



DaVita patient

DaVita Integrated Kidney Care<sup>1</sup> (IKC) partners with national and regional payors under value-based care arrangements to coordinate care, improve clinical outcomes, enhance patient experience and reduce unnecessary medical costs for patients with kidney failure. Our patient-centered approach to kidney care helped contribute to a 7% lower hospitalization rate<sup>2</sup> and two times greater patient experience scores than the industry average.<sup>3</sup> Learn how DaVita IKC teams have helped patients maintain their kidney health.

At ending all

1. DaVita Integrated Kidney Care ("DaVita IKC") is the integrated care division of DaVita Kidney Care with programs operating under the DaVita® and VillageHealth® brands for Total Renal Care, Inc. and VillageHealth DM, LLC, respectively.  
2. Per 1,000 members per year. Results after program year one (May 2018 through April 2019) are compared to pre-program baseline, except for patient experience scores.  
3. Net Promoter Score of 64 versus 28 for pharmacy or 13 for health insurance. Source for industry average: Retently. What is a good net promoter score? (2020 NPS benchmark). <https://www.retently.com/blog/good-net-promoter-score/>. Published March 5, 2020. Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc. a etnK meda enct PptF - I ystenÜ c 2c. advised Nick to follow up with the cardiologist. The doctor immediately adjusted Nick's medications, which relieved him of the new symptoms.

While waiting for cardiac clearance to resume the transplant process, Nick actively engaged with the DaVita IKC team. He was empowered to proactively manage his health care and, as a result, Nick was able to get back on the transplant waitlist after two years of dialysis.

Nick reached his goal and received a kidney transplant in early 2020!



## CARE AND ATTENTION

Another patient, Michael<sup>4</sup>, was admitted to the hospital in late 2019 for an infection. While being treated, Michael experienced an anaphylactic