



**FMEC 2023 Annual Meeting
Friday, October 13, 2023, Providence, RI**

Vision 2023: Embracing Change and Driving Growth
Presentation by Daniel F. McCarter, MD and Faisal Syed, MD

A former CMO of Tampa Family Health Centers, one of the largest health centers in the country, Faisal Syed, MD is now ChenMed's National Director of Primary Care. He joined the practice as a "full-risk primary care doctor" after the innovative model caught his eye in Florida.

Daniel McCarter, MD, FAAFP is associate professor of family medicine at the University of Virginia, where he taught for almost three decades. McCarter serves as ChenMed's National Director of Primary Care Advancement.

A family-operated primary care practice based in Florida and managed by the Chen family, ChenMed has been operating for almost 40 years and now has more than 125 primary care centers operating across 15 states.

McCarter said physicians and medical assistants at a ChenMed practice take care of about 450 patients. "Our goal per medical center is monthly patient visits and seeing the sickest 10 percent twice a month," he noted. ChenMed centers make weekly staff calls to patients and offer on-site medical dispensing. The centers provide Uber and Lyft for door to door transportation and have on-site behavioral health providers and case managers who follow patients into the hospital.

Physicians are involved with every decision at ChenMed's centers. "We are in the full-risk Medical Advantage space. Our average patient is 70-72 years old with five or more chronic medical conditions. We exist in the same neighborhood as the clinics," Syed explained.

According to McCarter, ChenMed's rapid growth is clear evidence that their approach is working. ChenMed has significantly reduced admissions 30-50 percent compared to fee-for-service providers. "We have decreased ER visits, decreased costs, increased quality measures and increased patient satisfaction."

In 2011, ChenMed grew beyond Florida and has been making its way west. "Our CEO, Dr. Chris Chen, always asks, how can we scale faster? How do we keep building more centers with good PCPs?" McCarter told his listeners. "How do you scale the simple, rather than thinking about overwhelming capacity?"

Syed said that the main drivers of waste in today's health care system are not the overprescribing of brand-name drugs instead of generics or unnecessary referrals to specialists. "The main driver of waste is all the unnecessary emergency room visits that fuel unnecessary hospitalizations." The solution is restoring the doctor-patient relationship, which is central to ChenMed's mission, Syed emphasized. "Not just the doctor-patient relationship, but also the relationship between the health center and the community, as well as doctor-doctor and doctor-team relationships."

In 2020, ChenMed's innovative model earned them a place on *Fortune* magazine's Change the



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World list, the only health care delivery company that appeared on the list, according to Syed. The honor was an unexpected surprise for the ChenMed organization.

“I became a doctor specifically for people with little to no resources. When you don’t call an unscheduled visit a walk-in, but instead you call them a patient in need, then that is when you remember why you became a doctor,” Syed concluded.