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### Early Morning Check-in

**How do you feel this morning?**

- A. Trying to feel my legs from this mornings "Fun Run"
- B. Trying to feel my brain from the ICD 10 implementation
- C. Disappointed. I did not see the sign "Welcome to Houston – Home of Dr. Gerald Beathard"
- D. Excited to participate in the POF to further my clinical and managerial excellence

Lifeline Vascular Access

2

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### We have a lot to be proud of as a network

<b>Leadership</b> Nearly 1,000,000 Patient encounters	<b>Clinical success</b> (2015 through July) 99% success rate 86% overall patient satisfaction	<b>Growth</b> 4.5% US Center growth 2016 proposed rates: 0.8% increase 1 <sup>st</sup> center in Saudi to open this month
<b>Supply Acquisition Mgmt.</b> Continued significant supply cost reductions	<b>Collaboration with DaVita</b> Collaborative process to build coordinated clinical pathways with DaVita team	<b>ROPS performance</b> Consolidated aging of 88% of A/R below 90 days, 5% over 150 days

Lifeline Vascular Access

3

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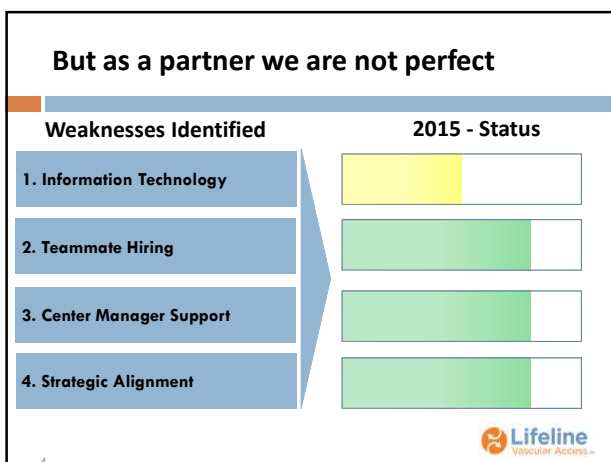
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### Information technology

- NextGen Physician Note**
  - Improvements determined via Physician User Group
  - Currently in Alpha testing
  - Roll out expected in Q1, 2016
  - Demo available in vendor area
- NextGen Remote Access**
  - More robust solution for physician access outside the center available in early Q4 2015
- Meaningful Use**
  - Increased resources to improve ability to support our affiliated physicians
  - 54% of Lifeline physicians successfully attested in 2014.
  - 46% did not attest, 11% are being penalized
- ICD-10 Readiness**
  - Implemented August 31st

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### Recruiting Updates

- Time to fill new positions decreased from 43 days in 2013 to 19.5 days 2015 YTD
- Enhancements to CM Recruitment
- RN Assessment Tool – Starting Q4

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### Center Manager Support

- 2 centralized CM training sessions
- 21 CMs trained
- New 90-day on-boarding program rolled out
- Talent Management Reviews implemented to evaluate performance and high potential
- Added 2 RODs



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### Strategic Alignment

- In the last year:**
- 3 existing customers became Joint Venture partners
  - 11 practices re-signed with Lifeline
- Since we started:**
- 10 practices have joint ventured with Lifeline
  - 81 practices re-signed with Lifeline
  - 6 centers closed
  - 1 practice left the network
- Other Initiatives:**
- Information as a competitive advantage
    - ION Business Intelligence Metrics
    - See packet and stop by vendor area to see a demo
  - Launched Physician Engagement Initiative



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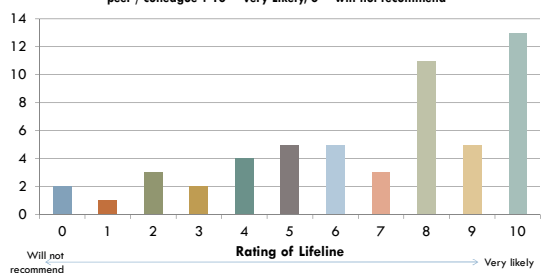
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### Physician rating of Lifeline

n = 54  
 Rating of Lifeline: How likely are you to recommend Lifeline's services to a peer / colleague ? 10 = Very Likely, 0 = will not recommend



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### Physician dialogue: What you value

- Clinical Excellence + Physician training
- Supply pricing
- Legislative support
- Regulatory support
- Coding expertise and audit support
- Strong center teams and culture
- Physician Operator Forum
- Outcomes reporting and benchmarking



10

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### Physician dialogue: What we can do better

- Proactive versus reactive
- Analytic insights
- Active CM support
- Strengthen front desk role
- Response time
- Solution oriented versus compliance focus (can do versus can't do) e.g. Transportation policy



11

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### Physician dialogue: what to expect next

- More detailed presentation on findings and actions on physician conference call
- Involve you on several levels
- Conduct additional strategic dialogue
- Define goals and track progress



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### Value of Lifeline Centers

**FREESTANDING CENTERS HAVE SUPERIOR CLINICAL OUTCOMES...**

Value of Freestanding Centers over HOPD

- Next study to
  - ❖ Differentiate Lifeline and
  - ❖ Determine impact of vascular access care on key dialysis metrics and patient outcomes

Source: Al Dobson, et al, Seminars in Dialysis, Sept - Oct 2013; CMS

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13

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### This year's meeting focus

**Healthcare continues to be challenging**

- Beyond Clinical Care
- The Patient Experience
- Regulatory Mandates
- Techniques and Technology

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14

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### Keynote Presentation

**Stephen C. Beeson, MD**

Founder – The Project at PracticingExcellence.com  
Family Medicine Physician

**Lifeline**  
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15

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