



ArchWell[™]
HEALTH

Community Impact Report



2024



Table of Contents

- 3** Where the Caring Began
- 4** The State of Primary Care for Older Adults
- 6** The ArchWell Health Care Model
- 9** 2024 Clinical Outcomes
- 13** Healthy Communities Are Strong Communities
- 16** What Our Members Are Saying
- 18** Building Our Community
- 22** Conclusion



Where the Caring Began

Cold beverages. Hot chicken. And a missing ingredient.

On a warm night in August of 2019, Carl Whitmer and a group of industry peers gathered in Nashville, home of hot chicken and healthcare, for dinner, drinks, and a bit of brainstorming. Present were some of the brightest minds working in healthcare today, galvanized in the belief that they could provide higher quality healthcare at a more reasonable cost.

The group quickly identified communication and coordination as a couple of the biggest problems with healthcare. A patient may have an endocrinologist or primary care physician treating them at the same time, but chances are, they're not talking to each other—or working together. At the end of the day, the patient gets the care that they need, but getting there is a disjointed, confusing process that loses something extremely critical for patients 60 and over—human connection.

Correcting this problem for a single doctor's office would be challenging enough. However, correcting this problem in a way that was consistent and repeatable across an entire country? That could be a game changer.

Numbers were crunched. Hypotheses were validated. Then, the real work began.

The challenge? To create a primary care model centered around the specific emotional and physical needs of patients in the 60-and-up age bracket. According to Whitmer, "We looked at every aspect of a primary care practice through our patients' eyes. We challenged our own assumptions and asked, 'How can we make this work better for you?'"

"The little things add up to something big."

After months of reflecting on past experiences, sifting through data and patient feedback, one recurring theme rose to the top: older patients want a care team that is invested in their health, quarterbacked by a doctor who is caring and attentive to their needs."

The little things add up to something big for patients.

After two years spent working out the details, Carl and his team were ready to bring ArchWell Health to market. It's a community of care built from the ground up to improve the lives of seniors by delivering healthcare in a radically more human way.

By meeting members where they are, we shift the focus from treating illness to preventing it. And by engaging with the neighborhoods where our members live, we create a sense of connection and shared responsibility that puts a premium on healthy living and lowers the cost of care.

With ArchWell Health, Carl Whitmer and his team set out to disrupt the industry and redefine what quality healthcare means to patients. And our members are leading more fulfilling lives because of it.

The State of Primary Care for Older Adults



America's aging population

Data¹ from the 2020 Census indicates approximately one out of every six individuals in the country is 65 or older, a stat that is expected to rise by 47% by 2050. Currently, more than 65.6 million² people are enrolled in Medicare, the government-sponsored health insurance program primarily serving seniors. It is estimated that nearly **11,000 people will age into Medicare each day**, emphasizing the significant impact the aging population is having on healthcare.

11,000
people will age into
Medicare each day

Barriers often cause a delay in care, worsening health problems and leading to (preventable) emergency visits.

Primary care's projected problem

An aging population means a greater demand for physicians. It is projected that the need for doctors and other medical professionals will continue to grow faster than supply, resulting in a physician shortage of up to 86,000 by 2036³. Additionally, a significant portion of the current physician workforce is nearing retirement age, with about 20% of the country's clinical physicians aged 65 and older. **The shortage of primary care physicians is currently a pressing issue, and it is expected to only get worse.**

Bridging the health equity gap for older adults

In the last decade, healthcare leaders around the world have placed increased⁴ emphasis on how social and environmental factors significantly impact people's well-being, leading to health disparities between communities. For example, individuals living in areas with limited access to healthy, fresh foods are at a higher risk of developing health conditions that can shorten their lives. In the United States, most older adults have at least one chronic health condition, making affordable and quality healthcare a top priority.

But many older adults face social and environmental barriers to care, like lack of transportation, language and literacy challenges, behavioral health issues, and more. Transitioning from employer-sponsored health insurance plans to Medicare can also complicate the care of older adults. Cost is another significant factor; **in 2020, adults aged 65 years and older spent an average of \$7,000 on out-of-pocket medical costs.** These barriers often cause a delay in care, worsening health problems and lead to preventable emergency visits.



1 [https://www.census.gov/library/stories/2023/05/2020-census-united-states-older-population-grew.html#:~:text=In%202020%2C%20about%201%20in%206%20people%20in,in%201920%20to%2055.8%20million%20\(16.8%25\)%20in%202020.](https://www.census.gov/library/stories/2023/05/2020-census-united-states-older-population-grew.html#:~:text=In%202020%2C%20about%201%20in%206%20people%20in,in%201920%20to%2055.8%20million%20(16.8%25)%20in%202020.)
2 <https://www.medicareadvantage.com/resources/medicare-statistics#:~:text=65,636,490%20Americans%20are%20enrolled%20in%20Medicare%20as%20of%20June%202023.#:~:text=65,636,490%20Americans%20are%20enrolled%20in%20Medicare%20as%20of%20June%202023.>
3 <https://coverage.bluecrossma.com/article/medicare-101#:~:text=Roughly%2011%2C000%20Americans%20age%20into,and%20private%20supplemental%20plans%20cover.>
4 https://www.who.int/health-topics/health-equity#tab=tab_1

The ArchWell Health Care Model



Each of the five focus areas of the ArchWell Health Care Model work in concert to meet the personalized needs of our members, provide a superior experience, and drive better outcomes.

Our Members

Number of Chronic Conditions:
3

Average Age:
72

Effective and Efficient Services

Getting the right care, at the right time, in the right place.

Senior Focus

Offering a robust array of services in-center that are personalized to each members needs.

Accessibility

Providing easy access to care, when and where it is needed most.

Social Determinants of Health

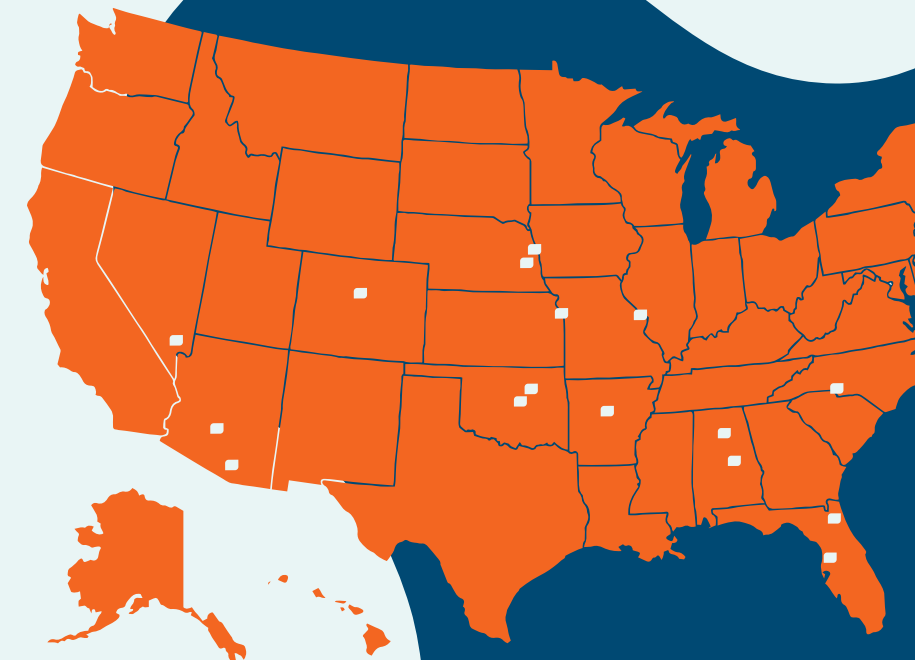
Addressing potential barriers through community support and resources.

Member Experience

Delivering a superior experience through purpose-driven care teams

Think nationally, act locally.

ArchWell Health selects our center locations thoughtfully with a singular purpose of **caring for older adults that have historically lacked access to quality primary care.** Individuals in these neighborhoods may have only had impersonal urgent care centers or a costly hospital emergency room to turn to for their healthcare needs. We also consider the ease of accessing our centers. For example, we locate ArchWell Health centers along a bus route or next to a grocery store to make it simpler for our members to get to appointments, join a Zumba class or stop by for a cup of coffee. An easy-access parking lot with spots close to our building is also a must.



Our Approach to Serving Members



Membership Consultants



The healthcare system can be difficult to navigate. New members may be coming to us from a fee for service primary care provider—or they may have gone their entire life without a primary care provider. Whatever the situation, our Membership Consultants are the brand ambassadors who **greet them at the door, offer them something to drink, and put them at ease before getting down to the business at hand.** Together, they will select the right doctor for their needs, finish up any outstanding paperwork, and schedule their first appointment.

Center Care Team



Once a member has gone through their initial orientation, they're officially in the extremely capable hands of the Center Care Team. Consisting of Care Navigators, Member Experience Managers, Center Managers, Nurses, and Medical Assistants, the Care Team functions as **the backbone of a member's primary health care** and does everything from greeting the member by name when they show up to scheduling specialist appointments and more.

Providers



At the heart of ArchWell Health, our providers consist of doctors, Nurse Practitioners, and Physicians Assistants who love working with older adults. They provide the expertise and understanding necessary to **catch small issues before they become serious problems**—so our members can make the most of their later years and live life to its fullest.

Additional Services



To fully service the physical, mental, and social needs of our members, we also have a team of **social workers, cardiologists, pharmacists, and dietitians.** Caring changes everything for our members and the services these folks provide are indispensable.



Want to learn more about our unique brand of value-based care?
Scan the code for more information on ValYou Care™ from ArchWell Health.

2024 Clinical Outcomes



ArchWell Health's Focus on Care program:

Helping older adults live their best life, better.

ArchWell Health established the Focus on Care program to help members manage their medical needs, navigate the often complex healthcare system, and access vital community resources. Our approach employs Care Coordinators to follow up with members after visits. During these conversations we're able to **help schedule specialist appointments, coordinate additional support, identify recurring ER visits, and address any difficulties they may have in following their treatment plans.** In some cases, we've even arranged home care for those who needed it. Since the implementation of our Focus on Care program in 2022, we've noticed a reduction in ER visits and a decrease in out-of-pocket costs for our members.

For example, a 2020 report from University of Michigan's Institute for Healthcare Policy and Innovation found that 32% of adults age 65-80 had visited the emergency department in the last two years¹. ArchWell Health's latest data shows only 20.7% of members visiting the emergency department in a two year period². This is 34% lower than the national average.

2024 Primary Care Outcomes

5.1%
of members

Only **5.1%** of our members reported a visit to an urgent care clinic between 1/1/24 and 7/1/24. This is significantly lower than national averages for older adults³.

86%
of members

86% of members diagnosed with diabetes have their condition under control. ArchWell Health achieved a **five-star rating** from the Centers for Medicare and Medicaid across all health plans in 2023 for diabetic eye exams.

85%
of members

85% of members with diagnosed cardiovascular disease have controlled blood pressure as of their last visit.



We aim for a *reduction* in ER visits and *decrease* in out-of-pocket costs for our members.

In 2024 ArchWell Health completed more than **424,500** preventive health screenings.

We also saw a large year over year increases in the number of older adults receiving breast cancer, lung cancer and colon cancer screenings – **these are three of the most common cancers impacting adults over 65.**

56%
increase in
mammograms

112%
increase in lung
cancer screenings

Percentages
are year over
year increases.

22%
increase in colorectal
cancer screenings

29,800
Dementia
screenings

34,000
Depression
screenings

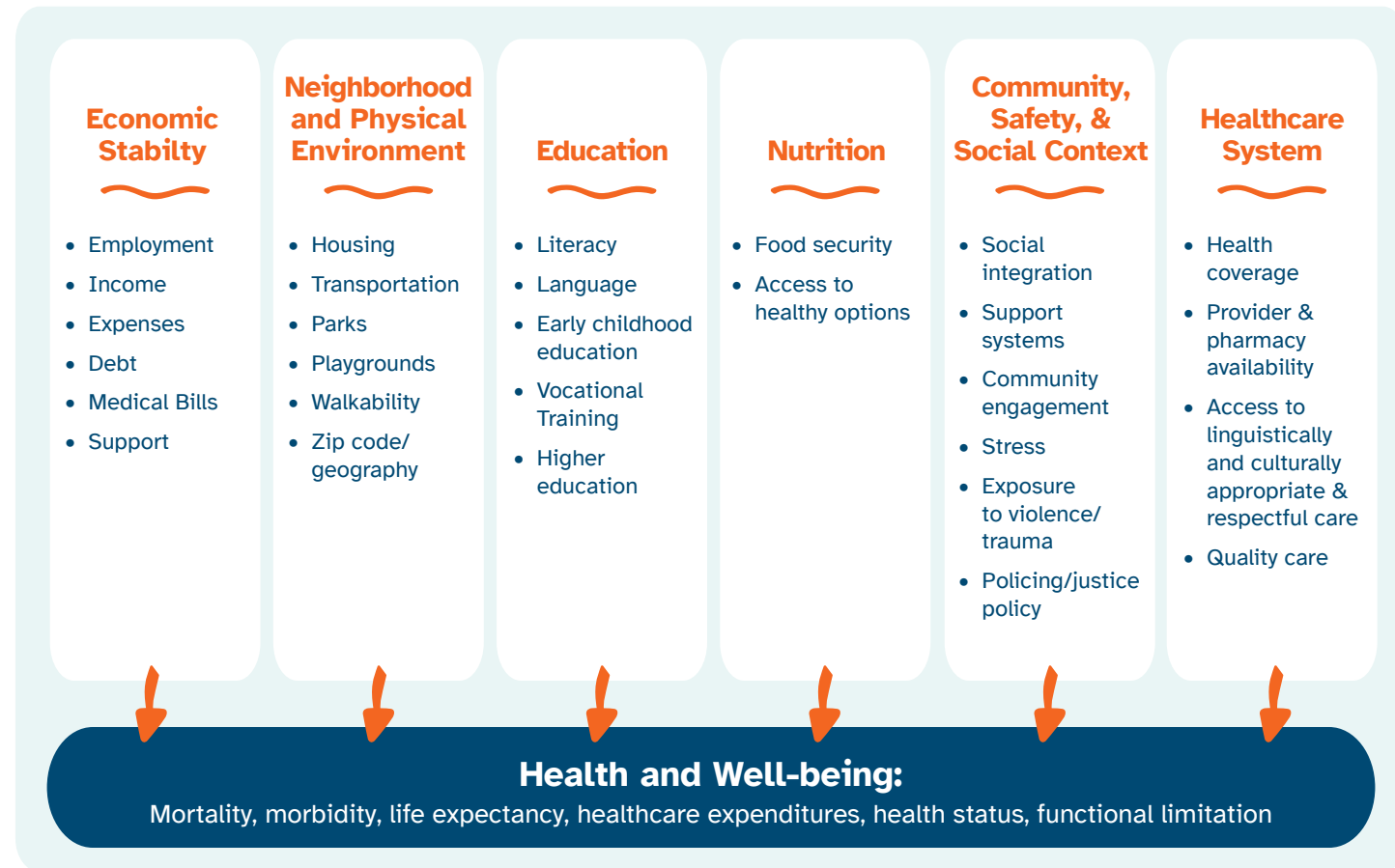
Over **29,800** dementia and **34,000** depression screenings were performed by our providers.

¹ 2024 = Oct. 1, 2023 through Sept. 30, 2024 <https://www.healthyingpoll.org/reports-more/report/emergency-department-use-among-older-adults-experiences-perspectives>
² Between 7/22 and 6/24
³ <https://www.cdc.gov/nchs/data/databriefs/db409-H.pdf>

Screening for social determinants of health

In 2024, the U.S. Centers for Medicare and Medicaid issued new guidance on how to screen for patients' health-related social needs¹. Research shows that addressing these social, environmental and economic factors has a positive impact on health outcomes and reducing health disparities.

What are the Social Determinants of Health?



In 2024, ArchWell Health launched a health-related social needs screening program to better understand the factors that could be negatively impacting their health and help coordinate the resources they need. **Over 32,000 of these screenings were completed in 2024**—that's over 90% of our members being asked if they need housing, nutrition, transportation, or utilities support, so that they can live a healthier, happier life.

Because of our care model, ArchWell Health social workers are ready to step in and coordinate community resources to immediately address these needs.

32,000+
social needs
screenings completed
in 2024

¹ <https://www.cms.gov/priorities/innovation/key-concepts/social-drivers-health-and-health-related-social-needs#:~:text=Health-related%20social%20needs%3A%20Social%20and%20economic%20needs%20that,worse%20health%20outcomes%20and%20increased%20health%20care%20use.>

Healthy Communities Are Strong Communities



At ArchWell Health, we know how important it is to be part of a healthy, vibrant community. That's why ArchWell Health centers across the United States partner with local service organizations to support their members and the communities they live in.

Nourishing the Charlotte community

ArchWell Health is a proud partner of Carolina Farm Trust, an organization working to increase access to nutritious, locally grown foods in the Charlotte area. The Carolina Farm Trust helps provide Senior Produce Boxes filled with fresh, local produce for neighbors as well as hosting cooking demonstrations of healthy recipes.



A helping hand for older adults in Las Vegas

In Las Vegas, ArchWell Health sponsors Helping Hands of Vegas Valley's minor home repair program. This program provides assistance for tasks that seniors may not be able to complete in their home. Helping Hands of Vegas Valley also provides nutrition assistance, respite care, and more to keep older adults healthy, happy, and independent.



Addressing hunger in the greater St. Louis area.

ArchWell Health colleagues in St. Louis partner with Operation Food Search Metro Mobile Market each week to bring low-cost produce to neighborhoods with limited access to fresh, healthy foods.

What Our Members Are Saying



ArchWell Health Member Moment

Stephen Mills was quickly speeding toward his 60th birthday and really needing to turn things around. He was overweight, diabetic, and had serious hypertension. In other words, if he wanted to live his best life later in life, he needed someone in his corner to help him turn things around.

Stephen confides, “At the time I came in, I was going through a lot. I lost a couple loved ones. Thankfully, an insurance broker recommended ArchWell Health.” Because of his experiences with other providers, he was pleasantly surprised when his doctor didn’t rush him through his first appointment, **“She took the time to listen to my story. Her understanding and compassion really helped me to get things back on track,”** Stephen relates.

He had been in survival mode and wasn’t taking time to prepare his meals. He says, “I needed to change my entire mindset and start including fresh fruits and vegetables into my diet each day.” His doctor also helped him understand the benefits of reading nutrition labels, eliminating the empty calories of his favorite Sonic Slushies, and cutting back on one of his life-long passions—slow-smoked BBQ.

A year and a half later, Stephen has lost 46 pounds, and he’s looking better than ever in his trademark fedora hat. His blood pressure and diabetes are being successfully controlled with medication. All Stephen needed was a provider willing to take the time to point him in the right direction. We think it was time extremely well spent.



“I didn’t have to worry about being on the clock.”

*Stephen M.
Member since April 2023*

from the
Orange Couch



Scan the code or visit
ArchwellHealth.com/orangecouch for
more member stories!

Building Our Community

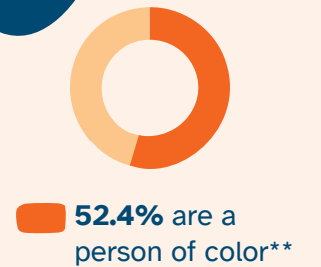
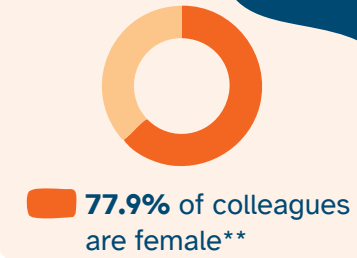


In the spring of 2024, we conducted a Gallup Poll of all colleagues. We were pleased to find that most colleagues feel:

- Involved in and enthusiastic about their work and workplace.
- The mission or purpose of my organization makes me feel my job is important.
- My colleagues are committed to doing quality work.



384
jobs created
in 2024



Investing in Our People

New Colleague Orientation

One of the unique benefits of joining ArchWell Health is our New Colleague Orientation. These sessions are a time for new ArchWell Health colleagues to learn about our care model and hear directly from the organization's leaders. It is also a chance to meet colleagues from across the country. ArchWell Health was happy to host six **New Colleague Orientations in Tampa, Kansas City, and Phoenix for over 382 new hires in 2024.**

Language program

Having a healthcare provider that speaks your primary language can optimize health outcomes. That is why ArchWell Health invests in **certified medical translation and language training programs** for our care teams.

Career Pathing

From center managers to nurses and accountants to membership consultants—we want all colleagues to grow at ArchWell Health. To help them do so, we are spearheading programs like our **Medical Assistant Career Track** that gives medical assistants a clear path to promotion and leadership within the organization.

“For my New Colleague Orientation, I got to fly to Phoenix, Arizona. It was great meeting people who live across the country but have the same role as me! I’ve never been a part of a company that will invest in employees like this.”

**Does NOT include “unknown” or “decline to answer”

Building stronger communities, one job at a time.

Quality healthcare jobs are important to communities because they help keep individuals healthy and provide residents with secure and fulfilling career opportunities. When ArchWell Health enters a new

neighborhood, residents know they will have better access to primary care and that the jobs we create will support local businesses, enhance community cohesion, and help the economy thrive.

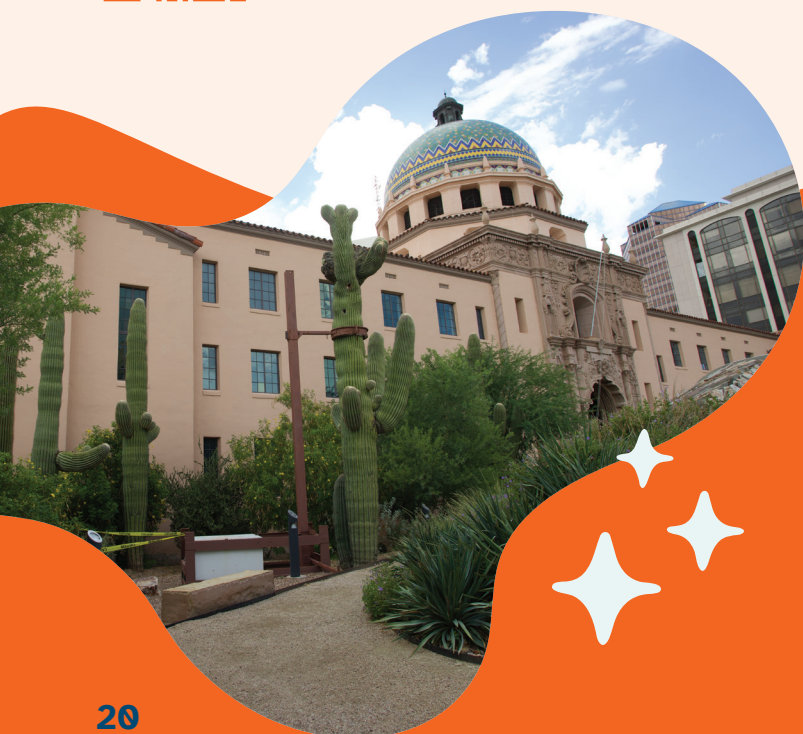


Bringing better health to Birmingham

Five Points West is Birmingham's historic shopping district, but in recent years, it has seen more and more businesses exit the neighborhood. ArchWell Health was proud to open a center in the heart of the Five Points community in the fall of 2023. This ArchWell Health center is more than just a business in the area, it's a vibrant gathering place for the community.



Scan the QR code to hear from Dr. Carter, Alabama Market Medical Director, on what this community means to him.



Taking off in Tucson

Our primary care centers in Tucson have experienced significant growth in membership since they opened their doors in 2022. With more members, comes more job opportunities. Across the city, ArchWell Health centers have hired over 50 colleagues in just over two years. And we are excited to be opening three more centers in the Tucson community by the end of 2025.

Colleague Meet & Greet

Meet Arlin Pacheco, Bilingual Member Experience Manager

Arlin has felt a strong personal connection to ArchWell Health's mission to support her community's aging adults since day one. Starting as Medical Assistant in Tucson, Arlin quickly became a Medical Assistant II, and in 2024 she was promoted to Bilingual Member Experience Manager. Arlin said, "this recognition made me feel truly valued and validated all the hard work I have put into my role."

As a Bilingual Member Experience Manager, she helps improve health outcomes for non-English speaking members and uses her leadership skills to foster an environment of collaboration between colleagues. Arlin embodies ArchWell Health's values and brings her passion to the workplace each day. She says, "working with older adults allows me to make a tangible difference in their lives, ensuring they feel valued and cared for. Their unique perspectives enrich my own understanding of life, and I find great fulfillment in being a part of their journey."



Meet Karina Bailey MSN, FNP-C

Karina Bailey joined ArchWell Health because of the company's vision to create primary care centers that, in her words, "care like never before."

As a provider in Tucson, Arizona she did just that, serving hundreds of seniors in an area that had historically lacked access to quality primary care. But Karina is not the only member of her family with a heart for service. When her husband, an active-duty member

of the United States Air Force, was called to relocate she knew she wanted to find a way to stay with ArchWell Health. Because of ArchWell Health's rapid growth, Karina was able to join the St. Petersburg, Florida center where she is seeing members today. Karina says her proudest moment at the company was on her last day in Tucson. "A patient's husband came in first thing in the morning to shake my hand and thank me for finding his wife's cancer." He said, "things would have turned out very differently if you hadn't cared for her needs." Bailey was touched that someone would take time out of their day to shake her hand and say, "thank you."

Meet Tasha Cox, Market Support Champion



During her first interview with ArchWell Health, Tasha was told the company was looking for innovative individuals with a passion for helping older adults in their community.

She immediately knew she wanted to be a part of the organization. Originally recruited as a Care Coordinator, Tasha has transitioned into multiple roles within the company over the last three years, growing as a leader along the way.

Now as a Market Support Champion, she plays a critical part in training

Birmingham and Montgomery colleagues, optimizing workflows, and helping the four centers in the area maintain best-in-class operations. Tasha says, "Everything about my current role aligns perfectly with what I love to do. I have the opportunity to help older adults in Alabama as well as my colleagues. It makes me happy to see the faces of my colleagues after we have done training or re-education of workflows, knowing that they can depend on me to be a resource to them and an arm of support."

Conclusion



Conclusion

So, what does it all mean?

Our unique approach to value-based care is meeting a need for better healthcare in the communities we serve. But to truly understand the potential of what this organization is capable of, you have to get out and talk with the people who are affected most by the decisions we make on a daily basis—our members.

Not only will they tell you they love ArchWell Health and the care they receive. They'll recount every positive experience they have had since

they first walked in our front door. They'll tell you at length how grateful they are to have found us. Our members are not just brand advocates. They're brand evangelists—and they really are **living their best lives better.**

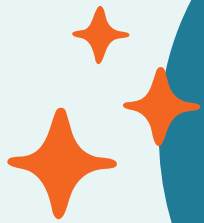
Word is getting out about what we do here at ArchWell Health. 2025 is poised to be the most exciting year in our short but eventful history. So strap in and get excited, because we're just getting warmed up.

Ready to learn more about ArchWell Health?

 info@archwellhealth.com

 [ArchwellHealth.com](https://www.ArchwellHealth.com)





Community Impact Report 2024