



Nephrology  
Associates of  
Kentuckiana, PSC

# Nephrology Associates of Kentuckiana (NAK)

As the largest nephrology provider in the region,  
NAK cares for patients across Kentucky and Indiana

- 33 providers
- 12k CCM-eligible patients
- Engaged with Interwell and Evergreen



## BETTER CARE, LESS PHYSICIAN BURNOUT

Like physicians around the country, the team at NAK is under tremendous pressure. Phamily CCM alleviates the burden on NAK's physicians and advanced practice providers by enabling clinical staff to provide between-visit care 10x more efficiently.

## CCM PROGRAM RESULTS

- **1,969** patients enrolled in CCM
- **76%** patient engagement
- **\$640K** annualized revenue
- **\$211K** annualized net profit (**33%** net margin)
- Added **4 FTEs** to help their practice, all funded by CCM



*We've seen increased prescription compliance, reduced hospitalizations, and higher overall engagement. Phamily makes our patients feel like they are getting a concierge service.*

**Ramsey N. Nassar, M.D.**  
Nephrologist

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Phamily CCM: Truly collaborative care for highly-satisfied patients and better outcomes.

## GREAT ENGAGEMENT FOR MORE TRUST AND BETTER CARE

On average, **Phamily CCM patients engage 3.4 times per month** (versus 1 time per month with traditional approaches to care management). Patients build trusted relationships with their care managers. When patients feel respected and well-cared for, they feel comfortable talking about potentially-embarrassing side effects so they can stay compliant with medication regimens.

# 10/10

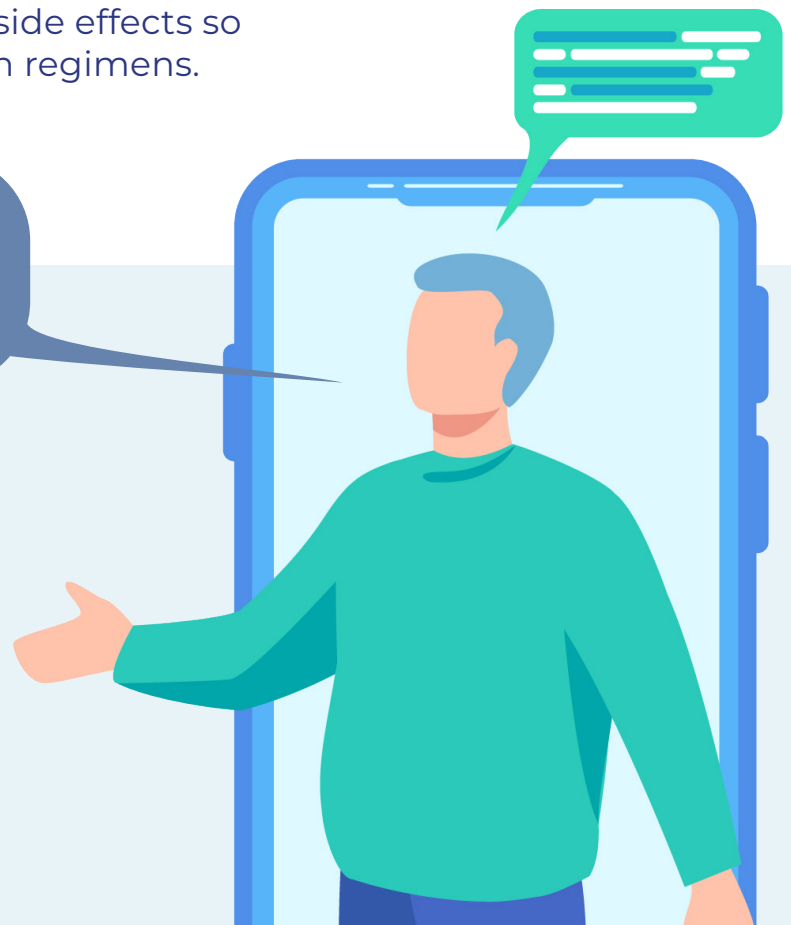
**Patient  
Satisfaction Score**

median score for 504  
patients surveyed

## WHAT ARE THE PATIENTS SAYING?

*Your personal care service is helpful it keeps me aware of things I need to stay on top of. I'm a believer that your health is in your hands.*

*The response is quick and you check with doctors or nurses to make sure you're accurate before responding in what steps to take.*



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