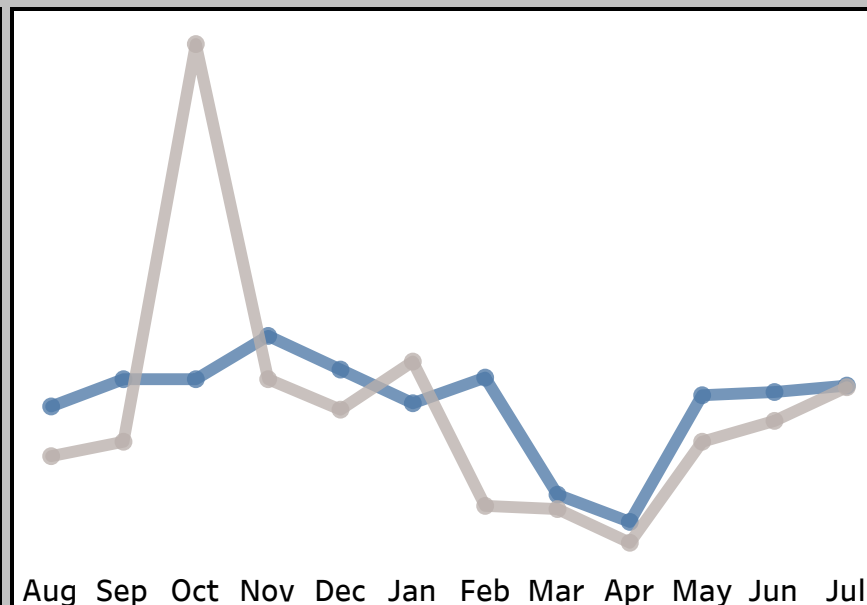
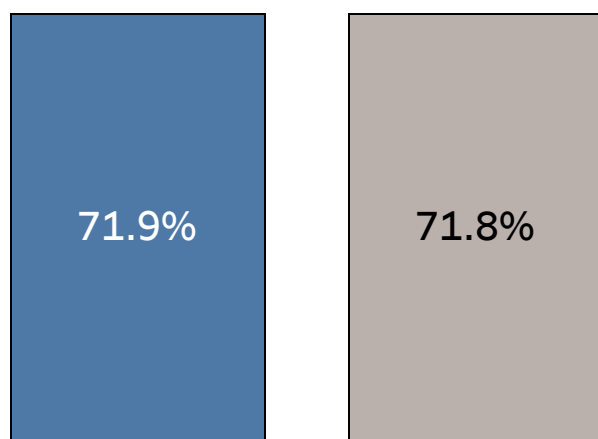
Current	Prior	Variance %
847	841	0.7%

Health Risk Conditions Discovered

Unique Patients: 243
Potential Costs Avoided: \$1,518,158

Condition	LabTest	Criteria	Instances	Projected Cost Avoided per Instance	Potential Cost Now Under Management
Diabetes	Glucose, Serum	>= 105	72	\$10,683	\$769,176
High Cholesterol	Total Cholesterol	>= 200	85	\$944	\$80,240
Hypertension	Systolic Blood Pressure	>= 140	59	\$7,428	\$438,252
Marker for Prostate Cancer	Prostate Specific Antigen, Serum	>= 4	2	\$42,570	\$85,140
Obesity	Body Mass Index (BMI)	>= 30	90	\$1,615	\$145,350

Employee Participation



Clinical Outcomes

Raytown Quality Schools Group- Borderline and High Risk
8/1/2019- 7/31/2021

AVERAGE LAB VALUES

Body Mass Index (BMI)

34.4 ↑

Avg Starting Value: 34.1
Avg Ending Value: 34.4
Variance: 0.9%
N = 784

Glucose, Serum

117.1 ↓

Avg Starting Value: 127.5
Avg Ending Value: 117.1
Variance: -8.2%
N = 235

Hemoglobin A1C
(Diabetics)

6.6 ↓

Avg Starting Value: 6.9
Avg Ending Value: 6.6
Variance: -4.3%
N = 133

Systolic Blood Pressure

128.2 ↓

Avg Starting Value: 132.4
Avg Ending Value: 128.2
Variance: -3.2%
N = 584

Diastolic Blood Pressure

79.1 ↓

Avg Starting Value: 85.0
Avg Ending Value: 79.1
Variance: -7.0%
N = 346

Total Cholesterol

213.0 ↓

Avg Starting Value: 222.7
Avg Ending Value: 213.0
Variance: -4.4%
N = 266

T. Chol/HDL Ratio

4.7 ↓

Avg Starting Value: 4.9
Avg Ending Value: 4.7
Variance: -4.2%
N = 240

HDL Cholesterol

42.1 ↑

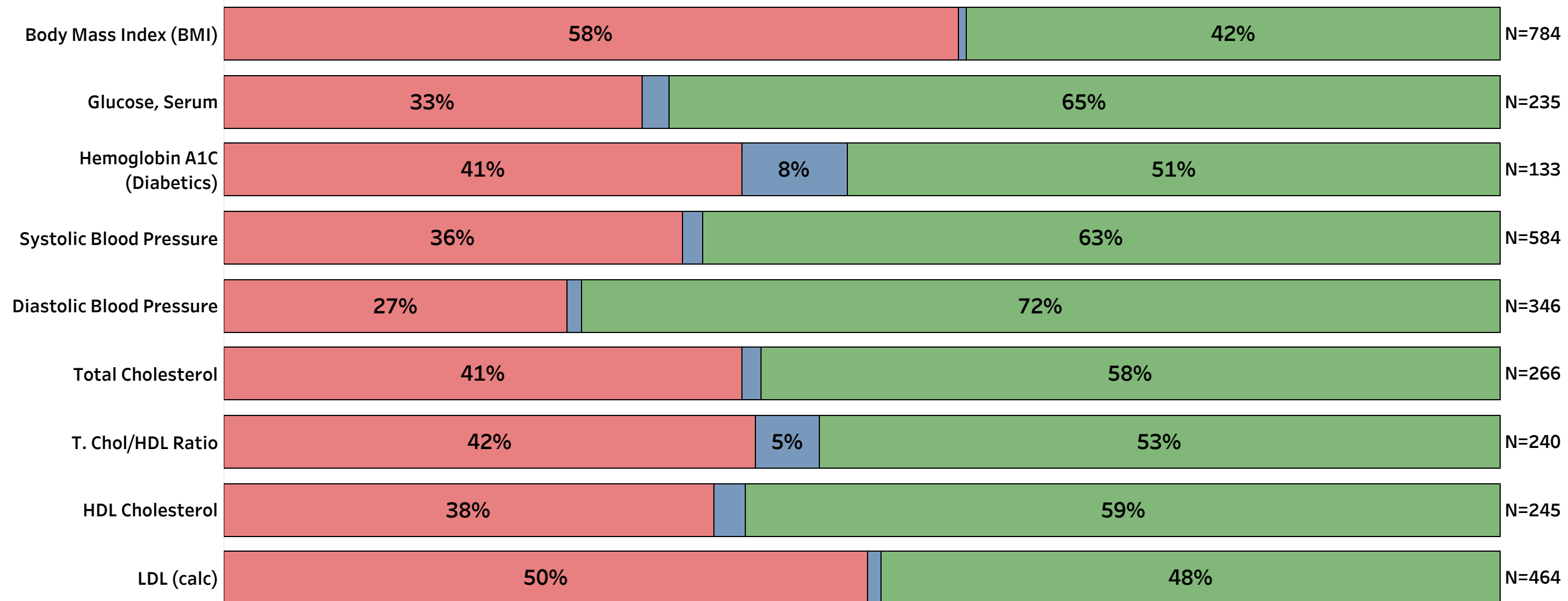
Avg Starting Value: 40.5
Avg Ending Value: 42.1
Variance: 3.9%
N = 245

LDL (calc)

125.2 ↓

Avg Starting Value: 127.4
Avg Ending Value: 125.2
Variance: -1.7%
N = 464

PATIENT IMPROVEMENT (Slope of Lab Values)



OutcomesBegDate
8/1/2019

HRA

0
 1

All

Initial Label

Borderline
 High
 Normal

1 Lab value
 2 or more Labs

WELLNESS OFF
 WELLNESS ON

Improved
 Maintained
 Increased

Clinical Outcomes

Raytown Quality Schools Group- Normal Risk

8/1/2019- 7/31/2021

AVERAGE LAB VALUES

Body Mass Index (BMI)

22.9 ↑

Avg Starting Value: 22.4
Avg Ending Value: 22.9
Variance: 2.4%
N = 199

Glucose, Serum

91.9 ↑

Avg Starting Value: 89.3
Avg Ending Value: 91.9
Variance: 2.8%
N = 561

Hemoglobin A1C (Diabetics)

5.6 ↑

Avg Starting Value: 5.4
Avg Ending Value: 5.6
Variance: 3.8%
N = 69

Systolic Blood Pressure

117.7 ↑

Avg Starting Value: 112.3
Avg Ending Value: 117.7
Variance: 4.8%
N = 382

Diastolic Blood Pressure

74.4 ↑

Avg Starting Value: 72.1
Avg Ending Value: 74.4
Variance: 3.2%
N = 620

Total Cholesterol

171.9 ↑

Avg Starting Value: 164.5
Avg Ending Value: 171.9
Variance: 4.5%
N = 530

T. Chol/HDL Ratio

3.2 ↑

Avg Starting Value: 3.0
Avg Ending Value: 3.2
Variance: 6.3%
N = 534

HDL Cholesterol

59.4 ↓

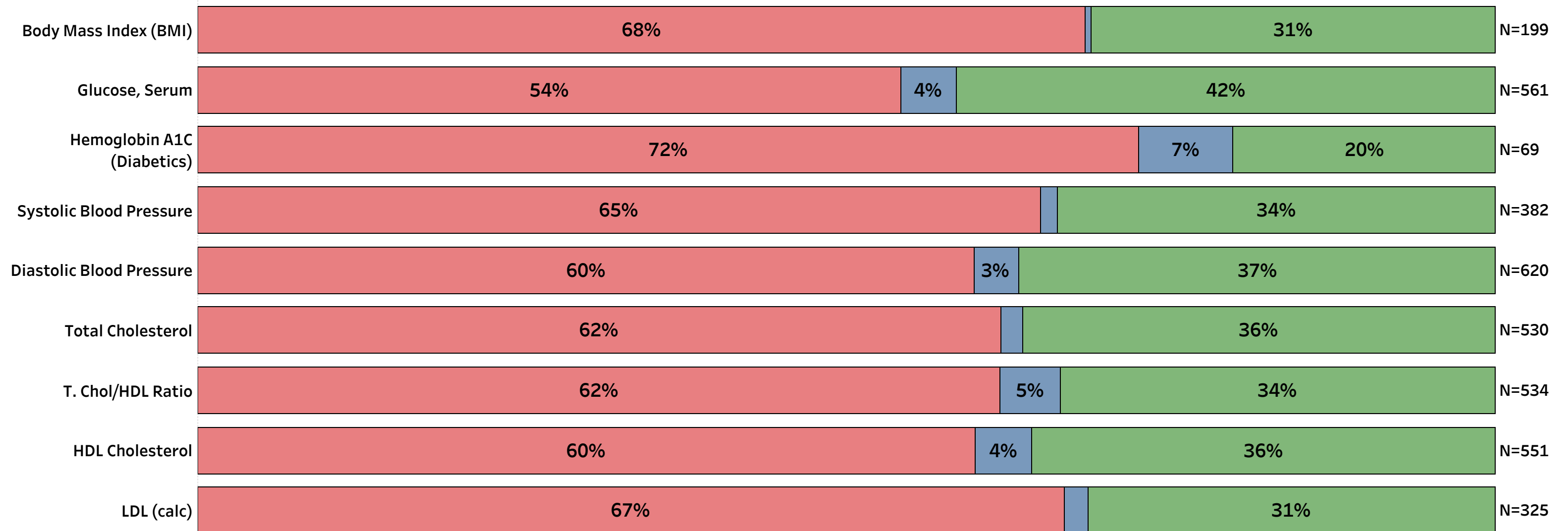
Avg Starting Value: 61.0
Avg Ending Value: 59.4
Variance: -2.7%
N = 551

LDL (calc)

86.2 ↑

Avg Starting Value: 77.2
Avg Ending Value: 86.2
Variance: 11.7%
N = 325

PATIENT IMPROVEMENT (Slope of Lab Values)



WELLNESS OVERVIEW

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021



TOTAL CONTACTS

1,200 66.0% ↑



UNIQUE PATIENTS

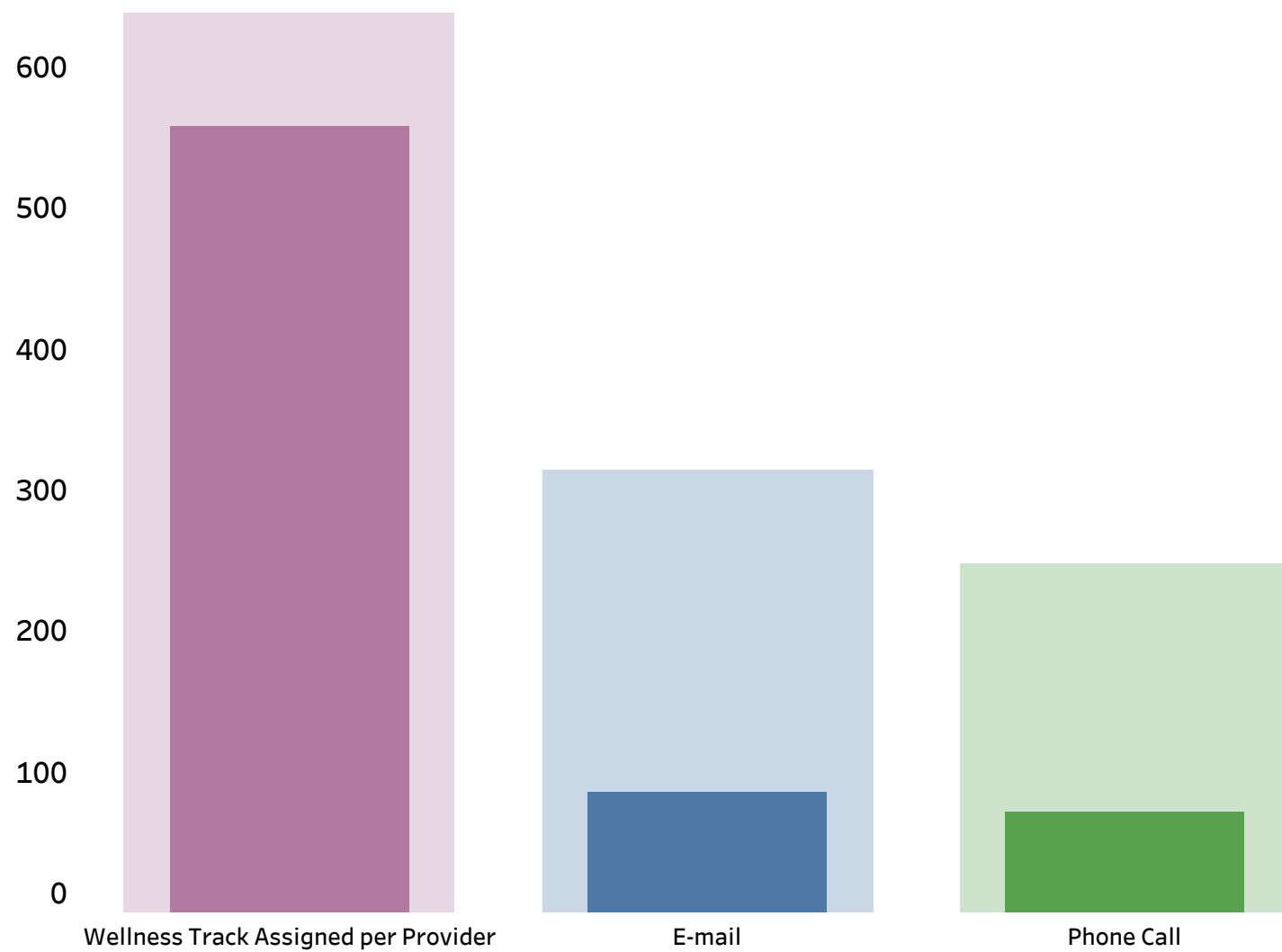
571 96.2% ↑



PATIENT PROGRAMS

533 85.1% ↑

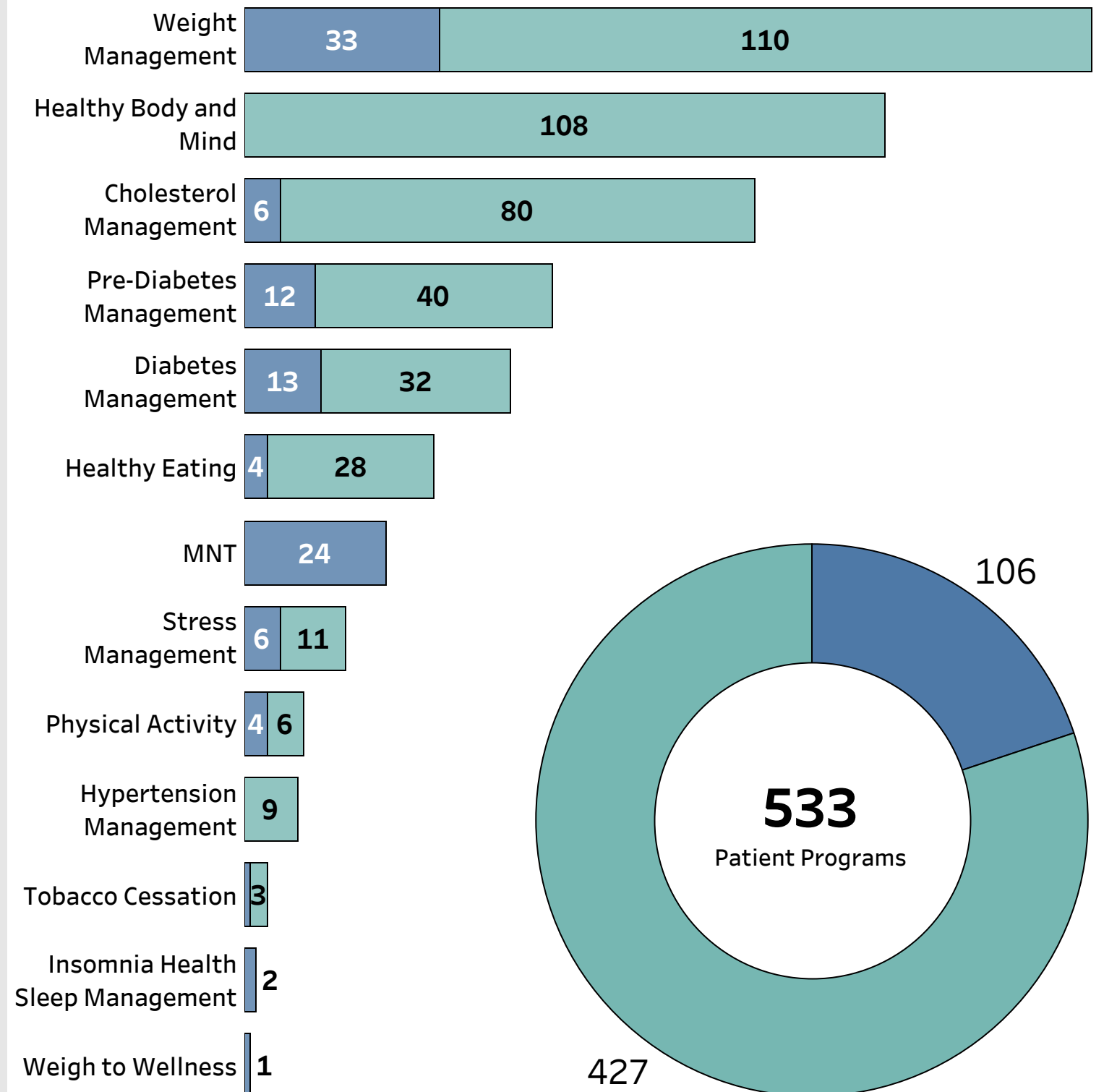
Wellness Team Contact Types



Total Contacts	638	314	248
Unique Patient	558	85	72

Wellness Care Plans

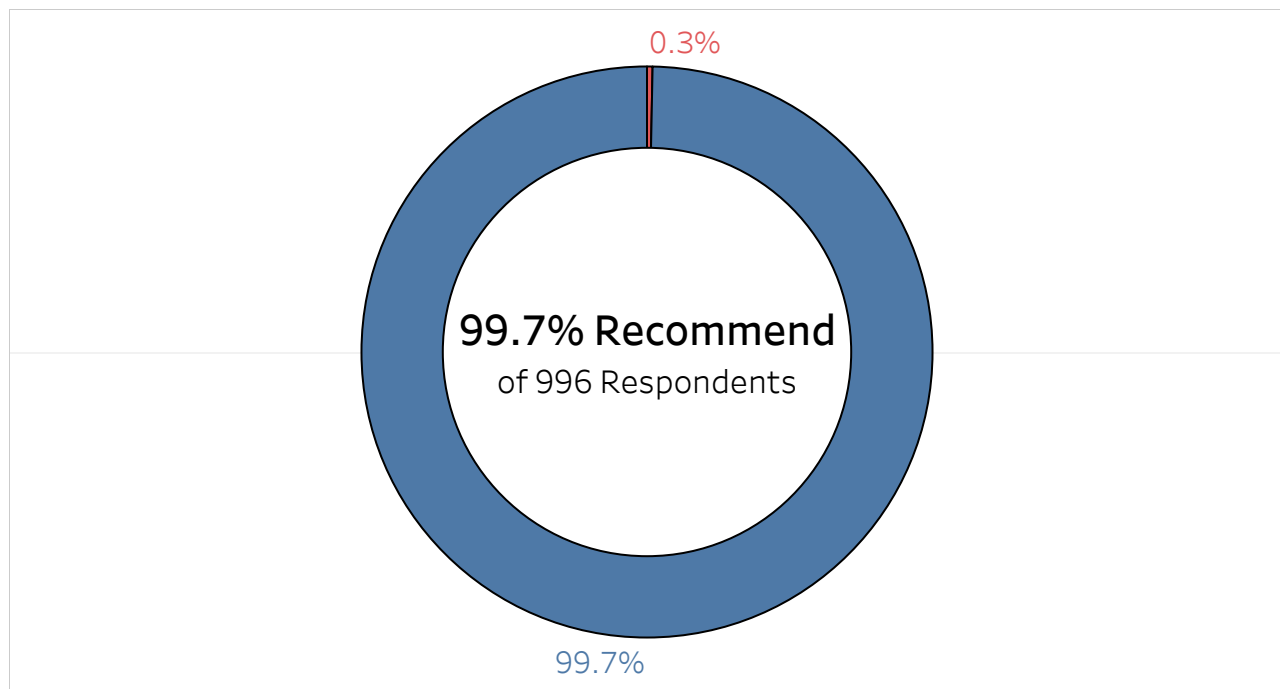
Health Coach
CareHere Connect



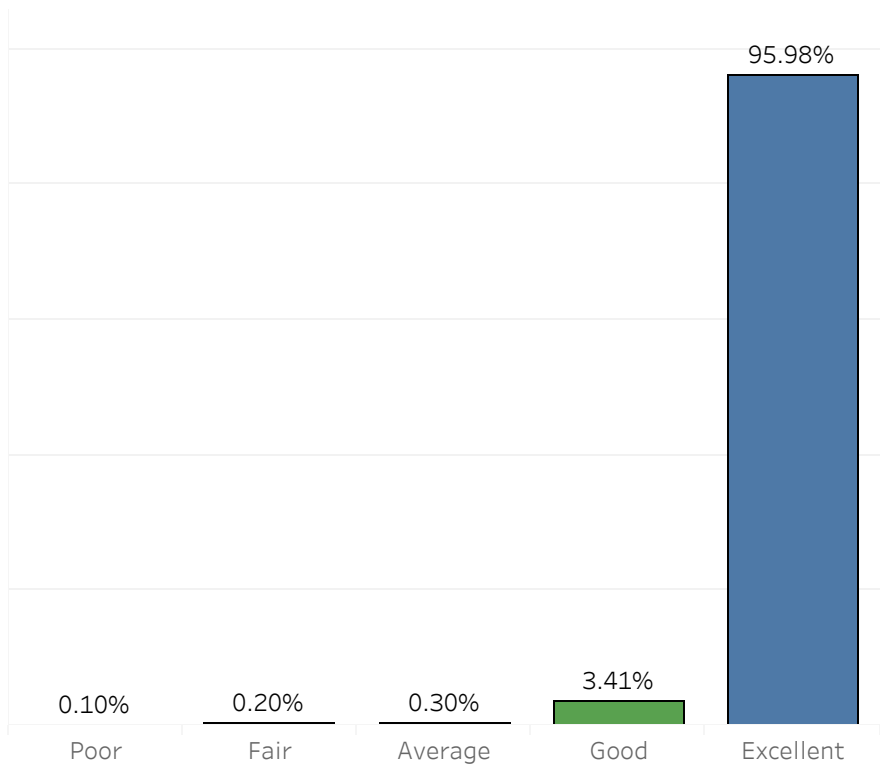
Patient Satisfaction Survey

Total Survey Responses = 996

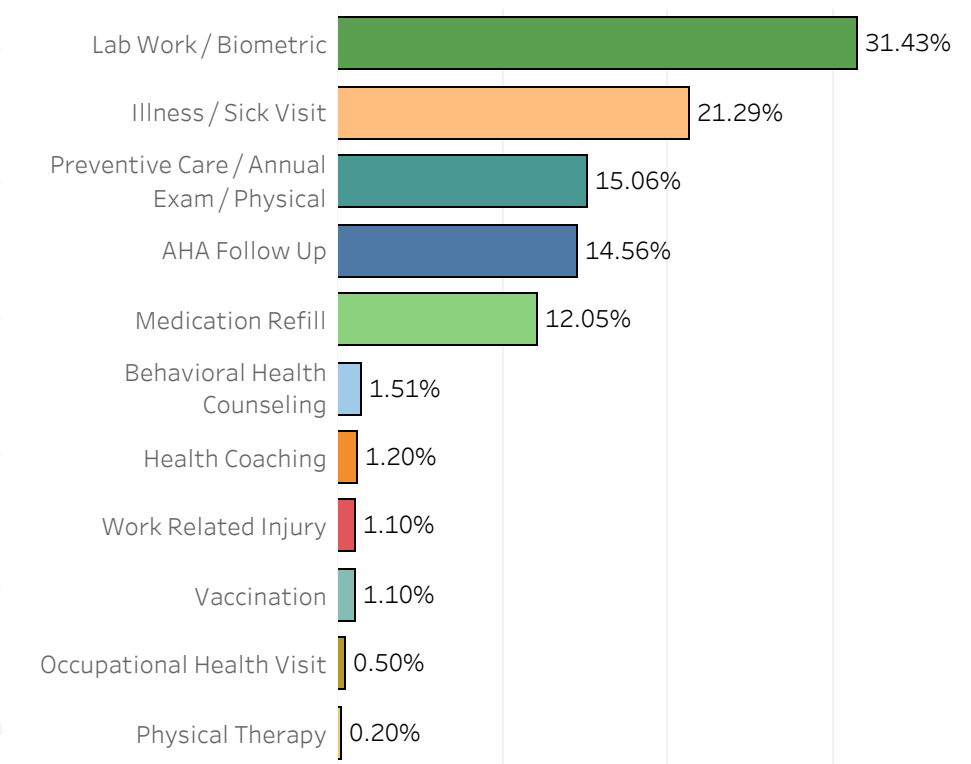
Would you recommend the Health Center to your co-workers and dependents?



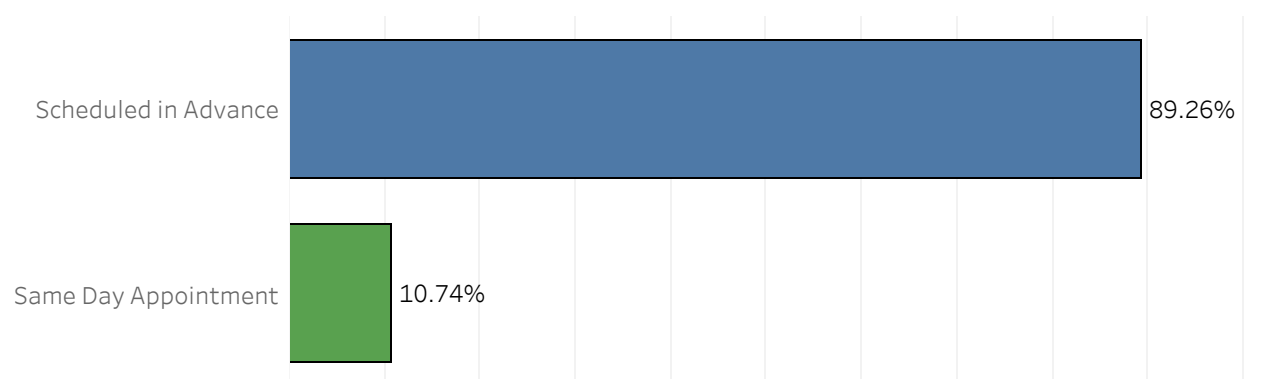
How would you rate the services you received today?



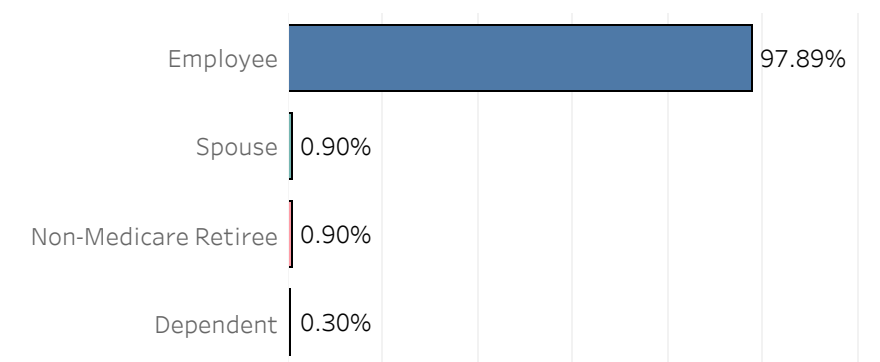
What was the PRIMARY reason for your appointment at the Health Center today?



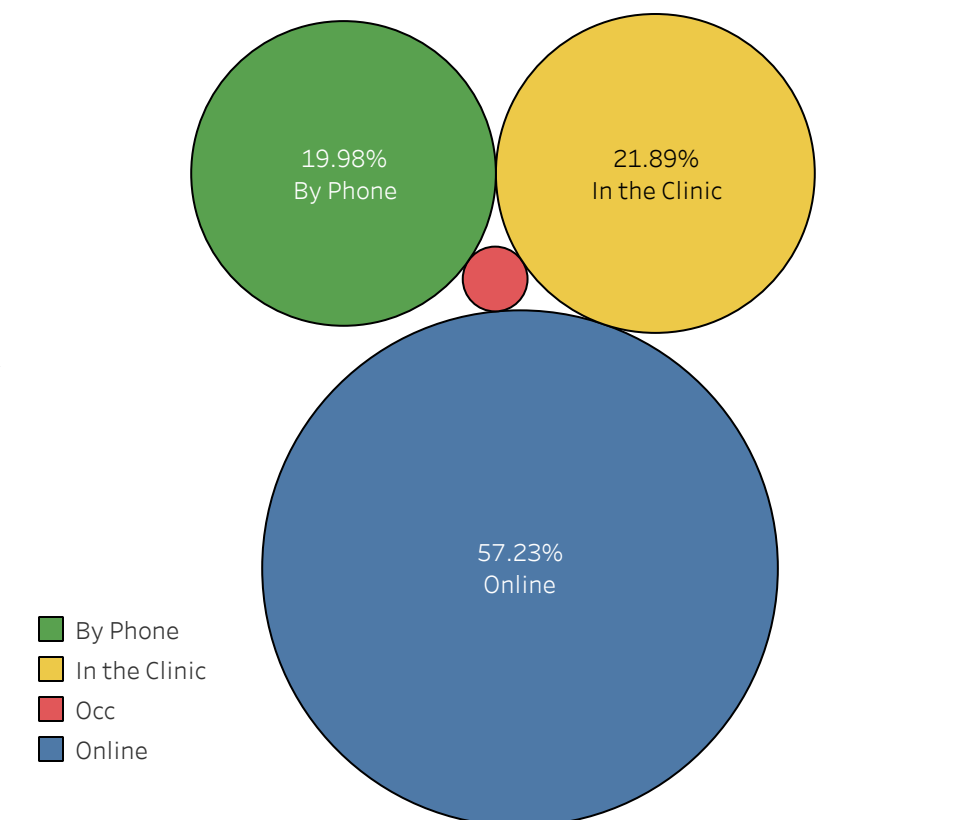
Was your appointment scheduled in advance or a same day appointment?



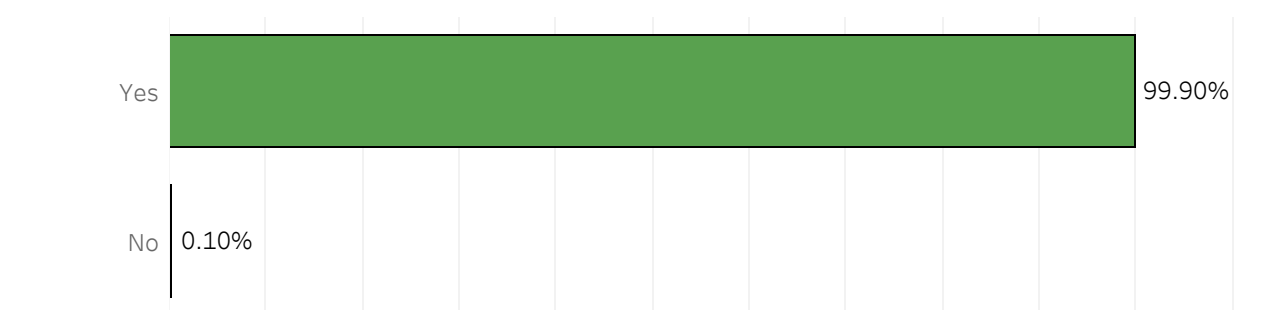
What participant category do you fall in?



How did you schedule your appointment today?



Do you feel your privacy and confidentiality were maintained throughout your visit?



How long did you wait to be seen beyond your original appointment time?



SURVEY COMMENTS

Raytown Quality Schools

8/1/2020-7/31/2021



I love working with Dr. Hern. She is patient, understanding, listens, and is thorough. I trust her for my care.	Excellent
♥ Dr Hearn	Excellent
All the staff does an excellent job!	Excellent
Always a great job whenever I go to the doctor.	Excellent
Always a pleasant and good visit to the clinic.	Excellent
Always a wonderful experience.	Excellent
Always excellent care!	Excellent
Always feel the team goes beyond expectation-never rushed-felt very safe-COVID wise	Excellent
Always feel welcome and cared for. I had forgotten what vitamin I was to take and Meghan happily looked it up for me.	Excellent
Always get prompt courteous professional help.	Excellent
Another positive experience at RQSCC. Genuinely a better experience than any other medical office I interact with.	Excellent
As always, Dr. Hern is very professional. She is an amazing woman.	Excellent
As always, Dr. Hern was professional, caring and understanding of the challenges I have in making certain lifestyle changes. She is very kind and never fails to demonstrate that my health is important to her. We reviewed my labs, medications and set a goal for my A1C. I truly do appreciate her care.	Excellent
As always, Dr. Hern was very thorough and treated me in an authentic fashion. I never feel like just a number when she speaks with me.	Excellent
As always, I love Dr. Hern and she is very caring and makes me feel like I am her only patient. I love both nurses. They are always awesome	Excellent
As always, I love this place and am so glad it is provided for us here at the district. Love Meghan to death.	Excellent
As usual, Dr. Hern was professional, kind and addressed all of my concerns.	Excellent
As usual, i had a great visit and was well taken care of.	Excellent
Awesome Job!!!!	Excellent
Best staff EVER!	Excellent
Both Neisha and Dr. Katie are the best!	Excellent
Both Nurse Neisha and Dr. Hern were so helpful and kind.	Excellent
Bridget Jenner is compassionate and understanding. I appreciate her help!	Excellent
Bridget Jenner was very thoughtful and gave me a call prior to the visit to let me know that she had a delay. I appreciated her kindness and we were able to accomplish what we needed that day.	Excellent
CareHere fits this team of professionals well.	Excellent
Doctor and staff at the clinic are AWESOME!	Excellent
Dr Hearn is always kind, considerate, helpful and informative. She is always on time. I how the district continues to do what is necessary to keep her on board! Care Here and Dr Hearn are a valuable and appreciated employee benefit	Excellent
Dr Hern always does a great job answering my questions and addressing any concerns.	Excellent
Dr Hern and Nesha the nurse both were very invested in my best interest and my health.	Excellent
Dr Hern and the staff are awesome. They are professional and take good care of myself and other patients.	Excellent
Dr Hern and the staff are most excellent. Their care and attention is caring and makes you feel good to be there.	Excellent
Dr Hern is always caring and concerned regarding my overall health. I appreciate her honesty and time she gives me at my appointments.	Excellent
Dr Hern is Amazing and always friendly.	Excellent
Dr Hern is very thorough and personable. She has an excellent bedside manner.	Excellent

FINANCIAL REPORT DETAIL

Raytown Quality Schools Group
Report Period: 8/1/2020 - 7/31/2021



	Current	Prior	Variance	Variance %
Average Employees	1,177	1,172	5	0.5%
Appointments	6,398	6,289	109	1.7%
Appointments/Patient	6.0	5.7	0.3	5.6%
Program Services	\$277,365	\$323,449	(\$46,084)	-14.2%
Collection	(\$4,619)	(\$12,024)	\$7,405	-61.6%
Total	\$272,746	\$311,425	(\$38,679)	-12.4%
Physician	\$265,466	\$260,105	\$5,361	2.1%
Behavior Health	\$11,218			
MA/RN	\$135,883	\$124,777	\$11,106	8.9%
NP/PA	\$66,239	\$50,085	\$16,155	32.3%
Total	\$478,806	\$434,967	\$43,839	10.1%
Lab Analysis	\$60,354	\$49,275	\$11,079	22.5%
Supplies	\$30,024	\$37,707	(\$7,682)	-20.4%
Vaccines		\$73		
Total	\$90,378	\$87,054	\$3,324	3.8%
Medications	\$100,222	\$112,476	(\$12,254)	-10.9%
Total	\$100,222	\$112,476	(\$12,254)	-10.9%
Total Client Cost	\$942,152	\$945,923	(\$3,770)	-0.4%