



DaVita Integrated Kidney Care¹ (IKC) patient

After a year on dialysis, Nick's plans for a kidney transplant had to be put on hold due to cardiovascular concerns, which required surgery. Once home from the hospital, he noticed new symptoms and turned to Kathy. She 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!

"It's a great feeling," Kathy says, "to know that we helped Nick to stay healthy, enabling him to make important health decisions."

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., Fred Reichheld and Satmetrix Systems, Inc.
4. Patient names have been changed.

CARE AND ATTENTION

