



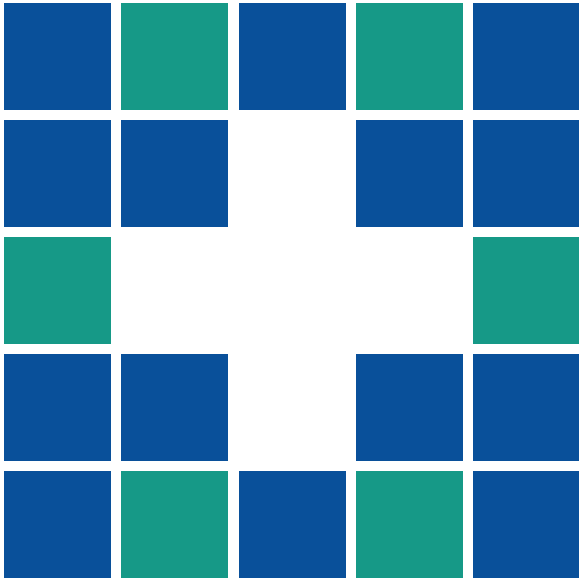
2021 Annual Report

Engaged in Performance



PA Clinical Network

AT THE PENNSYLVANIA MEDICAL SOCIETY



Our Mission

To be the most trusted and successful clinical network.



Our Vision

Create a thriving future for the practice of medicine by removing barriers and optimizing outcomes.

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VISION IN ACTION

After 2020, Pennsylvania doctors quickly recognized that even the most experienced physicians had never seen anything like the medical and societal strains that a global pandemic could bring. Tempered by this humbling COVID-19 realization, our doctors and the PA Clinical Network cautiously entered 2021 still double masking, vaccinating, and Zooming remotely to necessary meetings.

Throughout 2021, the PACN team stood by our doctors with continued COVID updates and support. Our dynamic physicians had already adapted for survival and turned their gaze ahead on how to thrive. Likewise, the PACN team focused on quality performance and building a foundation for future growth and continued success for our doctors and their patients. Despite the continued COVID challenges, the PACN added another payer in 2021 and created an ACO for 2022 to now cover even more lives in quality arrangements across 8 major payers.

Most importantly for our PACN practices during a year filled with decreased staffing and increased patient demands, our network returned a staggering \$650,000 back to our member practices which was well beyond anticipated. This quality recognition benefited practices for the excellent care they were already providing individually and collectively to their patients. The value of the PACN during this stressful medical year was best captured by a PACN Williamsport Internist in a recent committee meeting,

“If it were not for the PA Clinical Network and its efforts, our office would not have finished 2021 above water. I would like to thank the quality team for its hard work with my office and for helping us to improve our focus on performance measures as healthcare transitions from fee for service to quality. Once again, Thank You!”

- Dr. Gombosi

The PACN connection to one of our quality program insurers also allowed distribution of nearly \$4M to independent PAMED member practices through the Community Cares Grant. These additional resources allowed our physicians to impact the local health of their communities during challenging periods of access when many practices were straining to remain open. The southeast Pennsylvania pediatric network, The Women and Children’s Health Alliance, echoed the values of the PACN during predictable and unpredictable years,

achievements of 2020 and 2021. Seasoned by the COVID unpredictability of these years, we cannot be certain how 2022 will end but we and our member physicians are confident that, by working together, we can not only survive, but also thrive.

Our PACN team is honored to help lead Pennsylvania and the nation as the only Medical Society sponsored statewide clinically integrated network and look forward to what our doctors will achieve next year and beyond.

“WCHHA is a proud supporter of the PACN and the services they provide to help their member practices remain independent. From grant procurement support to data sharing, we work hand-in-hand with the PACN on mutually beneficial opportunities to improve healthcare and to reward the good work of clinicians.”

More importantly, the participation of practices across Pennsylvania in our PACN informs all physicians, employed or independent, that there can still be a choice in their practice setting when physicians lead. This was the prescient vision of the Pennsylvania Medical Society and their House of Delegates.

The PACN and its talented leadership team of Bruce Roscher, Wendy York, and Keith Taylor along with staff equally dedicated to the mission of our member practices will continue to nimbly adapt and perform in any environment. We enter 2022 with exciting opportunities in the Medicare Shared Savings Program (MSSP) and building on the increasing quality



JOHN PAGAN MD, FACS
Chairman and CEO
PA ClinicalNetwork
At The Pennsylvania Medical Society



BOARD CHAIR

John Pagan, MD, MBA, FACS

Dr. John Pagan is a board-certified general surgeon from Bucks County, Pennsylvania and named a "Top Doc" by Philadelphia magazine. Dr. Pagan has a long history of leadership in healthcare, having served as Chairman of the Pennsylvania Medical Society Board of Trustees, Chair of his Surgical Department, and Chair of his hospital Breast Program when it first achieved national accreditation. Dr. Pagan is a Fellow of the American College of Surgeons as well as the Philadelphia Academy of Surgeon and a member of the National Association of Corporate Directors, American Society of Breast Surgeons, American Medical Association as well as the American Institute of Parliamentarians and National Association of Parliamentarians. After graduating from the University of Maryland School of Medicine, he completed his surgical training at Einstein Medical Center and subsequently obtained his Master's Degree in Business Administration with a healthcare focus from Saint Joseph's University. Dr. Pagan currently serves as the Speaker of the Pennsylvania Medical Society House of Delegates.



Bindukumar Kansupada MD, FACC, FCCP, MBA

Dr. Kansupada is a cardiologist living in Yardley Pennsylvania. He received his medical degree from the prestigious Topiwala National Medical College, and completed his cardiology fellowship at Drexel University. He is a Fellow of the American College of Cardiology and practiced for close to 40 years in multiple hospitals including Lower Bucks Hospital and St. Mary Medical Center. Dr. Kansupada is a widely recognized expert in lean practice management, quality control, and systems engineering to drive improved healthcare efficiency. His healthcare leadership led to his appointment to the Pennsylvania Advisory



Council under Governor Corbett and State Congressman Mike Fitzpatrick. He has maintained Patron membership with the AAPI (American Association of Physicians of Indian Origin) and served as a member of the PAMED Board of Trustees for that organization's International Medical Graduate Section.

Theodore Christopher, MD, FACEP

Dr. Ted Christopher is Professor and Chair of the Department of Emergency Medicine at Sidney Kimmel Medical College, Jefferson University Hospitals. In addition to recently serving as the 168th President of the Pennsylvania Medical Society, Dr. Christopher is Thomas Jefferson's first distinguished endowed Professorship in the Department of Emergency Medicine. After



graduating Summa Cum Laude from Harvard University, Dr. Christopher graduated from the Icahn School of Medicine at Mount Sinai in 1981. He completed residencies in internal medicine, at Brown University's Rhode Island Hospital, and emergency medicine at Thomas Jefferson University Hospital and became board certified in both specialties. He is a past president of the Association of Academic Chairs of Emergency Medicine, the Pennsylvania Chapter of the American College of Emergency Physicians, and Philadelphia County Medical Society.

Martin Raniowski, MPP

Mr. Raniowski is the Executive Vice President and Chief Executive Officer of the Pennsylvania Medical Society, where he previously served as its Senior Vice president for Policy and Programs. Mr. Raniowski is a graduate of the University of Pittsburgh and earned a Masters Degree from Indiana University of Pennsylvania in Public Policy and Political Science. He has a distinguished career



in healthcare policy, with experience as Policy Analyst in the Pennsylvania House of Representatives, a Senior Director in the American Heart Association and as Deputy Secretary of the Commonwealth of Pennsylvania Department of Health.

Daniel J. Glunk, MD, MHCDS

Dr. Glunk is a board certified general internal medicine physician who is a Fellow of the American College of Physicians and served as President of the Pennsylvania Medical Society in 2009. He is a graduate of Wilkes University and the Hahnemann University College of Medicine. He completed his residency at University Health Center of Pittsburgh and was Chief Resident at Shadyside Hospital. In addition to his patient service at UPMC Susquehanna in Williamsport PA, Dr. Glunk is that organization's Chief Quality Officer, where he has helped catalyze that organization's recognition for service at both national and state levels. Dr. Glunk earned a Master's Degree in Healthcare Delivery Science from Dartmouth College and sits on the Board of Directors for the PA Patient Safety Authority.



John Furia, MD

Dr. Furia is an orthopedic surgeon with a fellowship in sports medicine who practices full time



PA Clinical Network

AT THE PENNSYLVANIA MEDICAL SOCIETY

at Evangelical Community Hospital in Lewisburg Pennsylvania. After graduating Magna Cum Laude from Brown University, he attended Vanderbilt University School of Medicine. He completed his general surgical internship at Columbia University Medical Center, orthopedic residency at the University of Rochester Medical Center, and sports medicine fellowship at Baylor College of Medicine. He is the past President of Pennsylvania's Union County Medical Society. He currently serves on the board of the Pennsylvania Medical Society (PMS) and the PACN. Dr. Furia has over 40 peer reviewed scientific publications, currently serves as a consultant for a regenerative cell therapy company, and was the Medical Director at a national health care service provider.



Dawn Tice, RN, BSN, MBA

Ms. Tice is the Vice President of Clinical Operations at Main Line HealthCare. Ms. Tice received her formal clinical training as a registered nurse at West Chester University and completed her master's degree in business at Eastern University. She is an accomplished leader in quality improvement, patient safety, ambulatory quality, patient centered care and has expertise in population health. She has worked at Penn Medicine as the patient safety officer, as a quality improvement consultant for the Pennsylvania Academy of Family Physician Foundation in Harrisburg, and one of three Quality Improvement in Practice coaches supporting practice transformation for state-wide practices participating in Pennsylvania's Chronic Care Initiative. Her expertise has led to her being a frequently sought-after speaker across the country, lending her expertise and practical approaches to topics such as implementation of patient-centered medical home, chronic care models, population health, and transitions of care.



"The PACN has established itself with major insurance carriers, which is leading to realized returns for its members. More importantly, the PACN works with these practices to improve clinical outcomes, which is a win for patients and a win for Pennsylvania."



GROWING WITH LOCAL SOCIETIES

Luzerne County Medical Society

“The Luzerne County Medical Society is very pleased to be a partner of and strategically aligned with the PA Clinical Network. We have mutual interest in serving the patients and physicians of our community. Our organizations’ mission, vision and values are aligned. We look forward to continuing our work together in 2022.”

*- Julio Ramos M.D., President
Luzerne County Medical Society*



Founded 1878

“Lackawanna County Medical Society has a long tradition of education and support of both physicians and the community we serve. I look forward to continuing that tradition of success through our collaboration with the PA Clinical Network”.

*- Donna Eget, D.O., President
Lackawanna County Medical Society*

COMMITTEES

"The Quality Improvement Committee is dedicated to providing the PACN and its members with consistent guidance and actionable strategies to improve care. The last two years have left the healthcare world in a persistent state of flux, but we are here to be the port in the storm."

- Aalok Vilas Malankar, DO



"The Funds Flow Committee has been incredibly active in 2021 as PACN develops stronger relationships with payors and secures access to beneficial grants. We have strategized the distribution of grants and value-based care funds to our network of member practices, with more on the horizon. It is an exciting time to be involved with PACN and our success is your success. The value of that shared benefit is what keeps us moving forward."

- Paul Williams, DO

IN ACTION

The Quality Improvement Committee Members are:
Aalok Vilas Malankar, DO (Chairperson) • Amy Maley, DO • Ahmad Wardeh, MD
Russell Gombosi, MD • Sheri Love, MD • William Kuprevich, DO

The PACN Quality Improvement Committee (QIC) is designated to provide a formal process to objectively and systematically monitor and evaluate the quality, appropriateness, efficiency, safety, and effectiveness of care and service utilizing a multidisciplinary approach. This approach enables the PA Clinical Network to focus on opportunities for improving operational processes, quality care, health outcomes and satisfaction among patients and providers. The PACN QIC oversees the Quality Improvement Program to promote the accountability of all The PA Clinical Network physicians and affiliated healthcare providers ensuring the highest quality of care services provided to all patients.

The Funds Flow Committee Members are: Paul Williams, DO (Chairperson)
Margaret Flores-Posadas, MD
Phuong Wirths, DO • Jeffery Kile, MD • Eric Peck, DO
Rene Rothstein-Rubin, MD

The Funds Flow Committee shall assist in the management of the PACN by providing a formal process to advise the Company objectively and systematically in the distribution of value-based incentive payments to the participating providers of the PACN. This approach enables the PACN to focus on opportunities for assuring that providers have the resources to pursue the Quadruple Aim in service to their patients. The Funds Flow Committee shall offer insights and recommendations to support high levels of performance across the PACN. It shall also provide information that may impact the PACN and the provision of high value care to healthcare providers, payors, consumers, and all stakeholders.

COMMITTEES

**The Credentialing Committee Members are: Nader Rahmanian, MD (Chairperson)
Margaret Flores-Posadas, MD • Fabien Baksh, MD • Peter McNeil, MD
Jeffrey Greco, MD • Rajesh Patel, MD**

The PACN Credentialing Committee is tasked with the appointment and renewal of qualified physicians (Doctor of Medicine or Doctor of Osteopathy) and providers (Doctor of Dental Surgery, Podiatrists and Allied Health Professionals such as nurse practitioners and physician assistants) as participating physicians and providers of the PACN. The PACN credentialing process supports the organization's strategic quality, safety, service and cost-effective initiatives to promote the highest quality of care and satisfaction among patients and providers.

**The Oversight Committee Members are: Jack Armstrong II, MD (Chairperson)
Aalok Malankar, MD • John Reinhardt, DO • Lisa Myers, DO
Julio A. Ramos, MD**

The Oversight Committee shall assist in the management of the PACN by providing a formal process to objectively and systematically advise, monitor and evaluate clinical quality, payor relations, clinical guidelines, and credentialing utilizing a multidisciplinary approach. This approach enables the PACN to focus on opportunities for improving operational processes, quality care, health outcomes and satisfaction among patients and providers. The Oversight Committee shall promote the accountability of all PACN physicians and affiliated healthcare providers, ensuring the highest quality of care services provided to all patients.

**The Contracting Committee Members are: Nader Rahmanian, MD (Chairperson)
Sandeep Kakaria, MD • Duane Donmoyer, MD • Musaddiq Nazeeri, MD
H. Brad Henken, DO • Rajesh Patel, MD • Jeffrey H. Harris, MD**

The Finance Committee shall assist in the management of the PACN by providing a formal process to objectively and systematically advise, monitor and evaluate payor contracting and related funds flow related to value-based contracting. This approach enables the PACN to focus on opportunities for assuring that providers have the resources to pursue the Quadruple Aim in service to their patients.

IN ACTION



"In my time with PACN and the Credentialing Committee, it has become increasingly clear how dedicated the organization is to improving healthcare by improving the ability of physicians to do what they do best."

- Nader Rahmanian, MD

"The Oversight Committee is dedicated to ensuring the overall success of the PACN by actively providing objective advisement to the organization and its members."

- Jack Armstrong II, MD



"The truth is no practice can sustain itself without financial stability. PACN and its leadership is dedicated to giving each member practice superior access to resources that maintain that stability."

- Nader Rahmanian, MD



PARTNERS IN ACTION



Gateway HealthSM

At Gateway Health, it's our mission to care for the whole person in all communities where the need is greatest. We see a future in which everyone has equal opportunity to achieve their best health.

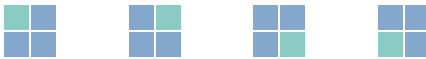
Through our leading Medicaid and Medicare programs, Gateway

Health is coordinating healthcare that goes beyond doctors and medicine and helps members achieve not just physical health, but also delivers whole person care.

Given the health and economic impact of COVID-19, there is no more important time for us to be there for the communities we serve. Gateway is committed to supporting our neighbors through our many community outreach and engagement programs.



As a leading provider of health insurance and related services, Aetna is committed to improving health outcomes, access to quality care and reducing costs, said Michael Cole, Aetna's Keystone president. "Collaborating with organizations such as PACN, allows us to continue to meet specific health needs of members and improve the overall patient experience."



Highmark is proud to partner with the PA Clinical Network to deliver high-quality and accessible health care to our members. As a leading health insurance organization, Highmark works passionately with independent

physicians to deliver value-based care to the communities we serve," said Sean Burns, Vice President of Provider Payment for Highmark. "Through a coordinated and evidence-based approach, together, we can improve the outcomes and patient experience for our members. We are committed to supporting the PA Clinical Network and look forward to continued collaboration on quality reimbursement initiatives."

Humana is proud to collaborate with the PA Clinical Network to help support the critical work of independent physicians across Pennsylvania. We share with the Network a longstanding dedication to improving the quality of care and health outcomes, while lowering the cost of care. Value-based care is vital to achieving these goals, by identifying patients' most important needs, and the needs of the clinicians who care for them.

It is a priority for us at Humana to work with primary care groups that wish to transition from fee-for-service to value-based care. We are more committed than ever to innovation in value-based care, especially during challenging circumstances. We look forward to continuing to collaborate with the PA Clinical Network as it keeps building momentum and growing its outstanding network of providers across the Commonwealth.

The Humana logo is displayed in a bold, green, sans-serif font. A registered trademark symbol (®) is located at the end of the word.

As an integrated healthcare delivery and coverage organization, we want to help you deliver the best healthcare to patients and members. That goal drives all our programs and policies, and it's why we offer a library of resources and virtual orientation for practices that join our ranks.

Geisinger Health Plan has been a national model for healthcare delivery for years, and we're so pleased to pair our expertise with yours to accelerate the adoption of value-based care across our network. Our members' health will only benefit when we partner with the PA Clinical Network and build on the success of our patient-centered focus.

The Geisinger logo is displayed in a bold, blue, sans-serif font.

PARTNERS IN RESULTS

REVOLUTIONIZING MEMBERSHIP

INTRODUCING PACN - ACO

WHAT IS AN ACO?

An Accountable Care Organization (ACO) is a healthcare organization that ties provider reimbursements to quality metrics and reductions in the cost of care. ACOs in the United States are formed from a group of coordinated health-care practitioners. According to the Centers for Medicare and Medicaid Services, an ACO is “an organization of health care practitioners that agrees to be accountable for the quality, cost, and overall care of Medicare beneficiaries who are enrolled in the traditional fee-for-service program who are assigned to it.”



WHY PACN-ACO?

At no risk to practitioners and their practices, PACN-ACO offers their members countless opportunities for new money. This directly benefits members by delivering 30 independent practices into a medicare shared savings program. Our ACO is self-governed by PACN member-led committees, giving us a unique competitive advantage over most PA-based CINs.



FROM THE CEO

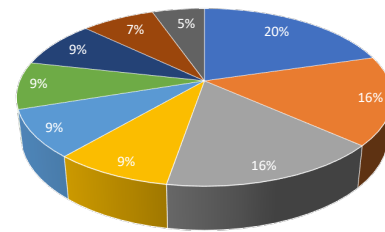
"2022 brings a new year and a new network opportunity for PACN members, the PA Clinical Network Accountable Care Organization (PACN-ACO). Participation in Medicare's Shared Savings Program (MSSP) is a milestone rite of passage for clinically integrated networks and further demonstration of our PACN's expanding capabilities and maturity as a network. PACN-ACO practices can now gain recognition for the excellent care they already provide their many fee-for-service Medicare patients in addition to their many patients in our existing PACN commercial value-based arrangements. PACN-ACO practices will also have their MIPS reporting and recognitions through this same no risk, upside only CMS participation track. We look forward to an exciting year of learning, growth, and fruitful returns as our member practices further improve their patient outreach and quality care."



PACN MEMBER EXPERIENCE

Figure 1

Since becoming a member of the PACN, have you found value in any of the following resources beyond your initial reasons for joining? (Select all that apply.)



- Being a part of independent practices
- Access to Grants
- Quality/Care Management Support
- Advocacy
- Contracts
- Data
- Liability Dis Low Dues
- Covid Guidance
- Other (fill field below)

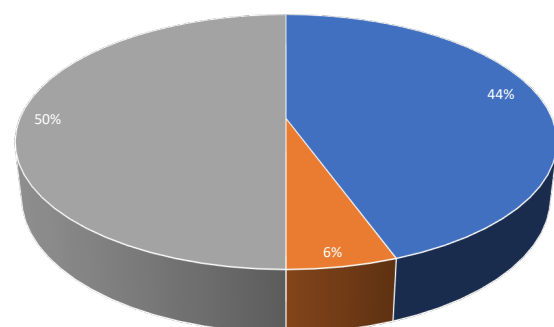
The PA Clinical Network is committed to continuing to improve our members' experiences. Feedback and open communication is a top priority for our organization. In 2021, we launched our new website, providing personalized access to tools and reference materials for our members. With the launch of the website, we felt the need to continue to foster conversations with our members, which led us to conduct our member satisfaction survey. We asked our members to rate their satisfaction with several categories of our operation. We were thrilled to get the positive results we did.

There were many questions that provided us important insight, but one that was particularly significant to us was regarding the value of the resources provided by PACN. We asked, "Since becoming a member of the PACN, have you found value in any of the following resources beyond your initial reasons for joining?" [Figure 1] Significantly, members selected 'Being a part of independent practices' more than any other response. We exist because we believe in the importance of independent practices, so this message from our members resonated strongly with us.

In Figure 2, we learned our members are overwhelmingly satisfied with availability and accessibility of our staff. Our goal is 100% satisfaction, but with 50% of respondents saying they are extremely satisfied, and 44% indicating they are satisfied - we reached 94%! We're grateful to be able to assist our members and their practices, and we look forward to reaching 100% in our next survey.

Figure 2

How satisfied are you with availability to and accessibility of the PACN staff to help you achieve your practice's goals?



- Satisfied
- No Answer
- Extremely satisfied

We're incredibly proud of our quality department, and our members have identified the team as an integral resource for their operations. More than 50% of respondents indicated our Quality Team as excellent, while an additional 34% rated them as good, with 100% of the members who responded having a positive rating. Kudos to Wendy and her team for providing such incredible service to our members!

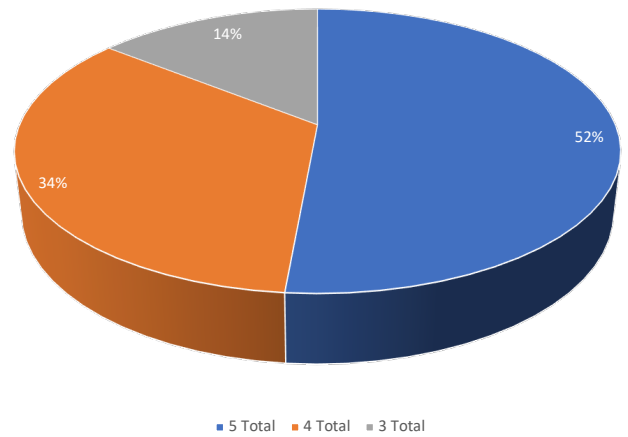


Wendy York, Senior Director of Clinical Outcomes and Quality

Our first member survey has taught us a lot. We can list our successes, but our biggest success is measured in member satisfaction. The feedback that was provided to us is invaluable - not only do we know what we're doing well, but we have also identified what we need to improve, and we are committed to doing just that. Our sincerest gratitude to everyone who took part in our survey, and to our members. We look forward to continuing to grow with you, strengthen our network, and improve healthcare in Pennsylvania.

Figure 3

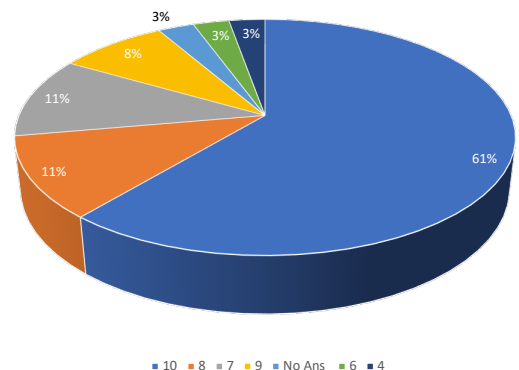
How would you rate the performance of the PACN Quality department overall (1 = low, 5 = excellent)?



The last question we'll discuss is Figure 4. "On a scale of 1-10, how likely are you to refer a physician colleague to the PACN for their practice to become a member?" We firmly believe our organization is one our members can be proud to belong to, so we were ecstatic to learn that 61% said they were very likely to refer a colleague, and another 19% rated an 8 or 9. That's 80% of our members that would highly recommend us. We hope to hear from them soon!

Figure 4

On a scale of 1 to 10, how likely are you to refer a physician colleague to the PACN for their practice to become a member? (1 being least likely, 10 being most likely)



Balhara Internal Medicine Associates
Bartolomucci Family Medicine
Berks Genesis Family Medicine, PC
Carlisle Neurocare
Carlisle Ear Nose and Throat Associates
Conestoga Eye
Daniel Haimowitz, MD
Dingmans Medical Center
Doctor Malvar & Associate
ENT Surgery Group PC
Family Internal Medicine (Nita Rastogi)
Family Medical Care of Lawrence County
Family Medicine Associates of Wyomissing
Fore Your Health Family Medicine
George M. Kosco III, DO and Associates, PC
George Mosch MD Family Medicine
Graham Medical Clinic
Hillside Medical Practice
Houcks Road Family Practice
Internal Medicine Associates of Lawrence County
Internal Medicine of Berwick PC INC
Jackson Siegelbaum Gastroenterology
James W Galasso, III DO
Jatto Internal Medicine and Wellness PC
JDC Pediatrics
Jennifer Wineberg-Zeitler MD
John Manubay, MD, LLC
John E. Muscalus, DO
Jubilee Medical Family Practice
Lawrence County Medical Associates
Lehigh Family & Geriatric Associates
Lycoming Internal Medicine
Kakaria Ophthalmology
Maclsaac Family Medicine

PA Clinical Network

2022 Member Roster

*Manzella Family Healthcare
Martin J. Moran Sr, DO
Medical Arts Allergy PC
Mercado Medical Practice, LLC
Michael A Jalowiec, DO, PC
Miller Donmoyer Family Health Center
My Care Now, LLC
Nader Rahmanian, MD LLC
Nazeeri Family Medicine
NEPA Family Practice
Open Arms Internal Medicine & Pediatrics
Pawan K. Gupta, MD, LLC
Pediatric Associates of Kingston
Pennsylvania Gastroenterology Consultants
Pennsylvania Specialty Pathology
Peter E McNeil MD
Pleasant Valley Family Medicine
Private Physicians Medical Practice
PT Family Medicine
Ramos Rheumatology, PC
Reinhardt Family Practice
Rittenhouse Hematology and Oncology
Southern Cove Medical Associates (Duane P Dilling)
St. Joseph Internal Medicine
St. Luke's Medical , PC
State College Family Medicine
Stephen J Renzi Medical, PC
Sudhir K Khanna, MD, PC
Susquehanna Valley Medical Specialties, PC
Wardeh-Agha Medical Center
Walnut Bottom Family Practice
Wellmon Medical Associates*



PA Clinical Network



*John Pagan, MD MBA FACS
CEO and Chairman of the Board*

Dr. Pagan has a long history of leadership in healthcare, having served as Chairman of the Pennsylvania Medical Society Board of Trustees and currently as the Speaker of the Pennsylvania Medical Society House of Delegates. Dr. John Pagan is a board-certified general surgeon who practices in Bucks and Montgomery Counties. After graduating from The University of Maryland School of Medicine, he completed his surgical training at Einstein Medical Center in Philadelphia and his Master's in Business Administration with healthcare focus at St. Joseph's University in Spring 2021.

Bruce is an accounting and finance professional with over 30 years experience in the financial and operational management of medical practices and their ancillary services. Bruce received his Business Administration degree from Drexel University. He has earned accreditations as a Certified Public Accountant, Certified Financial Planner, Certified Management Accountant and Certified Global Management Accountant. He also holds an insurance licensure in Accident and Health, Life and Fixed Annuities.



*Buce Roscher
Chief Operating Officer*



Leadership in action



*Keith Taylor
Senior Director
Of Business Development
And Practice Support*

Keith graduated from West Virginia University with a bachelor's degree in Business Administration with an emphasis in Marketing. After graduation, Keith eventually returned to his home state of Pennsylvania to embark on a successful regional career in the pharmaceutical industry. It was this experience that helped mold his understanding of the dynamic relationship between payers, patients, networks, and population health. In his role with PACN, he is charged with introducing the Network to physicians and office managers who share our vision for independent physician practices. He is also responsible for pursuing business development and fostering relationships with anyone interested in high-value care. He has been working in the PA Clinical Network since 2019.

With more than 25 years of extensive Health Care experience as an organizational leader, Wendy's expertise covers the full spectrum of practice management including clinical, operational, and financial. She has served as an Office-Based Coordinator for the University of Pennsylvania's Health and Disease Management program, where she educated providers and staff on best practice clinical guidelines. She served as Practice Director for Lehigh Valley Physician Group and directed multiple primary care practice locations with oversight of 20 clinicians and more than 50 staff members. She was selected to lead a practice transformation initiative that completely overhauled daily workflows and created standard work that LVPG practices utilize today. During her time with Lehigh Valley Health Network, she also served as Director of the Health Center at Moselem Springs, a new multi-service line Health Center which included LVHN's first Express Care.

Wendy holds a bachelor's degree from Kutztown University and is LEAN certified.



*Wendy York
Senior Director of Clinical
Outcomes and Quality*



Introducing our Operations Team

Kristie Aurience

Director, Database Administration and Informatics

Role: The Director, Data Analytics and IT Success is responsible for supporting all IT coding functions that support the success of the value-based care and business development needs of the Network. Kristie is responsible for the creation and maintenance of second-level, complex, special and ad-hoc population-based coding, reporting and data warehousing that assures the operational success of the Network's Population Health Platform at the enterprise level. She has first-line responsibility for maintaining the Network's client relationship management (CRM) database and the document management system (DMS). Kristie brings customer-focused and team-based problem-solving skills to assure the timely and on-budget implementation of any analytics that may be necessary to assure the success of value-maximizing initiatives across the enterprise. Outstanding communication, trustworthiness and interpersonal "people skills" at the clinic site level are Kristie's key attributes; they facilitate buy-in and support from our vendor partners, physicians, providers, and payers to create an information-based enterprise that is greater than the sum of its parts.

Education/ License/ Certificates etc.: Bachelors, Business Administration

Hobbies: Girl Scout Volunteer, Skiing, Travel, Whitewater rafting, Sewing/Cross-stitch

Shelly Grim, LSW

Director of Data Analytics, Integrity and Security

Role: Shelly is a liaison between the PACN and our Population Health Platform Partner, HealthEC. As such, she is responsible for assuring the smooth onboarding of PACN practices onto the HealthEC platform, as well as being first point-of-contact support between HealthEC and Network physicians, providers and other clinic personnel. Shelly is also responsible for monitoring the accuracy of HealthEC and responding to and addressing any data shortfalls, as well as developing standing and ad hoc reports and other analyses of the HealthEC data. She performs the function of being the PACN's Health Information Compliance and Data Security Administrator. In this role, she is responsible for maintaining current knowledge of any and all HIAPA (Health Information Privacy Protection Act) related regulations as they pertain to the PACN, serve as a primary point of contact for our data security vendor, The Guard, as well as assist with updating policies/procedures for health information data management, integrity, storage and security. Additionally, Shelly develops, implements and ensures the PACN's employee compliance with yearly data security training. Lastly, Shelly is responsible for PACN member/practice monthly dues invoicing.

Education/License/Certificates etc.: BA Psychology, Cedar Crest College; Master of Social Work, Marywood University; LSW - License in Social Work since 2008

Hobbies: Shelly enjoys classic cars and shows. She currently owns a 1967 Barracuda, which was her family's car bequeath to her upon her father's passing in 2018. Additionally, she and her significant other, Vernon (Vern), enjoy riding their 2003 Yamaha Roadstar Midnight Edition throughout Central PA and beyond.

Donna Banks

Executive Assistant

Role: Her top priority is working with the CEO and the leadership team, ensuring they maintain high levels of productivity and organization through the management of their calendars, meetings, travel, and other necessary projects, as well as being responsible for confidential and time-sensitive materials. Donna also serves as the Board of Directors Secretary.

Education/License/Certificates etc.: AA Degree in Microsoft Office at Catonsville Community College in Baltimore MD.

Hobbies: Gardening, Dancing, Decorating, Brisk Walking.



Introducing our Quality Team

The Quality Team provides regular hands-on, office-based, and telephonic support to physician practices and their inter-departmental teams for transformation of quality workflow and processes to improve quality outcomes. The team analyzes and customizes their approach for each practice creating a strategy that enhances each practice's performance. They offer education, tip sheets, tools and resources that promote practice success. Additionally, they build and maintain working relationships with clinicians and staff, providing on-going guidance and support related to quality improvement and clinical practice improvement opportunities

Lisa K. Strohm

Director of Clinical Outcomes

Background/Previous Work: Lisa is a Registered Nurse having experience in the hospital, multi-physician practice groups, as well as home health environments. Additionally, she has working experience in the Quality (NCQA Accreditation/CMS/HEDIS/PQS/Value-Based Contracting) and Utilization Management arenas at two large healthcare plans that services not only Commercial groups, but Medicare and Medicaid as well. Lisa was responsible for oversight of vendors delegated and contracted for delivering of behavioral health, pharmacy, radiology, physical therapy, and nurse line services. Her leadership experience included a team of upwards of 45 associates responsible for call center activities, prior authorization/concurrent review, and DME utilization. She worked closely with the PA Department of Health Services to ensure the quality of care for PA Medicaid recipients, along with appropriate utilization/cost containment, was accomplished.

Education/License/Certificates etc.: Associate Degree in Nursing; Registered Nurse licensed in PA; Dale Carnegie Leadership Course.

Hobbies: Lisa enjoys traveling (both domestic and international) as well as spending time with her family (including two precious grandchildren) and friends.

Janelle Arthrell

Clinical Transformation Consultant

Background/Previous Work: Janelle comes to us from Aetna where she served as a HEDIS Outreach Coordinator for more than 6 years.

Her primary focus was provider engagement where she conducted onsite medical chart audits and educated providers and office staff on HEDIS measure requirements and practice performance goals resulting in higher performance ratings. She performed internal database investigations and abstractions as well as researched claims to assist with obtaining medical records for HEDIS measure specification for compliance.

Hobbies: Spending time with her family and two dogs. She loves the summertime and taking family vacations throughout the year. But most of all, if there is a little league game, you'll find her cheering her number one on the field!

Traci Petrino

Director of Clinical Outcomes

Background/Previous Work: Before coming to the PACN, Traci was a QM Manager/Project Manager for Aetna where she facilitated and participated in elaboration sessions between customers, business representatives, subject matter experts and development teams for technical and health informatics projects. She was an active participant in Collaborative and High-Performance Network (HPN) meetings with large providers assisting in efforts to meet HEDIS and other contract expectations. She served as a subject matter expert for HEDIS measures, provider engagement activities, and remote EMR on-boarding and has experience working with multiple EMR systems.

Education/License/Certificates etc.: Traci received her Bachelor's Degree in Social Science from Lebanon Valley College and her Master's Degree in Health Administration from the University of Phoenix.

She is also active member and club president of the Palmyra Area Lions Club.

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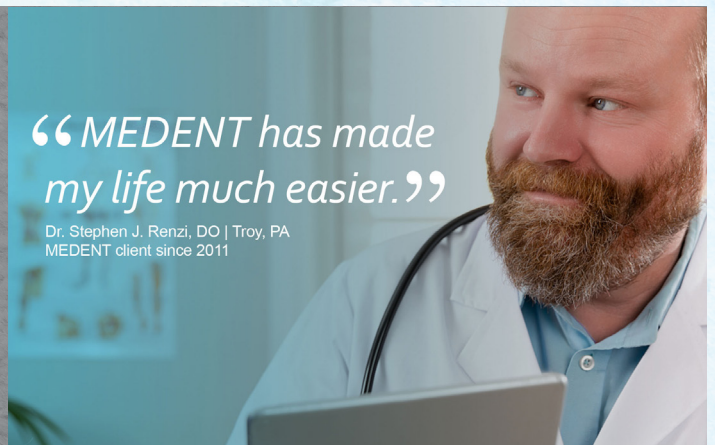
Prosurant is rooted in the strong belief that physicians should have the freedom to launch and grow a practice that they themselves own. To that end, we are building a supportive ecosystem for independent medical practices. The solution providers in the Prosurant ecosystem boost patient acquisition and drive down operating expenses. Our offerings are continually evolving and always customized as we know that each practice is unique. We've helped employed physicians walk out of the hospital and build a new practice with a full schedule of patients even before opening. Long established practices have realized tens of thousands of dollars in annual savings. In the future, Prosurant will highlight the unique value that independent practices offer non-traditional healthcare purchasers. The Prosurant offering has been validated by new members across Pennsylvania and all the way to Florida. We are honored to have the partnership with the PA Clinical Network to empower independence in the Keystone State.

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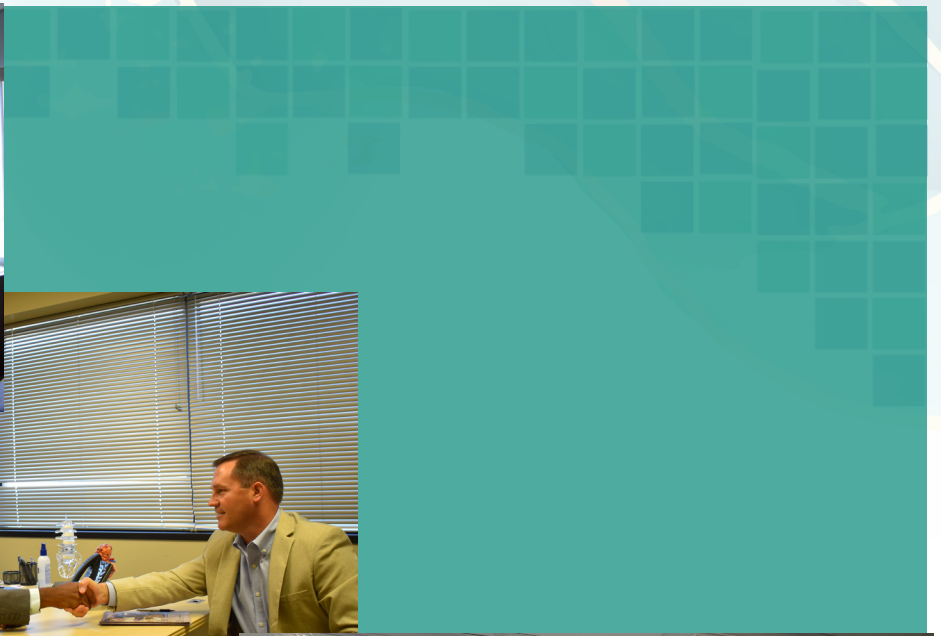
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Mindoula is a next generation population health management company that scales the human connection through technology in addressing mind, body, and life challenges. We offer a range of programs for health systems, primary care practice groups, hospitals, and consumers, delivering tech-enabled, team-based, 24/7 support and care across the continuum of care. We call our care extenders "Mindoulas" – a combination of "mind" for mental health and "doula" which is Greek for caregiver. Our Mindoulas are experts in outreach and enrollment, and in establishing sustained, trusted relationships with the members we serve. We work 24/7 in teams of four to help people with behavioral health challenges and medical conditions receive the care and resources they need to get better. In the pre-acute setting, we deliver a virtual Collaborative Care overlay that integrates behavioral health in the primary care setting. In the post-acute setting, we deliver high-tech, high-touch, community-based care extension that addresses behavioral, medical, and social determinants of health. We are so very excited to work with PA Clinical Network to help address the behavioral health needs of your patients by partnering with your providers; 2022 is going to be a fantastic year!



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PA Clinical Network

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