

A comprehensive and integrated partnership model that:

- ✓ Creates a viable option for maintaining independence
- ✓ Helps ensure financial sustainability
- ✓ Applies a formal framework for ongoing innovation
- ✓ Creates a pathway for improved local care delivery



A partnership that provides John Muir Health with financial and operational predictability so that it can focus on delivering high-quality care

Serving communities in the Bay Area, John Muir Health has over **6,000 employees** and **1,000+ primary and specialty care providers**

John Muir Health and Optum — A model market performance partnership

A leader in health care in the San Francisco Bay Area, John Muir Health is a not-for-profit integrated system of doctors, hospitals and other medical services. They make a commitment to providing the highest quality patient care to their patients through the contributions of their physicians, employees, volunteers, and partners.

Navigating challenges old and new

Despite its success in delivering high-quality care to its local community and expanding its geographical reach and capabilities, John Muir Health was facing challenges that aren't unusual for health care systems in today's environment: increasingly tight margins, an unsustainable cost structure given its competitive market, consumer demands, and high administrative costs. All of these factors, including the critical desire to remain independent, led them to seek a strategic partner who would provide financial sustainability, operational excellence and innovation — allowing John Muir to focus on delivering care to the communities it serves.

Partnering for success and long-term stability

Given their focus on independence, merging with another health system was not a viable option. After an extensive evaluation of possible partners, John Muir Health chose Optum to manage key health system functions, including information technology, revenue cycle management and analytics, and to further enhance ambulatory care coordination and utilization services.

“As Optum walked us through all their relevant services and capabilities, we quickly recognized that the time and capital necessary to build comprehensive transformation capabilities on our own were prohibitive. Forming a partnership became the leading option.”

— Chris Pass
CFO of John Muir Health



\$1.5 million in savings from renegotiated supplier contracts in the first six months of the partnership

The Optum—John Muir Health partnership is providing meaningful and measurable results

The collaborative nature of the partnership model is having a significant performance and operational impact and has allowed John Muir Health to:

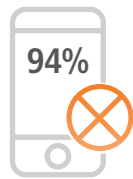
- Improve care access and coordination initiatives with the launch of a 24/7 clinical triage help line
- Expand telehealth capabilities through IT infrastructure support
- Increase efficiency of administrative operations with innovative technology
- Bring data-driven insights to care providers and patients at the point of care using clinical technologies and advanced analytic tools
- Manage the impacts of COVID-19 through the implementation of command centers, predictive patient volume modeling and mobile clinics for testing

Another advantage of the partnership included retaining John Muir Health employees, with over 500 becoming employees of Optum. This not only led to performance continuation, but also new career, professional development and skill enrichment opportunities.

A true partnership that has delivered real results



6% voluntary employee turnover — National hospitals and health systems average at 14%



Prevented 94% of after-hour calls to on-call MDs



80% increase in telehealth utilization



Maintained Moody's A1 rating indicating the Optum partnership as a positive factor

“ We share common values with Optum, and this new relationship will help us further deliver on our mission to improve the health of the communities we serve. We are committed to remaining independent while embracing partnerships that help us grow. ”

— Chris Pass
CFO of John Muir Health

Learn more about partnering with Optum:

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